

Chapter 18

The Key to Digital Transformation in Turkey's Public Sector: Digital Competencies

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ABSTRACT

This study examines the digital competencies of the 21st century from the perspective of public personnel. The study, which accepts digital competencies as a key element in a successful e-government process, includes policies for the development of digital competencies in terms of labor force and public personnel in Turkey. While the study draws a conceptual framework for digital competencies on the one hand, it also examines Turkey's e-government process from a historical perspective and presents a general framework for policies and practices for the development of digital competencies.

INTRODUCTION

Digital transformation for societies and organizations is defined as creating value and generating opportunities through the use of digital technologies, and making the social and economic structure efficient by strengthening it with technologies such

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as artificial intelligence, the internet of things, and big data. When considered from this perspective, it is seen that digital transformation has two basic dimensions as a process: social and technical (Bozkurt et al., 2021: 40). From a social perspective, the human element necessitates the simultaneous development of the notion of technology, which corresponds to the technical dimension, for development and efficiency. Therefore, an effective digital transformation necessitates the systematic development of society and institutions in accordance with the requirements of the age.

Today, many jobs and transactions have been transferred to the digital environment, business processes have become more interactive than ever, and while the pace of change has created continuous training requirements, individual and institutional development has become parallel to the ability to use digital technologies. Developments in information and communication technologies have eliminated time-space constraints in business processes and procedures, while allowing the formation of more complex and related virtual organizations. Digitalization has brought about serious changes in the way we do business, and this change has also led to the necessity for employees to update their qualifications in line with the requirements of the new age in line with digitalization in business processes. This change, called digital competence or competence, has been effective in initiating a series of processes that develop digital competences in order to increase the qualifications of employees in the private and public sectors.

digital skills are becoming increasingly important for economic, democratic, social and individual existence in the information society of the 21st century, it is not clear what content digital skills should be filled with. One of the main reasons for this is that the needs brought about by the changes brought about by the constantly changing structure of the information society are constantly changing, while on the other hand, the studies carried out in this field do not yet have a sufficient level of maturity (van Laar et al., 2017).

The process of transition to an information society, which has gained momentum in Türkiye since the 1990s, has gained a more systematic appearance with the transition to the Turkish Presidential Government System in 2018. Following the transition to the Presidential Government System in Türkiye, the Digital Transformation Office of the Presidency of the Republic of Türkiye was established on July 10, 2018 in order to reinforce digital transformation efforts (TC Presidency Digital Transformation Office, ty). The importance of digital transformation for society was mentioned in the first development plan published together with the CBHS. The plan emphasizes the importance of lifelong learning for digital transformation, the development of the qualified workforce needed by digital transformation, the strengthening of human capital, and the national technology initiative, and calls on academia, the private sector, NGOs, and industrial organizations (Çark, 2020: 25). In this context, the 11th Development Plan also draws attention to the importance of

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