CYBERSECURITY CHALLENGES IN THE ERA OF DIGITAL TRANSFORMATION IN GOVERNMENT

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Technological advancement combined with the need for government innovation, is driving fundamental change in the public sector. This paper explores the digital transformation environment as governments adopt cloud computing, the Internet of Things (IoT), and Artificial Intelligence (AI). These technologies redefine how public services are delivered and how citizens interact with them. They can eliminate wasteful and ineffective processes, promote efficiency and effectiveness in service delivery, and empower government employees. However, these technologies also introduce new risks and concerns, such as increased cybercrime and digital security issues, privacy concerns and the need to upskill personnel who may lack digital literacy. Governments face the critical task of protecting sensitive citizen data and securing digital infrastructure against external attacks and insider threats. Using case studies from selected governments and a review of relevant literature, this paper provides insights into the key drivers and obstacles of digital adoption. A purposive sampling technique was employed to select case studies from the United States, Germany, India, and the Philippines. This qualitative approach examines how governments are digitalizing public services and the challenges and opportunities that emerge. Ultimately, public sector institutions need to adapt to a digital world to realize the benefits of this transformation. In conclusion, the paper highlights the importance of digital transformation, urging governments to invest in emerging technologies while prioritizing cybersecurity, fostering digital responsibility, and involving stakeholders. These measures are crucial for creating a resilient, secure environment that protects public services and maintains citizen trust.

Keywords: Cybersecurity challenges, Digital transformation, E-governance