

Digital Transformation in Local Governments: A Comparative Study.

- **Author(s):** Mustafa Kocaoğlu, Hikmet Salahaddin Gezici
- **Abstract:** In recent years, digital transformation has been increasingly playing a role in shaping the field of public administration. In order to meet the emerging demands and needs for social, economic, political, and other areas, public administrations are more frequently resorting to innovative digital solutions. This situation triggers a major digital transformation in public administration. Digital transformation in public administration has gained momentum with the spread of the Internet, the rapid increase in mobile devices, and the emergence of e-government activities that have been realized through web and mobile applications. In this context, digital transformation reveals different issues and practices than in the past, especially in the delivery of public service. Local governments, one of the leading actors in public service delivery, are also deeply affected by digital transformation and make significant changes in business and transaction processes. On the other hand, given that local governmental units are considered more democratic because it provides a form of government suitable for citizen participation, it is argued that digital transformation can also contribute significantly to the formation of more democratic government. The opportunities offered by the digital transformation constitute increasingly more attractive environments for democratic interactions between public service recipients and the state. It can also be said that there is a close relationship between digital transformation and institutional capacity development of local governments. The digital transformation experienced by local governments has initiated a major change in citizen relations, internal and external stakeholders and institutional level. Digital transformation makes the dynamic management of processes inevitably. In this study, it is aimed to draw attention to how the digital transformation in the world has changed local governments and to apply the comparisons within the framework of practices and to show how the process works at practical level. In this context, it will be made several evaluations related to the issue by examining the practices which were and will be made by the local governmental units in special to Turkey.
- **Keywords:** Digital transformation, Citizen participation, Democratic, Stakeholders, Inevitably, Evaluations,