Title of the Panel: *The Impact of Digitalization in ReNewing Public Management*

Description of the Panel

Nowadays, in the era of "internet of things" and "social media", digitalization and ICT solutions, public sector organizations strive to explore and exploit the possibilities provided by new technologies in order to find new means to innovate and impact in service management and delivery. Generally, digitalization and implementation of ICT have been regarded as a positive asset for public sector organizations and citizens alike. Conversely, digitalization is complex and it is not always the panacea it is portrayed to be. For instance, if on the one hand users and community involvement through ICT tools might be a key element for service improvement and evaluation, on the other hand users and community involvement are not perceived and/or shaped in the same way in different contexts. For instance, an "extreme" digitalization can potentially exclude certain groups of citizens from accessing services and information (Berger et al., 2016). Also, implementation of new solutions has consequences for organizations and employees, which in some cases can be "resilient" to open government (Wirtz et al, 2016) as well as the conditions under which public services are delivered and how transparent information is (Cucciniello et al, 2016; Ranerup et al, 2016).
Additionally, at a policy and government level, the communication between government and citizens is changing (Park et al, 2016). A tweet seems, nowadays, to be more effective than ten press releases. Already in 2005, Dunleavy et al. discussed digitalization as the new trend in public management. However, it is only during the last couple of years that researchers started to pay attention to the consequences of digitalization on public services. How digitalization influences public service delivery and the relationship between public organizations and citizens is thus still under-investigated.

In synthesis, the main questions of the theme are as follows: *Do we need to "re"think public management in the new era of big data, open data and social media? Does digitalization have always a positive effect in innovating public sector organizations?*

Drawing from the above, and in line with theme of the 2019 IRSPM conference, this panel intends to investigate pros and cons of digitalization in public management innovation, considering the locution in the broad sense, and analysing the "effects" rather than the "tools" themselves. Indeed, we think that it is not important to focus strictly on the tools that have been already developed (such as: mobile apps, smart cities, open data, participation platforms, and so forth), but to concentrate on the changes that, through the possibilities offered by these tools, can be pursued within public sector organizations and in the relationships of these organizations with their stakeholders, their citizens in primis.

The panel seeks to attract both theoretical and empirical papers which tackle these issues. Recommended topics include, but are not limited to, the following:

- Digitalization and its effects on the relationship between governments and citizens (e.g. public engagement through social media).
- Digitalization impact on organization and organization's ability to adapt to digitalization (e.g. personnel competences and organizations and services renewing).
- Digitalization impact of e-government and social media use on trust in government.
- The relationship between public organizations and suppliers of ICT solutions, especially in regard to security and privacy in delivery and transparency issues.
- How public sector organizations adapt processes and competences to ensure that they comply with new legislation and regulations regarding ICT and digitalization of services.
- Investigating different roles and levels of stakeholder engagement according to different ICT solutions (e.g. mobile apps, smart cities, open data, participation platforms, etc.).

- Digitalization and its impact on different citizen groups' access to public services and value creation in public service delivery.

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