The influence of digital transformation of government on peruvian citizen trust

TREO Talk Paper

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Abstract

According to the Organization for Economic Cooperation and Development (OECD, 2017), digital transformation is main importance for the development of the economy and the welfare of society. However, the increasing distrust of the citizen in Peruvian public entities is generated by various events such as corruption, unavailability, cyber insecurity or usability. Digital projects in Peruvian public institutions are evaluated from an internal perspective and do not include citizens in the design of the digital service, excluding their perceptions. In this investigation we will try to verify that the digital transformation positively influences the confidence of the Peruvian citizen.

Then, a literature review of the following constructs is made: digital transformation, cybersecurity, transparency, citizen perception, digital skills, information technologies, organizational performance, citizen satisfaction and citizen confidence. From the review of the literature it was possible to determine that there is an independent relationship of cybersecurity, transparency, citizen perception, digital skills of collaborators and information technologies with digital transformation (Roy, 2017), the relationship between the transformation digital and organizational performance (Loonam, Eaves, Kumar, & Parry, 2018), the influence of performance on quality of service (Morgeson & Petrescu, 2011) and the influence of quality of service on citizen confidence (Morgeson & Petrescu, 2011; Daunoriene & Zekeviciene, 2015) that determine the conceptual model that will be tested in research.

To analyze the relationship between the variables, an explanatory and quantitative research will be carried out where the hypotheses will be tested by means of questionnaire-type instruments to evaluate the correlation of each of the variables and determine the influence on the citizen's confidence. It seeks to obtain the response of 350 peruvian citizens who use the digital services of the National Registry of Identification and Civil Status (RENIEC) and the National Superintendence of Public Registries (SUNARP). The information will be collected and analyzed using the SPSS tool.

References


