

**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](#)

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