

# ***MAPPING DIGCOMPRO ONTO THE ANAF PLATFORM: AN OPERATIONAL FRAMEWORK***

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## ***Abstract:***

*The digitalization of tax administration has reshaped the structure of citizen–state interaction. In Romania, this transformation encompasses a set of digital services and systems whose use is mandatory for specific taxpayer categories or legally defined operations. Effective engagement depends on infrastructure availability and on users' capacity to perform concrete digital tasks. This article identifies the digital competence requirements generated by selected ANAF services through operational decomposition, mapping them against DigComp 2.2 and its national adaptation, DigCompRo. The study develops an Operational Framework (OF)—an analytical matrix correlating digital tax services, user operations, activated competences, and estimated minimum competence levels. Conceptually, the contribution lies in treating digital services, operations, and competences as distinct analytical objects; methodologically, it proposes a procedure for translating platform tasks into competence requirements. The findings show that the five main competence domains are activated unevenly across the nine services analyzed.*

**Keywords:** *DigCompRo; DigComp 2.2; ANAF; e-government; digital competences; operational framework; platform-generated competence requirements; digital skills policy; public administration.*

**JEL codes::** *H83, O33, D83*