

Success Factors of Digital Transformation, a case study of government organizations

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Abstract

Digital transformation has emerged as a significant trend in various industries. It is crucial for governments to expand their capacity and effectively transform the organizations to increase value for the citizens. This paper aims to study the success factors of Digital Transformation, a case study of government organizations in Thailand. Data collection is conducted using in-depth interviews of experts in digital transformation. According to the results, success factors are classified into technology, people, organization, data & governance, and environment. The result can be applied as a guideline for digital transformation in government sectors to drive the economic and social development of the country towards stability, prosperity and sustainability.

Keywords: Digital Transformation, Digital Technology, Digital Government, Success Factors