

'Digital first' or 'People first'? Changing service delivery in New Zealand

METHODS

- We are partnering with Citizens Advice Bureau (CAB), a nationwide community organisation that informs, advises and empowers people and works for positive social change
- CAB's activities have been significantly affected by the progressive removal of non-digital government services and the reduction of paper-based resources.
- Three phase study involving semi-structured, in-depth interviews with:
 1. CAB executive, branch managers and volunteers who interact with clients affected by the digitalisation of services;
 2. government officials and company employees who play a role in digital transformation strategy; and
 3. citizens affected by the digitalisation of services.

(Nussbaum, 2006; Sen, 1999), we examine how the digital-first strategy embraced by the government and other powerful actors impacts citizens, especially in terms of feeling disenfranchised and cut off from societal activities.

References

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