



Digital public services in Denmark

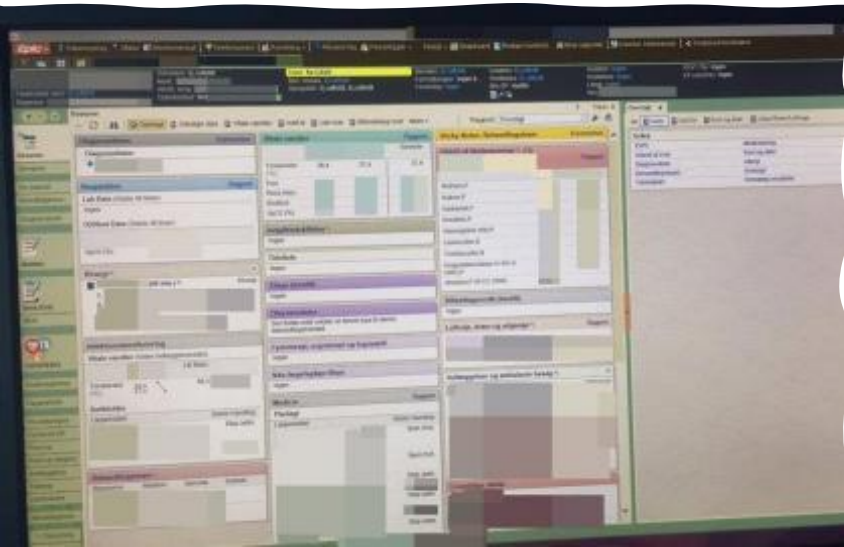
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Digital by default

- Driven by centralized reforms and a comprehensive digitalization of public services for three decades
- Automation of case-processing and paper-free administration
- Mandatory digital communication and self-service solutions since 2015
- Currently a strong strategic focus on generative AI



Changing tasks and roles for municipal public service employees

- Reconfiguration rather than replacement
- Digitally supported administrative work
- Automation and transfer of "simple" services from municipalities to a centralized unit
- Complex cases remain
- A focus on citizen support



A union perspective – position and key concerns

- Overall, supportive of the digitalization and AI agenda
- Collaborative and proactive approach
- **Key concerns**
 - A too strong focus on efficiency and cost-saving
 - Devaluation of administrative work
 - Accountability, transparency and ethics
 - Digital exclusion
 - Well-being
 - Competence development and upskilling

Union initiatives – an example

Strong focus on competence development and upskilling

HK (union) collaborates with KL – Local Government Denmark (the employer organization for Denmark's 98 municipalities)

Mapping needs and developing free courses for all union members

From a tool focus to a focus on AI in organizational contexts, public value, and ethical dilemmas

