



# DIGITAL GOVERNMENT TRANSFORMATION

Malta Survey Data Analysis  
Public Sector Research Group

October 2015

# OVERVIEW - MALTA

## Top driver

Customer/citizen demands

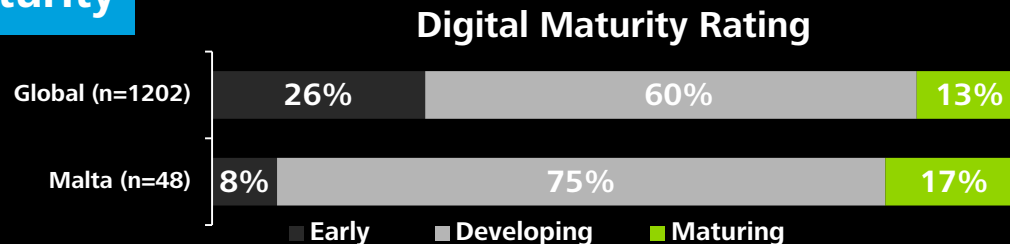
## Top 3 barriers

1. Insufficient funding
2. Too many competing priorities
3. Insufficient technical skills

## Insights

- Respondents in Malta are confident in their organization's readiness to respond to digital trends
- Agencies are also confident about their leadership understanding digital trends

## Maturity



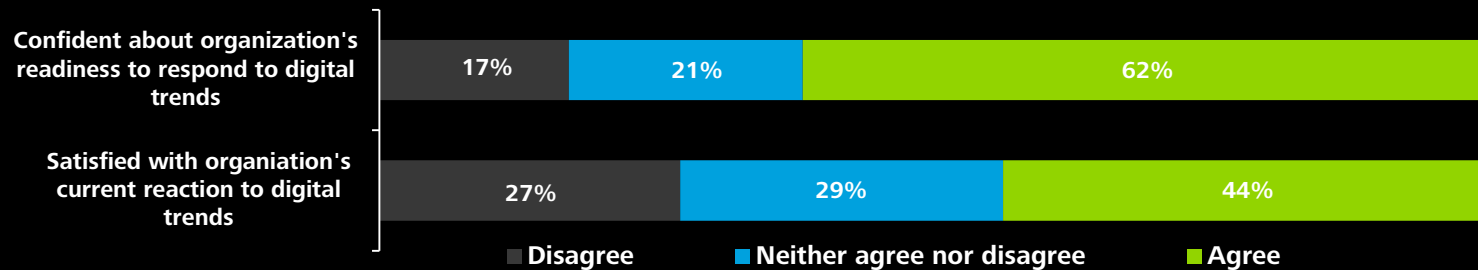
"We understand that Government services should be citizen-centric, be more user-friendly and have less red tape. We want to increase the take-up of eGovernment services and we aim to do this by simplifying existing public digital services and make future services accessible on multiple platforms and devices."

— Tony Sultana, Executive Chairman, The Malta Information Technology Agency

# READINESS AND RESPONSE

Have a clear and coherent digital strategy?	
Global	46%
Malta	56%

Objectives of digital strategy	% agree
1. Increase efficiency	92%
2. Improve customer/citizen experience and engagement, and transparency	91%
2. Create or access valuable information or insights to improve decision making	79%
4. Fundamentally transform our organization processes and/or organization model	74%
5. Create or access valuable information or insights for innovation	64%

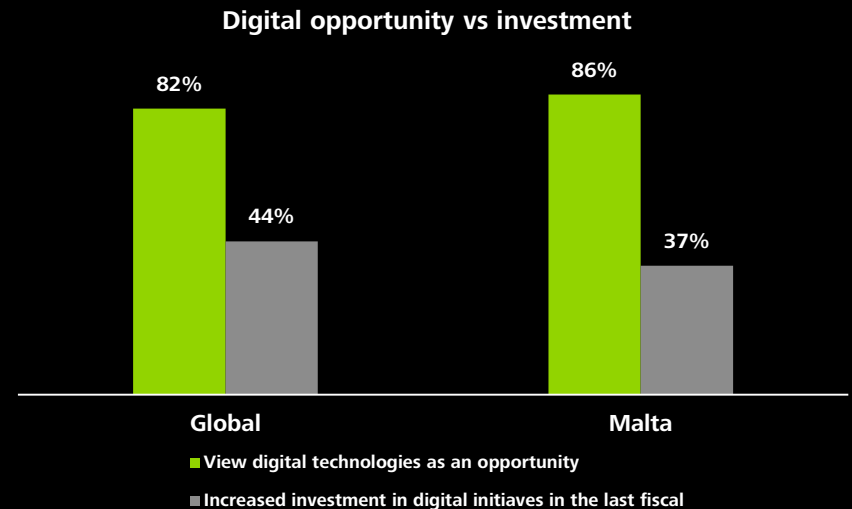


**36%**  
confident globally

**37%**  
satisfied globally

**75 percent** say that digital trends are improving their organization's ability to respond to threats and opportunities

**41 percent** say their digital capabilities are behind the private sector



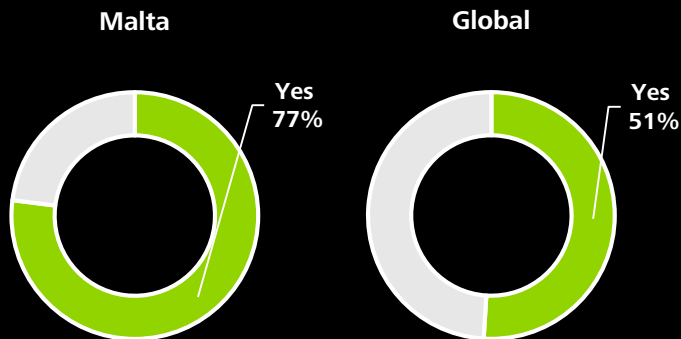
# LEADERSHIP, WORKFORCE AND SKILLS

**88%** find workforce and skills to be a challenging area to manage in their organization's transition to digital

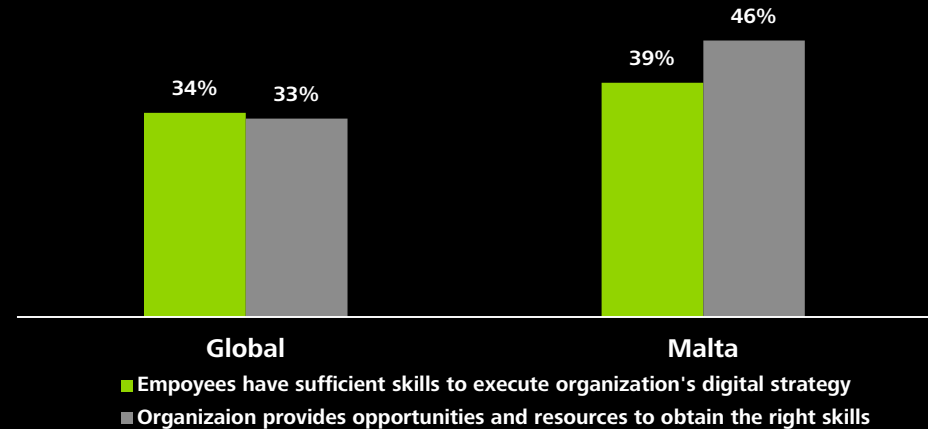
**83%** say that leadership understands digital trends and technologies

**61%** say that their leaders have sufficient skills to lead the organization's digital strategy

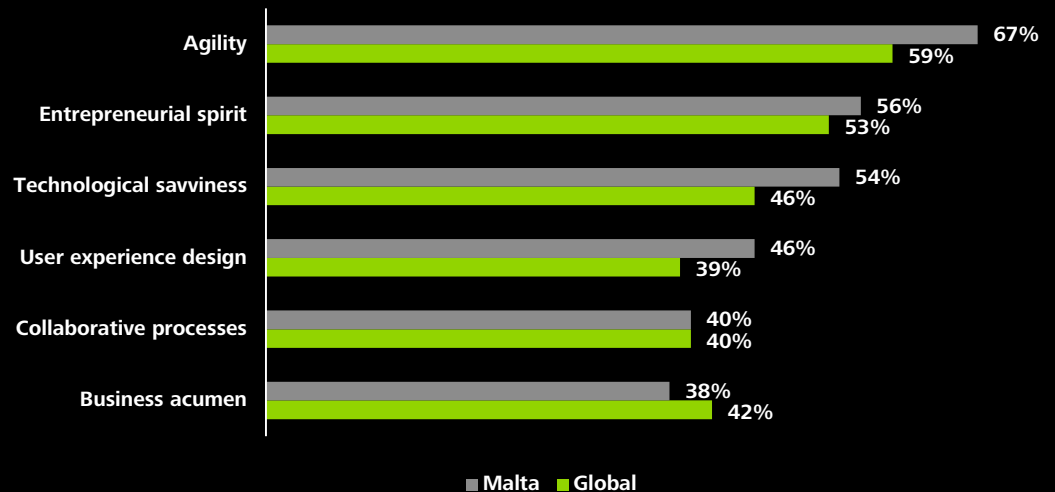
Does a single person or group have the responsibility to oversee/manage your organization's digital strategy?



Digital skills vs investment in workforce



Workforce-skills lacking

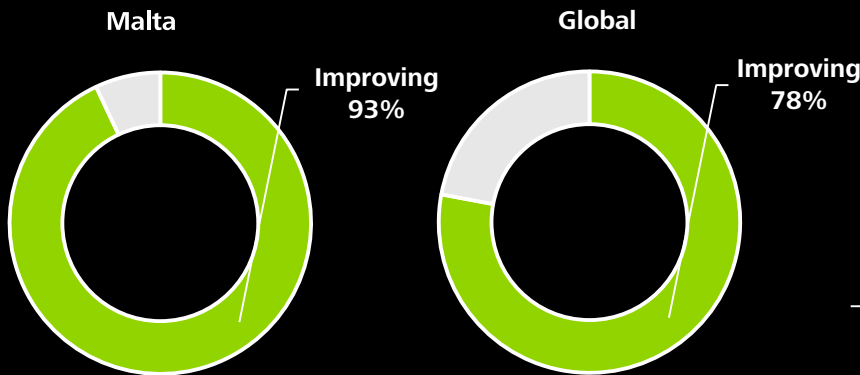


# CUSTOMER/CITIZEN-FOCUS

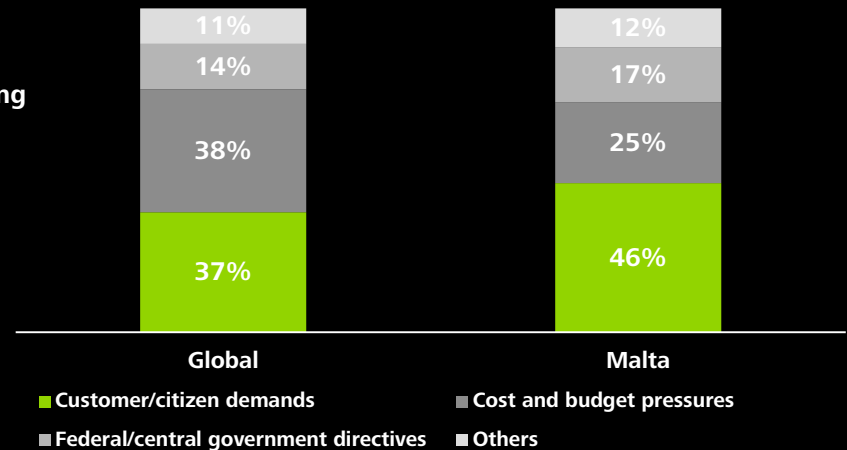
**94%** say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

**91%** say improving customer/citizen experience and transparency is an objective of their organization's digital strategy

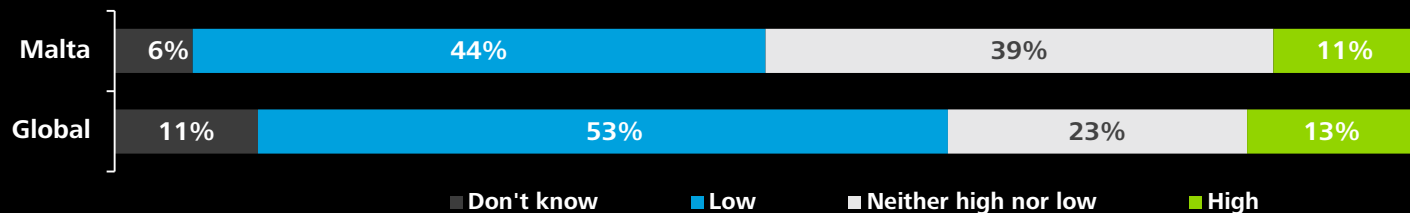
How are digital trends impacting your organization's customer/citizen service quality?



What is the biggest driver of digital transformation?



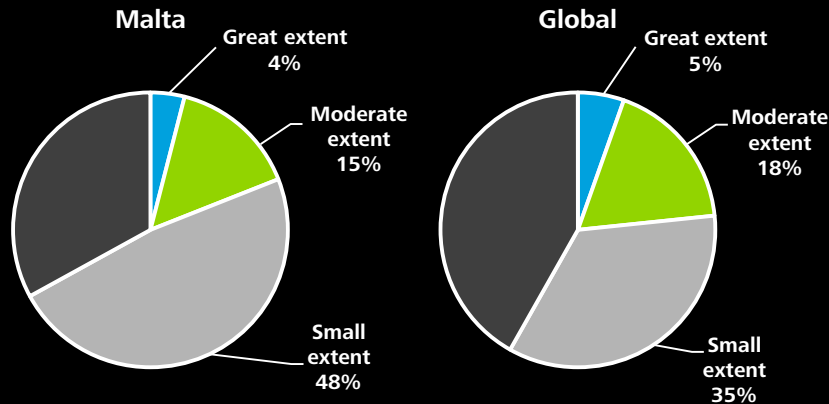
What is the level of customer/citizen involvement in co-creating digital services for your organization?



# CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

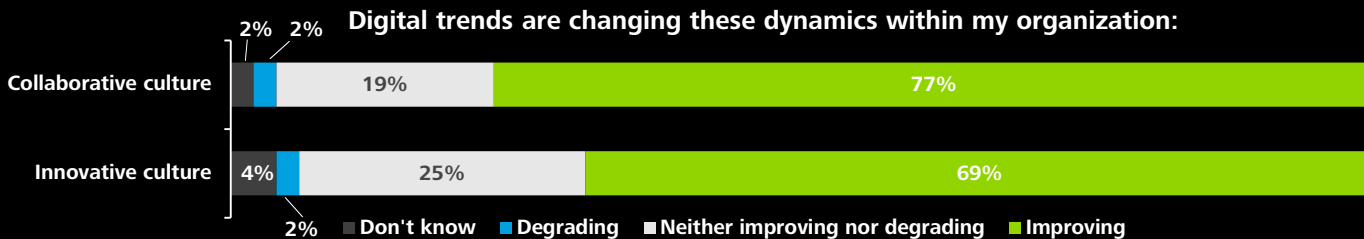
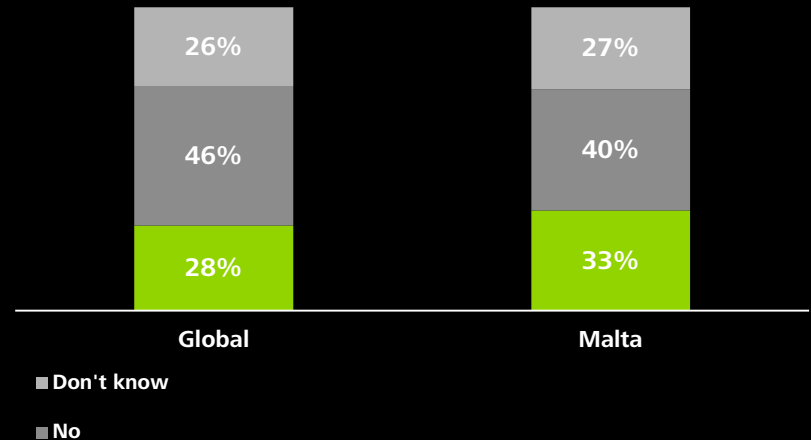
**79%** find culture to be a challenging area to manage in their organization's transition to digital

To what extent does your organization use open source technology to deliver digitally transformed services?



**71%** say that digital technologies and capabilities enable employees at their organization to work better with other employees

Is the transition to digital altering your organization's attitude towards risk?



**67%** globally say digital trends improve collaborative culture

**65%** globally say digital trends improve innovative culture

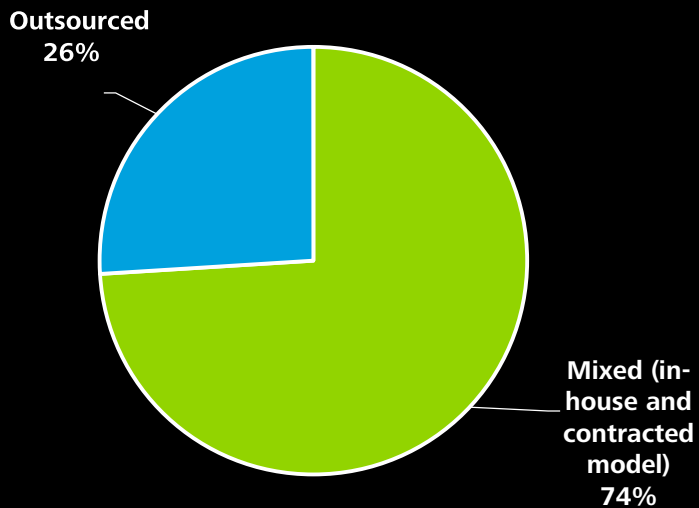
# PROCUREMENT

**75%** find procurement to be a challenging area to manage in their organization's transition to digital

**78%** say that government procurement needs to change significantly or very significantly to accommodate digital transformation

**39%** say that they are satisfied with the community of vendors that currently serves the digital government marketplace

Development of digital services



## Top 3 obstacles to better procurement practices in the digital age

Malta	Global
1. Rules/regulations	1. Rules/regulations
2. Lack of flexibility	2. Lack of flexibility
3. Vendor behavior	3. Procurement skill sets

In what ways does procurement need to change to enable digital transformation?

