

# Chapter 15

## An Evaluation on Turkey Within the Scope of Digital Transformation

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### **ABSTRACT**

*The change in information technologies and the dependency on them are increasing. It deeply affects business and social life, especially in areas such as communication, production, business, marketing, and reporting. Nowadays, it seems impossible to avoid digital transformation. Developments in information and communication technologies offer various opportunities for change. Individuals or institutions that use, follow, and lead these developments will be one step ahead of the competition. Institutions that transform the processes of doing business from end to end in a controlled manner will find a place for themselves in the future. Otherwise, they will not be able to continue their existence. Within the scope of this information, the aim of this study is to reveal where Turkey is in the process of digital transformation. In the study, the studies carried out within the scope of digital transformation in Turkey were examined. The developments in digital transformation in the world and Turkey according to the indices have been evaluated.*

### **INTRODUCTION**

Man has been in a change since he existed. This change in terms of speed, when compared to the first periods of the history of agricultural society and today, an industry that started with the invention of steam engines while it was negligibly slow. With the revolution, the speed of transformation started to gain a certain momentum. The information age has begun with the digital display and processing of data as '0' and '1'. With this age, information technologies began to take place as auxiliary power in all areas of life. Over time, this dependency continued to develop with new areas. Today, life without it has become almost unthinkable. The information technologies-based journey, which is rapidly advancing

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towards the world of human-machine, machine-machine common life, where everything is digitized, continues with an increasing momentum.(Şahinaslan and Şahinaslan, 2019: 432).

The internet, which is now used as one of the most important sources of information, is used intensively for different purposes as well as access to information. Many routines of daily life, from participating in social life to shopping, spending free time, following the news and agenda, are carried out via the internet. As a result of such intense use, questions arise in the minds about the reliability of the internet. A striking point in the studies on these problems and their solutions is the approach to the vulnerability of future generations to the internet with a protectionist approach. It should not be forgotten that as a result of such a defensive approach, younger generations will be brought up in psychology of constant prejudice and negative evaluation against internet content. Instead of such an approach, the focus should be on using the Internet correctly, with a critical and questioning approach, taking into account the positive and negative features of the Internet. In this way, it is possible to make efficient use of the internet, which permeates every aspect of daily life, and to have a say in the production of internet content. (Karabacak and Sezgin, 2019: 325).

In a world where technology is developing rapidly, the inadequacy of the information provided has made it necessary to acquire lifelong learning skills. The rapid development of technology has affected education programs and made it necessary for individuals to research, question, wonder, and discover. The individual's taking an active role in the learning process has increased his responsibility towards learning. At the same time, this situation aroused the curiosity and desire of the individual to learn. In the learning process, the individual needs to be able to receive, organize and adapt the information that changes and increases day by day (Topaloğlu, 2020: 66). The age of digital transformation begins with Industry 4.0 all over the world and Turkey is starting this change with the strategies it has determined within itself. Digital transformation is spreading to all sectors and institutions. In the digitalization process, it is necessary to have a digitally equipped workforce and sufficient technology infrastructure in the manufacturing sectors. To create this whole digital ecosystem, it is necessary to train a qualified workforce from primary school and to learn the concept of digital more deeply as it progresses towards the upper classes. In this way, digital transformation will be made more widespread in Turkey and Turkey will be brought to the position of leading countries in the world. (Saçak et al., 2020: 343).

## **RESEARCH METHODOLOGY**

In this section, a literature review, one of the qualitative research methods, was used. In addition, in a systematic approach, the developments in digital transformation in Turkey were evaluated within the scope of review, classification, and discussion method. Qualitative research techniques were used. What are the developments in the field of digital transformation in Turkey? Where is Turkey in digital transformation? A broad comprehensive literature review was conducted within the scope of the research questions. In the digital transformation indices, the situation of other countries in the world has been examined and the situation of Turkey in digital transformation has been tried to be revealed.

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