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Abstract: Understanding digital skills and their application in obtaining learning in the post-Covid-19 era is crucial for public managers, education professionals and society in general. The pandemic promoted a strengthening of these skills in all areas of management. An analysis of various sources on digital skills was carried out, focusing on the perception of users and service providers in the post-Covid-19 context, using some studies from the Scielo database. The research concludes that the pandemic accelerated the digital transformation of public administration in Peru, achieving significant progress, although challenges remain to ensure efficient and transparent public management in the digital environment. The need to understand and apply digital skills to improve learning is emphasized and it is recommended that administrations work towards an inclusive and effective digital society.

Keywords: Understanding, digital skills, learning, post-Covid-19

Comprensión de las competencias digitales y aplicación para la obtención de aprendizajes en la época post-Covid-19

Resumen: La comprensión de las competencias digitales y su aplicación en la obtención de aprendizajes en la época post-Covid-19 es crucial para gestores públicos, profesionales de la educación y la sociedad en general. La pandemia impulsó un fortalecimiento de estas competencias en todos los ámbitos de la gestión. Se realizó un análisis de diversas fuentes sobre competencias digitales, centrándose en la percepción de usuarios y prestadores de servicios en el contexto post-Covid-19, utilizando algunos estudios de la base de datos Scielo. La investigación concluye que la pandemia aceleró la transformación digital de la administración pública en Perú, logrando avances significativos, aunque persisten desafíos para garantizar una gestión pública eficiente y transparente en el entorno digital. Se enfatiza la necesidad de comprender y aplicar las competencias digitales para mejorar los aprendizajes y se recomienda que las administraciones trabajen hacia una sociedad digital inclusiva y efectiva.

Palabras clave: Comprensión, competencias digitales, aprendizajes, post-Covid-19

Compreender as competências digitais e a sua aplicação na obtenção de aprendizagem na era pós-Covid-19

Resumo: Compreender as competências digitais e sua aplicação para o sucesso da aprendizagem na era pós-Covid-19 é fundamental para os gestores públicos, profissionais da educação e para a sociedade em geral. A pandemia levou a um reforço dessas competências em todas as áreas de gestão. Foi realizada uma análise de diversas fontes sobre competências digitais, com foco na percepção de usuários e prestadores de serviços no contexto pós-Covid-19, utilizando estudos da base de dados Scielo. A pesquisa conclui que a pandemia acelerou a transformação digital da administração pública no Peru, alcançando um progresso significativo, embora ainda existam desafios para garantir uma gestão pública eficiente e transparente no ambiente digital. Ela enfatiza a necessidade de compreender e aplicar as competências digitais para melhorar o aprendizado e recomenda que as administrações trabalhem em prol de uma sociedade digital inclusiva e eficaz.

Palavras-chave: Compreensão, competências digitais, aprendizado, pós-Covid-19



I. Introduction

It is often heard that understanding digital skills and applying them to learning in the post-Covid-19 era is a substantial requirement to facilitate learning.

There are various points of view and methodologies to improve transparency in public management, according to (Cari, 2020) the delay in the delivery of public information limits the success of transparency, then political will, administrative culture and social commitment are keys to effective transparency.

For the learning and perception of users as well as service providers in the post-Covid-19 era, it is vitally important for the knowledge of those responsible for public management, professionals in the education sector and the general population; because education is a social task and must be accompanied by adequate and transparent public management, and due to the impetus of the pandemic, digital skills have been strengthened in all areas of management.

Digital skills: Digital skills are the set of abilities that enable people to use digital technologies effectively and responsibly. These skills are increasingly necessary to function in today's society, both in the personal and professional spheres.

In the field of public management, digital skills are essential for:

Access public information, Interact with public administration through digital channels, Participate in public consultation processes, Exercise social control Post COVID-19.

The COVID-19 pandemic has highlighted the need to strengthen transparency in public management and the digital skills of citizens. In the post-COVID-19 context, public administrations must:

The digital age has democratized information and encouraged transparency and citizen participation through the Internet (Sánchez Medero, 2019).

Governments around the world have implemented web portals to provide access to public information, adapting to the needs of citizens.

In Latin America, greater importance has been given to open data portals since the beginning of this century (Gálvez-de-la-Cuesta et al., 2020).

There are methodologies to organize and categorize information in digital formats, readable by computers.

The COVID-19 pandemic consolidated digital public services (Slomp Junior et al., 2021). The Digital Government Law in Peru seeks a paradigm shift towards a digital government. The OECD recommends that public policies meet the needs of citizens (Aldret, 2017).

In this regard, the Inter-American Democratic Charter (2001) and the Inter-American Model Law on Access to Public Information 2.0 (2020) mention the recognition of the right to information: Both instruments recognize the right to public information as a fundamental right for democracy and citizen participation.

Significance: This recognition strengthens the obligation of governments to provide public information to citizens, although it does not address the gap between the legal obligation and the reality of accessibility to information.

Abeleida et al. (2019): Digitalization of public management: The fourth industrial revolution and the public sector information reuse policy drive the digitalization of public management. Access to information: Open government data portals facilitate access to public information.



Importance: Digitalisation can improve transparency and accessibility to information, although the quality and usefulness of information published on open data portals is not analysed.

II. Methodology

The activities that are now done digitally were previously extremely complicated because they were done manually, which often became cumbersome. Today, with the advancement of information technology, this task becomes much more reliable and precise.

In this research, an analysis is made using some sources that refer to the Understanding of digital skills and application in obtaining learning in the post-Covid-19 era; for the learning and perception of users as well as service providers in the post-Covid-19 era;

Considering some sources found in the Scielo database, whose authors are presented in the analysis in the Results chapter; which belong to studies related to the present topic for public management in Peru, the contributions of the authors being mentioned indistinctly, because few sources were found referring to this topic and in the analysis section the following were considered for each author: their respective approach, contribution and limitations.

III. Results

The approaches for the analysis of Tamayo et al. (2021) are presented, who mention that the Peruvian public administration began the digitalization of its services with some mistrust in the last decade. The arrival of COVID-19 in 2020 accelerated the need to adapt to a new digital scenario.

Reasons for the acceleration: Need to maintain the continuity of public services: The pandemic forced the suspension of face-to-face service in public offices. Citizen demand for digital services: Citizens demanded greater accessibility to public services through digital channels.

Opportunity to improve the efficiency and effectiveness of public administration: The digitalization of public services can improve the efficiency and effectiveness of public management.

According to Sacoto and Cordero (2021).

The world after the COVID-19 pandemic, as evidenced by:

Impact on public administration: The pandemic has had a significant impact on public administration, accelerating the digital transformation of its services.

New challenges: The new digital reality presents new challenges for public administration, such as the need to guarantee the security and privacy of information, the training of public officials in the use of new technologies and the fight against the digital divide.

ECLAC (2021) mentions that with respect to the deficiencies of public services, the pandemic highlighted the deficiencies of public services in Latin America, including Peru. Causes of the deficiencies:

Latin American public administration has not made adequate use of technologies to improve the quality of its services.

Latin American governments have not invested enough in technological infrastructure to modernize public administration.



The Latin American public administration does not have sufficient and trained human resources for the management of digital public services.

Morte-Nadal and Esteban-Navarro (2022) mention regarding the digital vulnerability of citizens: The pandemic also highlighted the digital vulnerability of citizens, especially in developing countries such as Peru.

Causes of vulnerability:

Lack of internet access: A large percentage of the Peruvian population did not have access to the internet.

Lack of digital skills: Many Peruvian citizens did not have the digital skills necessary to access digital public services.

Lack of trust in digital services: Some Peruvian citizens lacked confidence in digital public services.

Analysis of information by author:

Tamayo et al. (2021):

Focus: They focus on the acceleration of the digitalization of the Peruvian public administration due to the pandemic.

Contributions: They detail the reasons for the acceleration, such as the need to maintain the continuity of public services and citizen demand. They mention the limitations faced by digitalization, such as the lack of technological infrastructure and resistance to change.

Limitations: They do not delve into the impact of the pandemic on public administration and do not analyse the deficiencies of public services.

Sacoto and Cordero (2021):

Focus: They focus on the changes in the world after the pandemic and its impact on public administration.

Contributions: They emphasize that the world has changed significantly and public administration must adapt to the new digital reality.

They point out the new challenges facing public administration, such as information security and the fight against the digital divide.

Limitations: They do not offer specific details on the situation in Peru and do not analyze the causes of the deficiencies in public services.

ECLAC (2021):

Focus: They focus on the deficiencies of public services in Latin America, including Peru.

Contributions: They identify the causes of the deficiencies, such as the limited use of technologies and the lack of investment in infrastructure.

They propose solutions to improve the quality of public services.

Limitations: They do not offer a specific analysis of the Peruvian case and do not analyze the digital vulnerability of citizens.

Morte-Nadal and Esteban-Navarro (2022):

Focus: They focus on the digital vulnerability of citizens in the context of the pandemic.

Contributions: Explain the causes of digital vulnerability, such as lack of internet access and digital skills.



Measures are proposed to reduce the digital divide and increase trust in digital services.

Limitations: They do not analyze the situation in Peru in detail and do not offer specific solutions for public administration.

IV. Discussion

It is important to note that the digitalisation of public administration is not an end in itself, but rather a means to improve the quality of public services and citizen satisfaction.

Digital transformation must be accompanied by a series of measures to ensure inclusion, transparency and information security.

Governments must invest in technological infrastructure, training of public officials and programs to reduce the digital divide.

The authors Yuniarta & Gusti Ayu Purnamawati (2020) . Mention the demands for transparency in the government system have increased. One factor that has led to increased demand for local financial transparency is the economic crisis, which has led to a major erosion of public confidence in the performance of government financial management. This crisis of public confidence in government is caused by poor local government financial management, which is reflected in the number of local government officials who have been dragged into corruption cases. (p. 97).

The relationship established between transparency and government performance is also interesting; thus, Batista et al., (2020) mention that the institution of the Access to Information Law (LAI) reduces the cost of access to public information and the control of government officials over it, allowing government monitoring. Therefore, greater transparency would improve government performance. (p. 1).

It is important to know that many of the budgets prepared by local governments are done behind the population's back; thus Kariuki et al., (2020) mention that annually, municipalities allocate significant amounts of financial resources for better provision of basic services. However, these budgets are often prepared with minimal citizen engagement and limited scrutiny of how the budget is spent.

Some work related to this article on digital skills is expressed in the article by Caján et al. (2021). Carried out in the article referring to Metadata, health system and pension regimes of Peruvian artists in the context of Covid-19; also Alcas et al. (2021) expressed in their incipient proposal for public management to face health emergencies and the importance of Artificial Intelligence; and with respect to learning and teaching practices, Rojas (2021) expresses the importance of said teaching practices in educational institutions.

Limitations:

Lack of technological infrastructure: The Peruvian public administration did not have the appropriate technological infrastructure for rapid digitalization of its services.

Resistance to change: There was some resistance to change on the part of some public officials.

Digital divide: The digital divide among Peruvian citizens made it difficult to access digital public services.

Reflections:

Digital skills are not only necessary for citizens, but also for public officials. Public administrations must invest in training their employees so that they can use digital technologies effectively and efficiently.



The evolution towards a digital government must aim to satisfy the needs of citizens, the conceptualization of transparency has evolved over time.

Digitalisation offers new opportunities to improve transparency, but challenges remain. A deeper analysis of the practical application of transparency in the digital age is needed.

Likewise, the understanding of digital skills and their application in obtaining learning in the post-Covid-19 era must be present throughout the public management process. In the semantic review, it can be observed that the understanding of digital skills and their application in obtaining learning in the post-Covid-19 era, information management, public management reform.

V. Conclusions:

The COVID-19 pandemic has accelerated the understanding of digital skills and their application in obtaining learning in the post-Covid-19 era, but there are still many challenges that must be addressed to ensure efficient, effective and transparent public administration in the new digital scenario.

The authors agree that the pandemic has accelerated the digital transformation of public administration. The authors identify various challenges that public administration faces in the new digital scenario.

VI. Recommendations

Consider transparency in public management and digital skills as two fundamental and complementary elements to build a more just, democratic and inclusive society. In the post-COVID-19 context, public administrations must work to strengthen these two pillars of the digital society.

Technology plays a crucial role in the democratization of information and the promotion of knowledge, political commitment, administrative culture and social participation are essential to understanding digital skills and their application in obtaining learning in the post-Covid-19 era.

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