

A digital transformation framework for researchers and practitioners: how digital tools change an organization

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Abstract: This paper aims to define an analytical framework for the digital transformation process of organizations (mainly public institutions, but not exclusively). Such a framework would be very useful in ascertaining the digital potential or digital maturity of an organization, as well as facilitating the coordination of digital transformation from a strategic and managerial point of view, with a focus on the effects digital tools and processes have on organizational management. Our work will bring to the fore the organizational changes necessary for the digital transformation to succeed and list the usual enablers and blockers that influence the success or failure of such an endeavor. Our proposed framework will be useful not only for public and private organizations, but also for researchers, offering a little more clarity in an emerging study field, in which the methods and terminology are, understandably, a little fuzzy. This paper seeks to look at the most widely used concepts and study directions in digital transformation from the viewpoint of organizational management and integrate them into a logical research and implementation framework.