TRANSFORMATION OF PUBLIC ADMINISTRATION IN THE DIGITAL AGE

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THE FUTURE OF PUBLIC ADMINISTRATION

- 10-20 years from now: decision-making in Government based on data
- Public administration: should both serve citizens and support government decision-making (forecast societal trends and changes)

- Working with data via: artificial intelligence; integrated databases
- Data: must be anonymous (protection of citizens’ rights)
- Current examples: bank system; forecast systems; monitoring systems

The Human Factor in Public Service

- Long transformation of government management: from state focused bureaucracy to citizen-focused public service
- Learnt, unified procedures
- Forms similar to business world: unified design, same physical conditions (e.g.: government windows/bank front desks)
- Public officials: work from knowledge bases
- Competitive environment (public admin/business environment)
- Human resource strategy needed for working standards, conditions

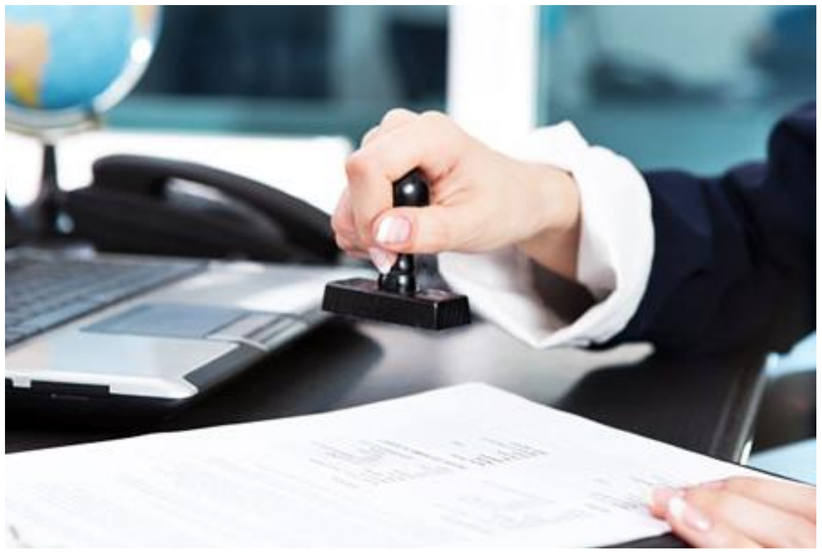
Transformation of paper based real-estate registry

- Challenge: our legal thinking formulated during the reign of Queen Maria Theresa (18th century: now we are in the 21st century)

PROCEDURE NOW

client signs contract at the lawyer

transfers money



weeks after the signature property rights are registered

Transformation of paper based real-estate registry

FUTURE

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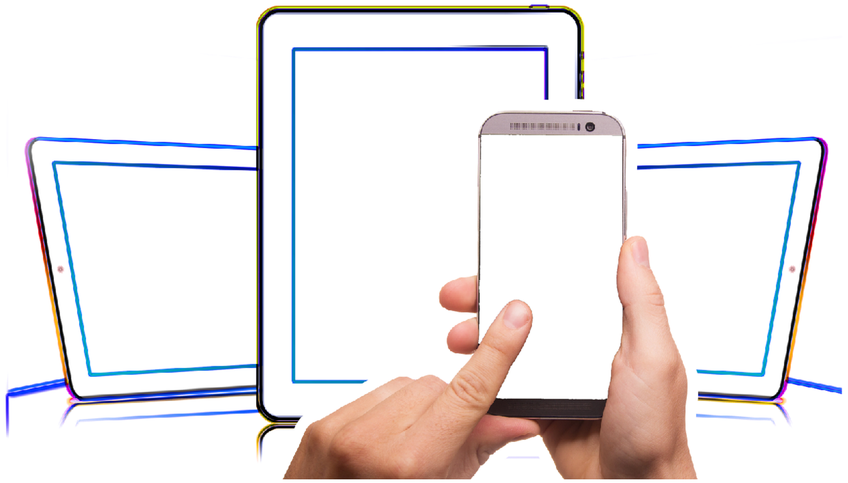


immediately gets digital notifications

- Responsibility changes: original document is kept by the lawyer; digital copy sent to Land Registry

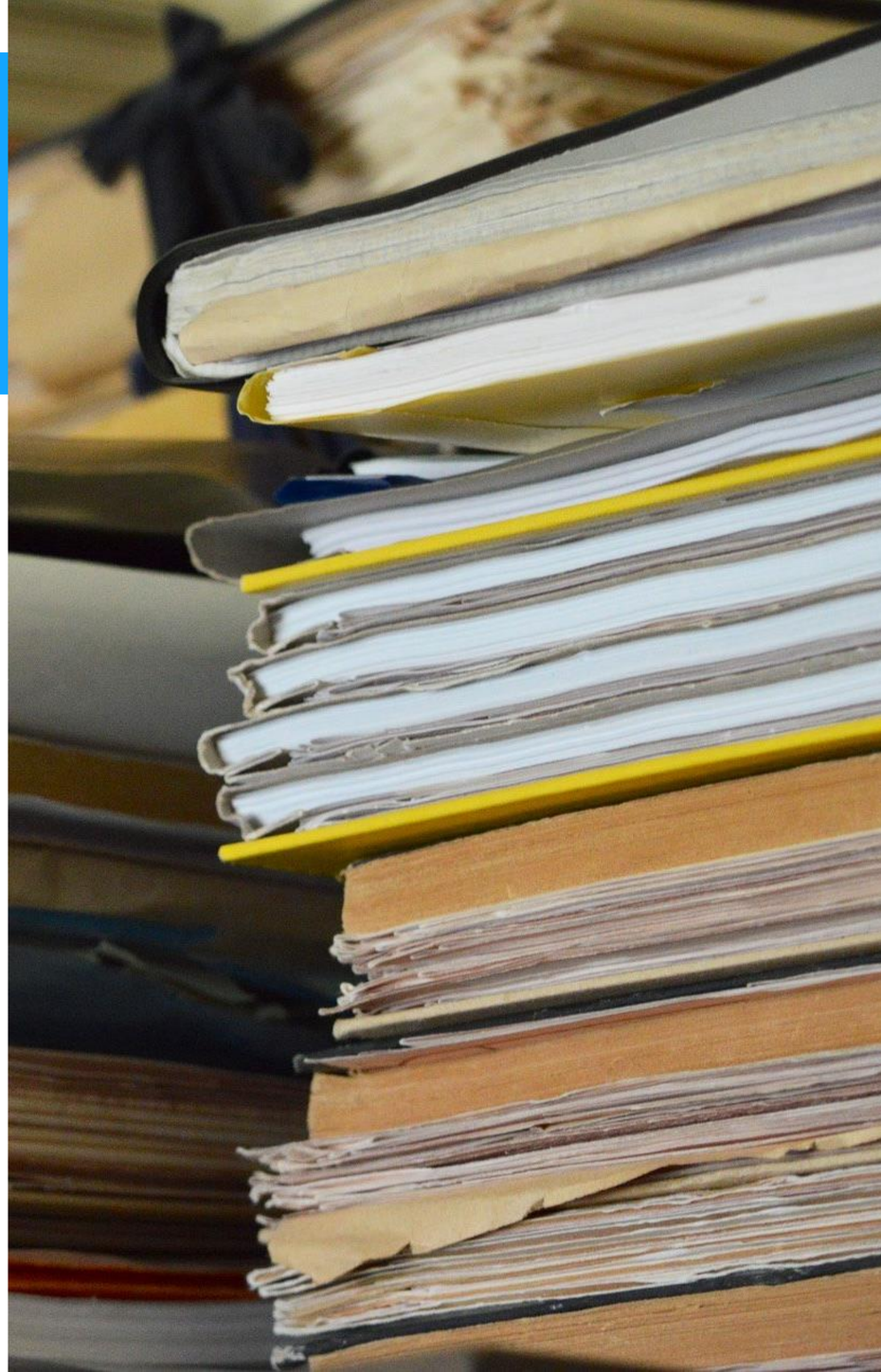
Databases must be harmonized, integrated;

now: 100 different systems operate parallel-data do not meet good quality data needed;

data protection: crucial!

Digital Simplification of Public Procurement in EU

- EU directives make the procedure uncompetitive
- Public procurement in EU: very bureaucratic, slow
- Special procurement knowledge is needed which is expensive
- Digital decision-making has to be strengthened
- How it should change:
    - Artificial intelligence programs should be applied
        - It works from databases
        - Evaluates tenders quickly
        - Accelerates the process
        - Increases competitiveness for the participants



CONCLUSION

A

Future: decision-making in public-administration based upon data

Service based public administration: serve the citizens through state-of-the-art technologies which support the state

B

Human factor remains very important, but: new knowledge is needed

Technology will help enhance competitiveness in public administration

C

Technology will create a more transparent environment (e.g.Estonian Digital Government

Decision-making will be faster by applying technology

Thank you for you attention!

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