

Analysis of driving public values of AI initiatives in government in Europe

Noordt, Colin van; Misuraca, Gianluca; **Mergel, Ines** Research Handbook on Public Management and Artificial Intelligence 2024 / p. 226-244 <https://doi.org/10.4337/9781802207347.00024> [Chapter at Scopus](#)

Citizen-oriented digital transformation in the public sector

Mergel, Ines; **Kattel, Rainer**; **Lember, Veiko**; **McBride, Keegan David Braun** dg.o 18 : Proceedings of the 19th Annual International Conference on Digital Government Research : Governance in the Data Age : Delft, Netherlands, May 30-June 01, 2018 2018 / art. 122, 3 p <https://doi.org/10.1145/3209281.3209294> [Conference proceedings at Scopus](#) [Article at Scopus](#) [Article at WOS](#)

Estonia's digital transformation : Mission mystique and the hiding hand

Kattel, Rainer; Mergel, Ines 2018 https://www.ucl.ac.uk/bartlett/public-purpose/sites/public-purpose/files/iipp-wp-2018-09_estonias_digital_transformation.pdf