
Digitalization and the quality of public services

22-24.09.2021
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Introduction



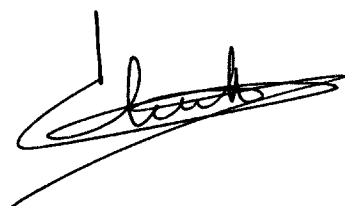
Governments are increasingly digitalising public services with a view to saving costs and increasing the efficiency of public services. Public service trade unions nevertheless want to underline that this process needs to be carefully monitored in order to take account of the many challenges that go together with this process. During the seminar, we want to look behind the aims of cost-saving and efficiency and examine what the effects of the digitalisation of public

services are on citizens and workers.

Digital reforms must not only aim at improving the productivity and introducing new ways of working, it is of essential importance that the high quality of public services will be preserved.

We want to examine how workers can and should be involved in the digital transformation process. What are the measures required in the field of training and which concrete suggestions can be made in order to organise social dialogue in a way that due account will be taken of the workers' needs.

I wish you all a pleasant and constructive seminar.

A handwritten signature in black ink, which appears to be 'Bert Van Caelenberg'. The signature is stylized and written in a cursive-like font.

Bert Van Caelenberg
Secretary General