PARADIGMS OF PUBLIC ADMINISTRATION DIGITALIZATION IN THE CONTEXT OF THE COVID -19 PANDEMIC

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ABSTRACT

The constant evolution of technological means and the Internet, as well as digitization, have inevitably led to the modernization and improvement of the public administrative system on many levels. Our study looked at how the Internet and the digitization process influenced public administration activity after the Weberian reform period, focusing on subdomains like human resources, public procurement, and digital communication between individuals and public institutions.
The researchers' goal is to show how the digitization of certain public services has improved the links and communication processes between individuals and public institutions, as well as how the Internet makes these public services more accessible to citizens. The main findings focused on the impact that these transformations had on the communication process between the analyzed public institution and the citizens.

KEYWORDS *public administration, management, digital transformation*

1. INTRODUCTION

We have reason to believe that information and communication technologies will play a role in improving public administration efficiency, effectiveness, and advancement because of the rapid spread of these technologies and the widespread reporting of their economic and social benefits (Burlacu et al., 2021a).

We also support the view that the information society requires a shift from administrative-command to information-structured management procedures, because only public administration decisions can provide successful governance in the new conditions. based on structured and logical data For public administration systems to function efficiently, information resources and information processes must be available. These include innovative information gathering, processing, and analysis methods, as well as new information database construction and interaction methods (Mikhailovich & Yurievich, 2020).

It's becoming more and more common to hear the claim that digital technologies not only help implement modernization and service delivery strategies, but they also have a significant impact on the path that change takes. Identifying whether or not people in an organization are willing to accept and implement changes is critical at the beginning of the change process. For the sake of better service delivery, increased efficiency, and greater effectiveness, public administration organizations are undergoing a major shift toward digitalization. New ways of collaborating with stakeholders, new

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services, and new service delivery frameworks are all part of the public sector's digital transformation. Few empirical research studies have examined how public administration organizations implement and manage digital transformation in their daily operations, and what results are achieved. There should be a focus on the user's interests and simplicity of use when it comes to digitization in public administration (Pelse et al., 2021).

2. LITERATURE REVIEWS

The COVID-19 pandemic has been described as an acute crisis that threatens essential values and life-sustaining functions and necessitates the development of urgent solutions in unknown situations. In this complex circumstance, there is tremendous pressure to deal with the pandemic, and any government must demonstrate strong political leadership to cope with the crisis. Preliminary findings from the COVID-19 outbreak indicate that existing state capacities, such as the structure of health-care systems, influence how governments respond to the pandemic (Peci, 2020).

It was the worldwide ecological crisis of 1929-1933 that served as the starting point for the notion of sustainable development, which was then expanded to include all economic, social, and human sectors, thus establishing sustainable development as the new route for humanity today. A solution to the ecological crisis caused by intensive industrial exploitation of resources and continuous degradation of the environment, sustainable development has been designed to prioritize the preservation of the environment's quality over the preservation of resources or the preservation of resources' quality. Economic and social progress can be reconciled with the concept of sustainable development, provided that this does not come at the expense of the natural equilibrium of the world (Sarbu et al, 2021).

Kosorukov (2017) finds that the adoption of the e-government model in many countries reflects not just the state's need to adapt to the rapidly changing digital environment, but also the long-term trend of increasing digital openness in government institutions and mechanisms. The digital governance model has replaced previous government models not only due to public pressure and the spread of Internet culture, but also due to the necessity of solving the most acute problems of public administration in the current stage of global financial and economic crisis. To help solve these issues, the researcher claims that many politicians and government officials favor the digital governance model since it improves the state's digital sovereignty at the new information and technology level and adds to social and political stability.

Ansell et al. (2021) claim that the COVID-19 pandemic will indicate that the public sector is not only dealing with more complicated issues, but also a more social context. tumultuous, characterized by turbulence in public affairs. Developing, developing, and implementing strong governance initiatives will necessitate administrative reforms. Public institutions and programs must consequently be more adaptable and flexible to respond to turbulence and increase their problem-solving efforts. Large, compartmentalized, and isolated hierarchies tend to be less adaptable than flat, modular, and easily integrated organizations. We'd need new organizational models, but also new organizational terminology, mentality, and routines to help managers and staff transition from standardizing services to creating innovative, scalable solutions with resilience.

The COVID-19 epidemic, according to Boin and his colleagues (2020), reminds us of the need for high-quality political advice in government and the inequalities of good government advisory institutions, especially during crises. They believe that if public administration researchers could learn one thing from COVID-19, it would be to learn from crises and disasters without prejudice. There are limitations to public service and professional guidance in a crisis since some solutions are not stress-tested or conflicting (Boin et al., 2020).

Recent research shows that the European Union already had enough crises to last a lifetime in the decade before the Covid-19 epidemic broke out in early 2020. The European debt crisis of 2010 sparked the migration crisis of 2015, and the Brexit vote of the United Kingdom in 2016 added fuel to the fire. In terms of both short-term and long-term hazards, as well as the necessity for swift and

unexpected remedies, the health crisis that arose as a result of Covid-19 quickly developed into an economic disaster. All of the long-term policies and processes that have been affected by this twofold catastrophe The euro area and migration policy have already been impacted, as have many established policies and policies, such as competition policy and health policy, which have been disturbed (Schmidt, 2020).

Wolff & Ladi (2020) suggest that unlike previous crises, the EU has shown a degree of flexibility to a "permanent" emergency phase. Adaptability varies according on the policy areas studied. Inter-crisis learning in state aid and economic governance has been greater than in Schengen. Discursive changes are important in cybercrime, economic governance, and climate change. There are also evidence of renewed political devotion to the European Union and a speeding up of their decisions and actions discussed before the pandemic. However, academics have identified a peak politicization when European elites regarded the urgency of Covid-19 as an existential threat to the EU. A race to the top, they said, does not guarantee EU adaptation and acceleration of historical trends (Wolff & Ladi, 2020).

Lanshina and her colleagues (2020) looked at more than 20 proposals from international organizations, corporations, academia, and even government officials about how to deal with the crisis on a global, regional, and even a local level. There is a clear desire for economic recovery from the pandemic, which is expressed in almost all of the proposals that have been looked at. This desire is expressed in almost all of the proposals that have been looked at. It's also important to note, he said, because many proposals emphasize how digital businesses have played a unique role in allowing the world to avoid some or all of the economic consequences of a short-term pandemic through the partial or complete transition of most online processes in businesses and universities. It's important to include and be fair when we get out of this crisis, and we need to put people and communities instead of corporations at the heart of our recovery policies, they say.

Legal, regulatory and procedural barriers to innovation in the public sector are among the most significant obstacles to public sector progress. Public sector innovations must be completed with the inclusion of marginalized communities' perspectives in order to prevent the perpetuation of inequalities and the undermining of human rights (such as the right to an education). Strategies such as e-learning must be supported by rural communities' ability to use modern information and communication technology devices without access to electric power. As a result, inclusive innovation adoption is critical to increasing public trust in public sector interventions based on evidence. (Chigova & Hofisi, 2021).

3. METHODOLOGY

The bibliometric study is the primary method employed in our research. Quantitative analyses of academic literature are currently obtained through the use of bibliometrics. Bibliometrics is the statistical analysis of written works, such as books or articles. Based on citation, cocitation, bibliographic linkages, concurrent occurrence of keywords and co-author networks are the most researched types of bibliometric networks, and there are three prominent viewing ways, based on graphs and on chronology. Bibliometric methods have become increasingly popular as a result of the growth of information and communication technology and the electronic transformation of publications.

Coauthoring, bibliographic coupling and citation networks have been studied in bibliometrics since at least the 1960s and 1970s, according to recent research (Perianes-Rodriguez et al., 2016). Bibliometric networks can now be viewed with a plethora of software tools. VOSviewer and CitNetExplorer have been the subject of recent investigation, though (van Eck & Waltman, 2016). It was because of this conversation, as well as tutorials that illustrate step-by-step how these types of tools can be used, as well as restrictions and the correct use of network bibliometric views, that we decided to utilize VOSviewer as the initial software.

Visualization and exploration of network bibliometric data, such as citation relationships between publications or journals or collaborative relationships between researchers is possible with VOSviewer, a computer program developed for the creation, visualization and exploration of bibliometric maps of science (Eck & Waltman, 2016).
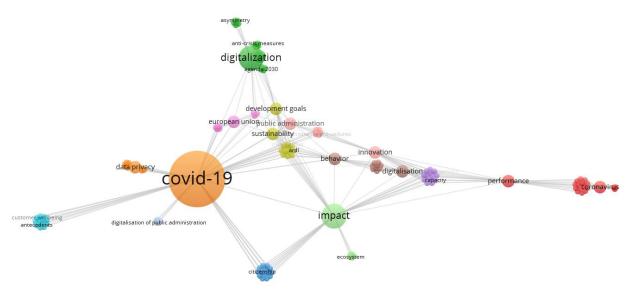
4. FINDINGS AND DISCUSSIONS

Figure 1. Occurrence of keywords and their relationships
Source: Processing by authors in VOSviewer

In Figure 1 we find that the pandemic covid 19 had a major influence in recent research aimed at identifying the impact of digitization in public administration or increasing performance through digitization.

We may claim that the Covid-19 pandemic has impacted ordinary life, especially public administration. We agree with previous studies that public administration has had to adapt to new and unprecedented situations to fulfill its responsibilities. The Covid-19 pandemic, for example, has prompted some inquiry into how public administration has responded, particularly in terms of the right to a fair trial within a reasonable time. To attain this purpose, the research concentrated on adapting public administration in Visegrad Group nations (V4). There were various sectors of public life influenced by the epidemic that were examined. Examples from all V4 countries were compared to see what techniques the public administration took, how they adjusted administrative procedures, and what values were essential for these changes. Based on these examples, the authors conclude that the V4 legislators and public administrations follow the law, but with certain deviations (Horvat et al., 2021).

Administrative procedures, such as interactions between public authorities and citizens and businesses, have also been affected by the Covid-19 pandemic, as shown by Slovenian researchers. However, the innovative digitization of these procedures has allowed Slovenia's 58 administrative authorities to develop a receptive administrative system. Their research finds significant elements and barriers, such as user requirements leading to more responsive service, lack of legal basis and a top-down strategy that discourages advancement, using normative, descriptive, and statistical research methodologies. Good governance principles can also benefit from digitalization, according to a correlation analysis. A higher level of digitization and, thus, better public governance, are more likely in larger administrative units. Their findings can be used to build evidence-based public policies to respond appropriately to the pandemic's problems (Kovač et al., 2021).

Covid-19 has transformed practically every facet of society, including administrative interactions, according to Aristovnik and his collaborators (2021). The public administration is experiencing turbulence defined by the rapid appearance of inconsistent and unanticipated events. It's difficult to know what to expect. An important contribution to our understanding of how the COVID-19 epidemic has affected local general administrative authorities in five EU nations is provided by this detailed study. The results of the study reveal that the pandemic's effects are fairly comparable in those five countries, but not necessarily in other countries, especially those outside of Europe. With the exception of Germany, their findings reveal that one of the most significant issues with pandemic rules is their obscurity. Furthermore, the research demonstrates that the parties involved in the proceedings process, rather than the public administration itself, is the driving force behind digitalization in all nations analyzed. This is corroborated by research on public administration concerns prior to the epidemic and comparability. As a result of the pandemic, public managers in Germany and the Czech Republic have recognized the need of digitization immediately following health protection, as seen by the growing usage of ICT equipment in these countries. Finally, it is shown that the most rapid digitization of administrative processes in Germany and Romania is critical to the long-term recovery from the pandemic problem.

5. CONCLUSION

The COVID-19 pandemic has a big impact on globalization. Globally, authorities have used measures such as social distance, teleworking, and online learning to combat the pandemic. The relative consistency of the pandemic response and management by each country is possibly the best proof of digital globalization (Popescu et al., 2021). COVID-19 spread quickly around the world in early 2020. To stop the virus from spreading, governments have set up rules like social distance, school and kindergarten closures, and homework (Fischer et al., 2022). Many things had to be done in a different way when the pandemic started and telework started. There wasn't enough time for all the people involved (employees, employers and the government) to adapt. Adaptation has been going on for a long time, and it has changed many parts of society as a whole (Belostecinic et al., 2021). We can argue that the evolution of the pandemic scenario has had and will continue to have a direct impact on the changes in the job market (Radulescu et al., 2020).

In response to the challenges of new technology, governments began offering e-services to their residents, and the concept has since grown to encompass a growing number of areas, such as communication with citizens, budget administration, and macroeconomic forecasting, among others. We accept the definition that eGovernment (or e-government) is the application of information technology for the provision of administrative services, information exchange, communication transactions, integration of various electronic systems and autonomous services between government and citizen (G2C), government and business environment (G2B), government and government (G2G), as well as for the processes and interactions of administrative staff in the public sector (Burlacu et al., 2021a). Digitizing public administrations can help foster sustainable development and a more inclusive society, among other benefits. With the widespread use of information and communication technologies in various domains and the reporting of both economic and social benefits, we have optimism that these technologies can also play an important part in the transformation, efficiency, or progress of government (Burlacu et al., 2021b). Public administration innovation, as well as digitization and codification of administrative procedures, should be further viewed and investigated as complimentary rather than antagonistic notions, we believe. Understanding administrative procedures as a fundamental process for a responsive public administration in a modern and changing society and during crises is the main reason for this, according to the Kovač and his collaborators (2021).

Because of the fast proliferation of information and communication technologies, as well as the widespread reporting of their economic and social benefits, we have reason to assume that they will play a role in increasing the efficiency, effectiveness, and advancement of public administration.

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