

Naples, 17.07.2020

## **Digital transformation in South Africa: opportunities and challenges during Covid-19 pandemic**

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### **ABSTRACT**

The digital transformation process has been one of the most characteristic and relevant elements of governments' strategic plans in South Africa during the last years. The rapid spread of Covid-19 - a new infectious disease triggered in Wuhan city, China, in December 2019 - has exponentially accelerated this process, stressing the need to remove obstacles to digital transformation and foster innovative growth in South Africa. During the current Covid-19 pandemic crisis, the digitalization went from being a strategic option to a necessary requirement for the survival of the main industries, especially of the financial services sector which is vital for promoting financial inclusion and inclusive growth. The Covid-19 pandemic has clearly shown that for South African governments the question is no longer whether to implement new technological measures or not, but rather to develop strategic plans to define how many resources to devote to this end.

### **KEYWORDS**

Digital transformation, Covid-19, South Africa, Emerging markets

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# ***The International EFAL-IT BLOG***

**Information Technology *innovations in Economics, Finance, Accounting, and Law***  
**Volume 1 – Issue 7/2020 – Bacau (Romania)**

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