

Platform Dynamics in Public Administration: How to Develop Scaleable Services with ICT?

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Abstract: This study aims to show how system dynamics modeling can be used to simulate the behavior of platforms based on information and communication technologies in order to propose strategies and policy recommendations for such platforms in the public sector. We use the clientgate platform from Hungary, a Government-As-A-Platform from Italy, and the Mobility-as-a-service idea from Finland as three typical but quite distinct public administration platforms as examples. To demonstrate how cross-group and within-group externalities affect the long-run dynamics of platforms, we design a general dynamic model based on traditional two-sided market economics. We present some suggestions on how the dynamic platform models may enhance platform strategies in general and specifically in the public sector.