**Digital transformation in the public sector**

Prof. Dr. Ines Mergel

**Motivation**

This seminar introduces the students to the current state of digital transformation in the public sector using agile and human-centered design methods.

Students work together with public managers on current problems of public administration with a deep-rooted understanding of the existing theories.

The students go through all phases of an empirical research project using their theoretical knowledge of existing theories in combination with social science research methods.

Students prepare interview questions on the basis of the existing theory, conduct interviews with users and product owners, and write up synthetic reports.

The results of the interview analyses are used to develop pilot applications for new public services.

The findings are summarized in an academic poster and presented in open space sessions to public managers.

With this seminar students learn how professional and research practice are applying scientific methods to a current public administration problem.

**Seminar concept**

Learning outcomes
- Learn to evaluate a research stream
- Apply design method to real-life problem
- Learn how to communicate results

Activities
- User interviews
- User journeys
- Pilot projects
- Analysis & synthesis steps

Successful understanding of the field

Assessment
- Communication of findings to public managers
- Write up of literature synthesis

**Open Public Administration Commons**

Stakeholders
- Public managers, political decision makers, media
- Students, lecturers, foundations

Open educational resources
- Short summaries of research findings in plain language
- Syllabi
- Case studies based on research findings

Content & skills
- Deep knowledge public management
- Qualitative Research methods
- Writing competences
- Transfer research, teaching & practice

Web platform to host documents, videos, blog entries, newsletters