

Fraunhofer-Institute for Open Communication Systems

Multilevel Governance: Impact of new technologies

Digitalization of public administrations

Jan Henrik Ziesing

Digitalization of public administrations

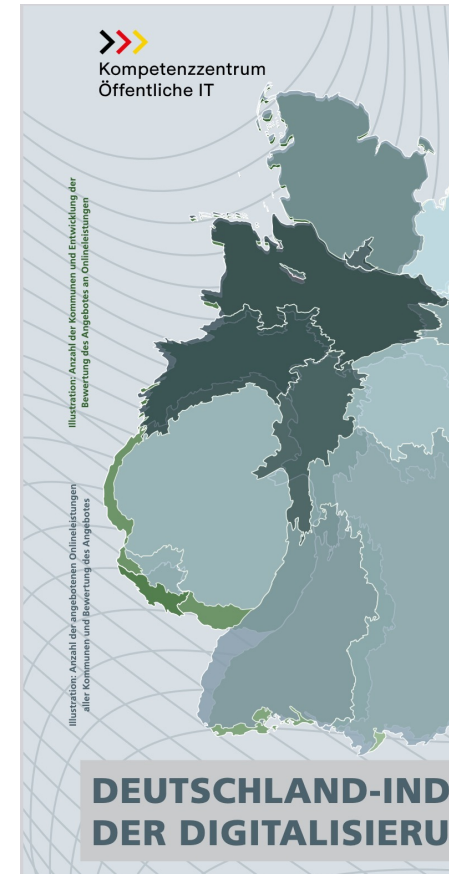
Status-quo, achievements and challenges

D21 eGovernment Monitor 2023

- Citizen survey on use and acceptance of digital administrative services

Deutschland Index der Digitalisierung 2023

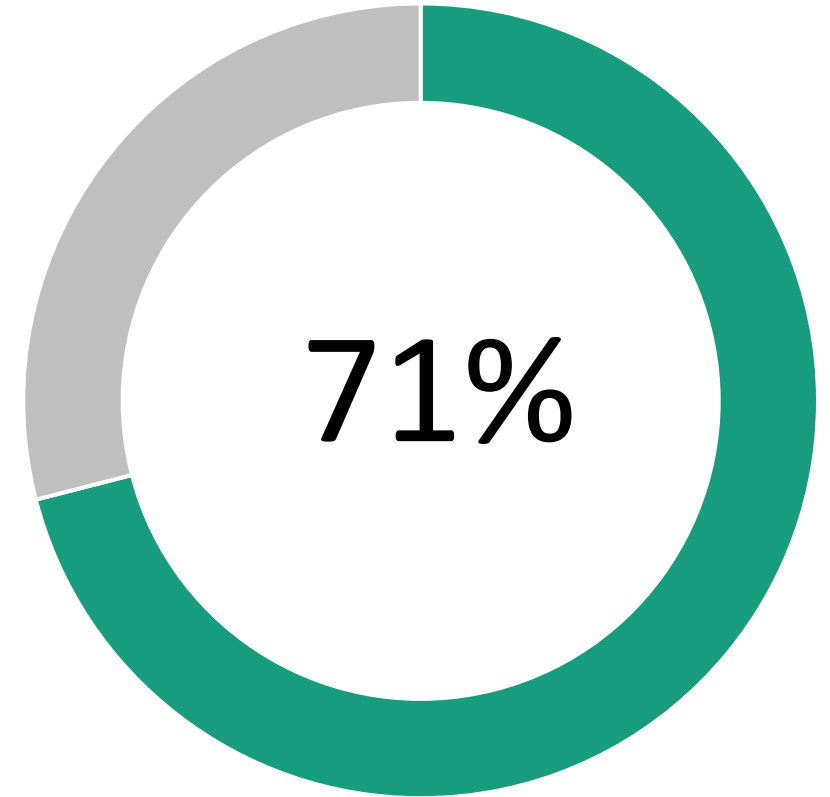
- Meta study and citizen survey on digitalization in Germany and german federal states



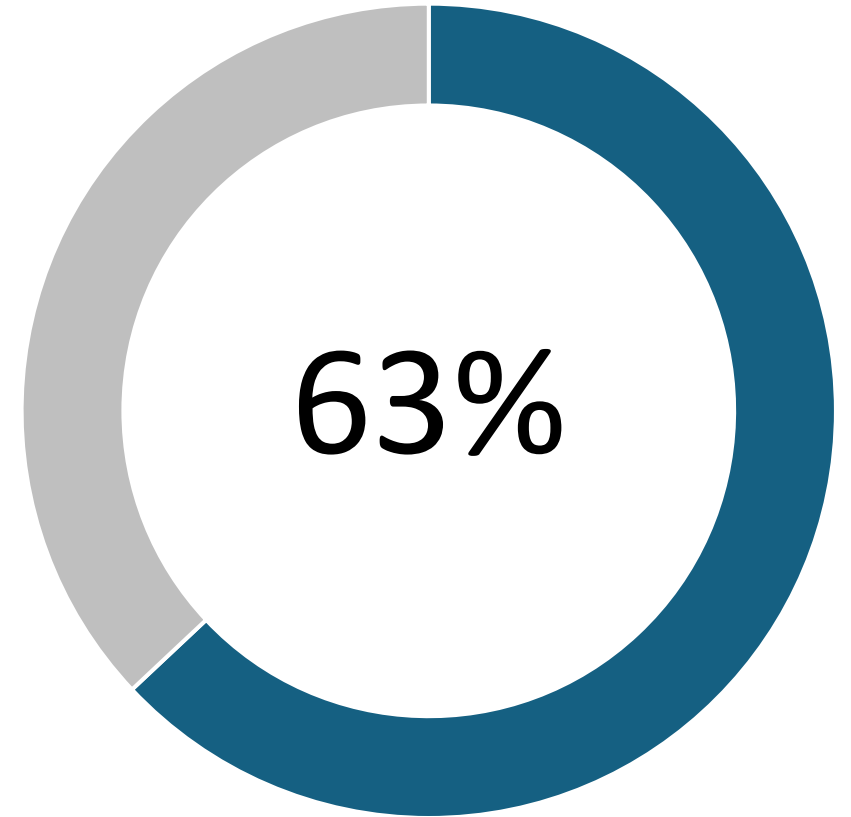
Digitalization of public administrations

Importance of digital administrations and services

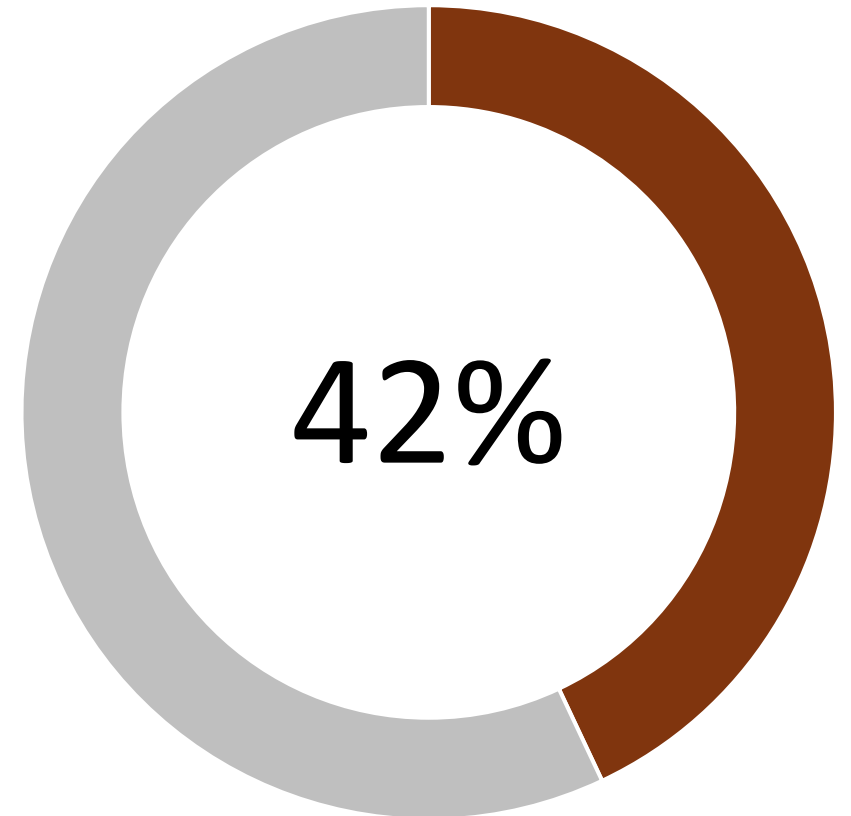
71% of Germans prefer digital services, if they are provided



63% expect the same services level of government online services as of services offered by private companies.



42% of Germans who use the e-government offerings of their city or municipality, are not satisfied with it



Why is the above a problem?

The eGovernment Monitor identifies a correlation between **good digital services** and **trust in states**. People who are satisfied with digital administrative services also rate the efficiency of the state as higher.

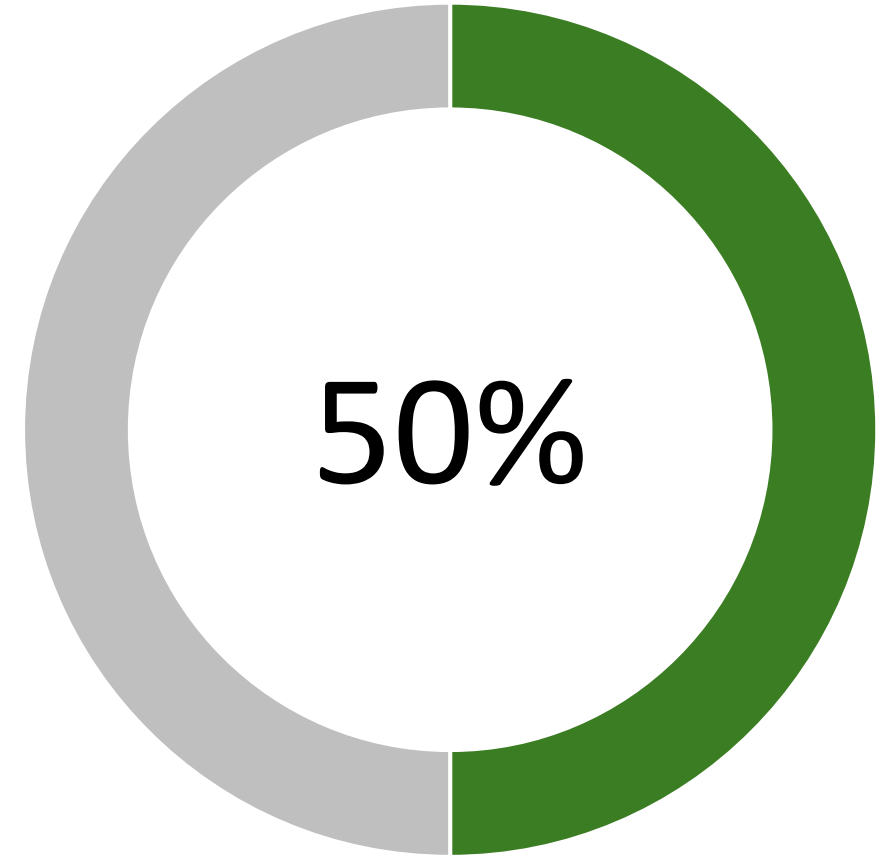


How much trust do you have in the state?
Only 35% have great trust

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Importance of digital administrations and services

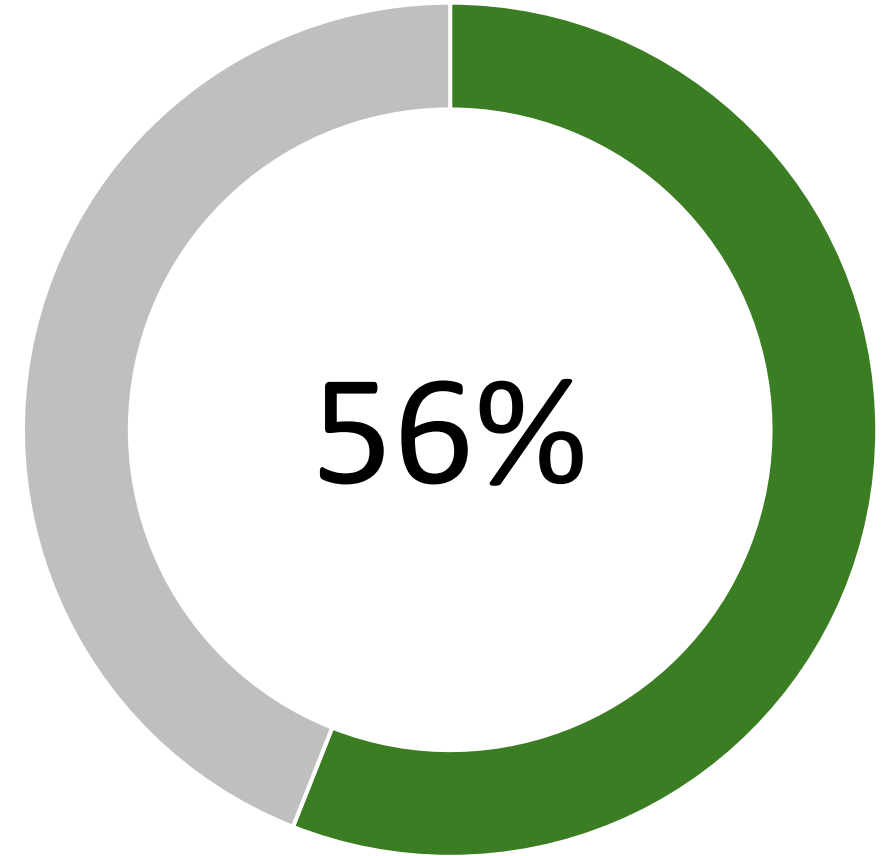
50% of Germans can imagine using digital assistance systems interacting with with the public administration



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Importance of digital administrations and services

56% of Germans assume that the processing time could be shortened by the use of AI.



Digitalization of public administrations

Thesis

New Technologies are not a choice but a duty for the public sector

Digitalization of public administrations

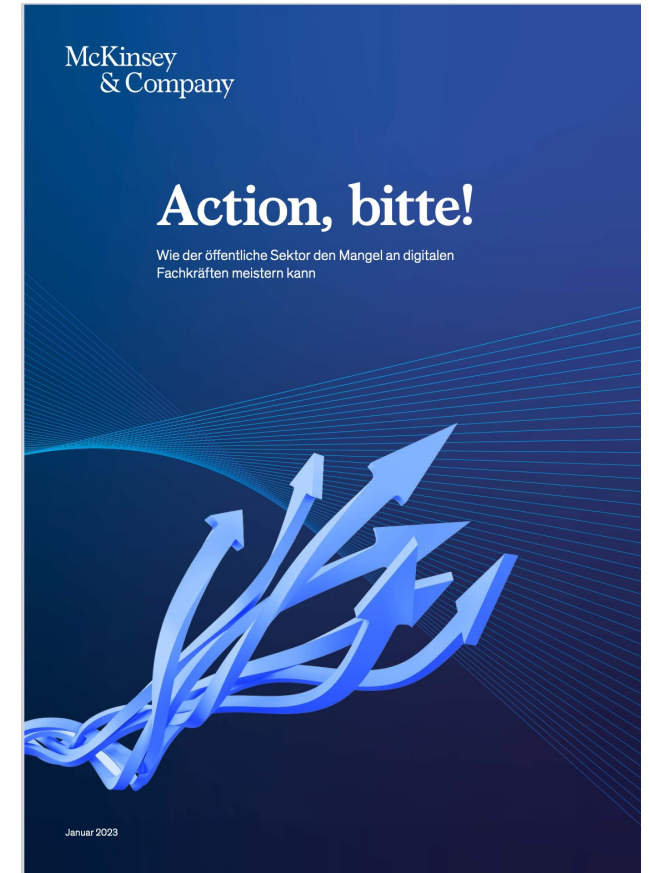
Adoption of new technologies and challenges

McKinsey: Action, please!

- How the public sector can overcome the shortage of digital professionals can master

Key findings:

- A total of **840,000** additional full-time skilled workers will be needed in the public sector by 2030
- McKinsey expects a staffing gap of **140.000** IT-specialists in public sector by 2030
- However, the specialised IT degree programmes only produce around **26,000** graduates each year



Heterogenous status in the digitalization of public administrations and services



Adoption of new technologies is a challenge esp. for the city and regional level

Different collaboration and delivery models are required

Kontakt

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