

Title:**Creation of Public Value in the Digital Transformation
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Abstract

Public value theory provides theoretical ground for the examination of the transformation driven by digital technologies in public administration. Public value is associated with the ability of e-government to deliver efficiency, improved citizen services, and social values such as inclusiveness, democracy, transparency, and participation. Digitalization modifies and enables public sector organizations to deliver the product to citizens and thus, fulfill the public expectation. Having in mind organizational and institutional factors, this paper aims at understanding how public value is created in the digital transformation of public administration in Kazakhstan.

This paper examines government reforms in digitalization from a value-oriented perspective. To understand the creation of public value, first, the paper sets out questions of how the government of Kazakhstan approached the digital transformation, and what the outcomes that came out as a form of public value.

The paper uses the conceptual framework of public value theory and applies qualitative research methodology in the interpretative tradition. This will enable the authors to understand actors, interactions, and mechanisms in the digital transformation reforms and public value creation in Kazakhstan. It includes both questionnaire among citizens (*on the development of digital platforms and creation of public value*) and secondary data analysis (*policy papers, strategies, and governmental press releases*).

This empirical method helps to understand not only the creation of public value but also reveal the dimensions of values created in the specific case of Kazakhstan as an expected research outcome.

Given the few empirical studies that study the creation of public value in digital transformation efforts in Central Asian countries, this paper aims to contribute to the literature on public value in digital government in this region.

Keywords: Digitalization, Public value creation, Kazakhstan, E-government

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