From Paperwork to Pixels: Workload and Digital Governance in Armenian Local Authorities

Gasparyan Arman

Katholieke Universiteit Leuven, Public Management Institute, Leuven, Belgium

Abstract: This study delves deeply into the transformative impact of e-governance on administrative reform in Armenian local governments, following significant amalgamation reforms. It intricately explores the interplay between technological advancements in governance and administrative restructuring. The study is grounded in theoretical frameworks that focus on digital governance as a catalyst for enhancing administrative efficiency, public engagement, and democratic accountability. It critically examines the reshaping of workload distribution, citizen participation, and service delivery efficiency in the context of these reforms. By offering a comprehensive analysis of the effectiveness of e-governance tools in streamlining processes and fostering participatory governance, this paper contributes significantly to the discourse on public administration reform and digital transformation in local governance. The findings not only illuminate the challenges and successes of implementing e-governance in a transitioning political landscape but also provide valuable insights into the broader implications for democratic governance and policy formulation in the digital era.