

Quality Function Deployment in Public Administration. An evaluation framework for the intervention goals in the digital transformation of public administration in Hungary

Abstract

In this paper I present a new investigation framework to evaluate the impact of intervention in the digital transformation of public administration in Hungary. The Quality Function Deployment (QFD) method is widely used in private sector, especially in production. Its adaption to public sector and public services arises from time to time, but using for public policy intervention evaluation opens up new possibilities and and contribute to scientific discussions of this field. The designed methodology it takes into account the requirements of citizens, companies, and coworkers of public administration. In the evaluation, we take into account policy strategies, project goals and customer needs. This publication is limited to the framework design.