

Managerial aspects concerning the role of Information and Communication Technology in the innovation of public administrations: from e-government to e-democracy, through digital reporting

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Innovation represents a process of profound change for a company, which can concern production models, characteristics of services or forms of interface with users.

There are many necessary and effective levers to guide change (for example, new service models, incentives for change, etc.), but certainly one of the most effective and available drivers is technological innovation. It is part of a wider system of levers of change, but it certainly constitutes one of the pillars, especially in this historical phase that we are experiencing.

The difficulty of innovating in depth is even more evident in public administrations, because this means changing the composition of the services and therefore of the interests primarily protected, which are the result of long consolidated processes that have taken place between the various stakeholders.

The innovation physiologically activates processes of reallocation of the public value produced and therefore reactivates the political cycle of negotiation and allocation of benefits between the parties legitimately competing with each other.

In public administrations, innovation can concern the internal services of the organization or the territory governed by the organization itself and therefore the production and consumption processes of businesses and citizens, playing a decisive role in guiding, supporting, providing economic incentives and adjustment.

The purpose of this work is to investigate the progress of managerial culture and Information and Communication Technology within the path of renewal of the Italian public administration in the transition from e-government to e-democracy, through digital reporting

Key words: ICT, public administration, innovation, managerial culture, public company, e-government, e-democracy, digital reporting

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