

Blockchain Adoption in Public Sector: A Value-Driven Approach

Panagiota I. XANTHOPOULOU
University of West Attica, Athens, Greece

Ioannis ANTONIADIS
University of Western Macedonia, Greece

Vaggelis SAPRIKIS
University of Western Macedonia, Greece

Correspondence should be addressed to: Panagiota I. XANTHOPOULOU; pattyxanth@gmail.com

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Abstract

Public sector worldwide faces the challenge to contribute in the public value creation. To accomplish that, public administration forced to adopt new technologies, tools and practices in order to improve social and economic welfare. The present research discusses some of the most significant reforms related to the public administration worldwide, focusing on the integration and consequences of BlockChain technology. The present study used a qualitative research method based on 99 structured interviews from public servants of Greek public administration to further study the impact of blockchain technologies in public value creation. The results showed that blockchain technologies are significantly associated with issues such as transparency and accountability, efficiency of public services, citizen participation-interaction with the public administration, equal access to information, improved services to citizens, promotion of democracy and citizens' trust in public administration. The contribution of the study lies in several points, first this research approach is not common on the specific field, as most studies use literature review or case studies and secondly it adds more information from the current literature.

Keywords: Public sector, Public Government, New Technologies, Blockchain, Public Value, Qualitative research