



**The 2nd International Conference on
Digitalization and Management Innovation
(DMI 2023)—*Build a New Ecology of Lifelong
Education***

August 1-4, 2023, Seoul, South Korea



Best Oral Presentation



awarded to

Dr. Gloria Hristova

with deep appreciation and respect for your excellent speech titled

**Utilization of transformer-based language
models in understanding citizens' interests,
sentiments and emotions towards public
services digitalization**

Hongxu Zou

Conference Co-Chair

Junil B. Seo

Session Chair

