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Sommario/riassunto

This book offers a comprehensive exploration of the ongoing digital transformation of public employment services (PES) – the most radical remaking of the welfare state in a generation. As PES shift from analogue to fully digitised services, this volume bridges the gap between technology, policy and frontline service provision. It provides a well-rounded analysis of the practical opportunities and challenges posed by digital welfare, reconnecting and reconciling technical possibilities and political ambitions with what is socially necessary as welfare systems undergo radical change.
