AISME 2024

XXXII CONGRESSO NAZIONALE DI SCIENZE MERCEOLOGICHE

Resilienza e sostenibilità nel cambiamento globale

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Lecce (Italy), 19-20 Settembre 2024

UNIVERSITÀ DEL SALENTO
L'Ateneo tra i due mari

Special Track n. 6

Digital Transformation and Technological Innovation in Public Administration Services

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Digital Transformation and Technological Innovation in Public Administration Services

Organizers:

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Description:

The proposed track on "Digital Transformation and Technological Innovation in Public Administration Services" is a field of study focused on the application of digital technologies to enhance the efficiency, accessibility, and quality of services provided by public institutions. This research area is driven by the increasing importance of adopting digital solutions to address administrative challenges, optimize processes, and deliver more effective services to citizens.
The main objectives of this research include:
- Operational Efficiency: Analyzing how the implementation of digital technologies can optimize administrative processes, reduce operational costs, and enhance the overall efficiency of public administration.
- Accessibility and Inclusion: Examining how technological innovations can make public services more accessible to a wider range of citizens, reducing barriers and improving inclusivity.
- Service Quality: Assessing the impact of new technologies on the quality of public services, ensuring improvements in performance, timeliness, and citizen satisfaction.
- Security and Privacy: Addressing challenges related to data security and privacy protection in the implementation of digital solutions in public services.
- Civic Participation: Exploring how digital technologies can promote active citizen participation in managing public issues through online platforms, consultations, and involvement in decision-making processes.
- Organizational Change: Investigating organizational aspects related to the adoption of new technologies, including cultural changes, staff training, and digital governance.
This research is of fundamental importance because an efficient and innovation-oriented Public Administration can contribute to improving the quality of life for citizens, promoting a more transparent, responsible, and participatory governance. Additionally, the continuous technological development requires a constant adaptation of administrative practices to fully leverage the opportunities offered by digitization.

Keywords:

Operational Efficiency; Accessibility and Inclusion; Service Quality; Security and Privacy; Civic Participation; Organizational Change.

Further Special Track details are available on AISME2024 website >>

Guidelines:

Authors wishing to contribute are invited to submit an abstract of max 250 words (**template**) by 28 February 2024, by using the software Conftool. The abstract should highlight research objective, methodology, and expected results on the specific topic.

Important dates:

28 February 2024 Abstract submission deadline
15 March 2024 Acceptance notification to authors
10 May 2024 Full paper submission deadline
30 May 2024 Deadline for the final version of the full paper
19-20 September 2024 Conference sessions

Further information:

For further information related to the event, please visit the event website at **www.aisme2024.it** or contact the conference organizers at aisme2024@enuklea.com.

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