

3rd World Conference on Management, Business, and Finance

09 – 11 May 2025

London, United Kingdom

Digital Transformation for Public Value Creation

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ABSTRACT

Interest Interest in the digital transformation, which in its broadest sense indicates a process of continuous evolution aimed at increasing over time the reproduction of world capital through technological innovation, initially spread among companies looking for ways to improve their resilience in the event of future crises. The Covid-19 pandemic has considerably accelerated the process of digitalization and organizational transformation within companies and in the Italian public sphere. The paper takes a systemic perspective and analyses the profound transformation that the Italian public administration has undergone and the development of a new approach to technology and data management, as well as a new way of selecting and dealing with suppliers, and defined a new strategy to support the transformation from e-government to digital government. The qualitative methodology used to achieve this objective is the analysis of a case study carried out by the Institute for Prevention and Accidents at Work (INAIL).

In line with the vision of an innovative public administration, open to change and sensitive to the issue of organizational well-being, The Institute has transformed the way its employees work through high-level technological solutions and collaboration platforms. The paper contributes to research by highlighting the relationship between various technological trends, the evolution of organisational models and their social consequences.

Keywords: digital government/ digital technologies/ digital workplace/ human centered/ public value