Electronic Government 14th Ifip Wg 8 5 International Conference Egov 2015 Thessaloniki Greece August 30

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This book constitutes the refereed proceedings of the 14th IFIP WG 8.5 International Conference on Electronic Government, EGOV 2015, held in Thessaloniki, Greece, in August/September 2015 in conjunction with the 7th International Conference on eParticipation, ePart 2015. The 25 revised full papers presented were carefully reviewed and selected from 53 submissions. The papers have been organized in the following topical sections: foundations; open and smart government; services, processes and infrastructure; and application areas and evaluation.

As governments worldwide are entering the digital age, there are increasing expectations from citizens and stakeholders for a more responsive, efficient, and open government. Innovations in information technology and web technologies can facilitate these changes. Innovative Perspectives on Public

Administration in the Digital Age is a critical scholarly resource that examines the prevalence of e-government and the advancements of information systems to facilitate a government that is more open and accessible to citizens and businesses. Highlighting coverage on a broad range of topics such as online civic engagement, e-petition, and privacy and security, this publication is geared toward academicians, practitioners, and government officials seeking current and relevant research on the use of online and technological systems for the advancement of government and public policy.

This book constitutes the refereed conference proceedings of the 14th IFIP WG 6.11 Conference on e-Business, e-Services and e-Society, I3E 2015, held in Delft, The Netherlands, in October 2015. The 40 revised full papers presented together with 1 keynote panel were carefully reviewed and selected from 65 submissions. They are organized in the following topical sections: adoption; big and open data; e-business, e-services,, and e-society; and witness workshop.

This book brings out current research and practice concepts, articulating the research agenda for e-Government. When e-Government was first conceived, it was designed upon basic technologies where the emphasis was only on the simple display of government information for citizens to read. Nowadays, e-Government design comprises many complicated modules such as upload and download consoles, two-way interaction consoles between citizens and government agents, integrated government business processes presenting the whole of government, and it does not depend solely on technology. The complexity of e-Government has now evolved to include political, cultural, economic, social and technical dimensions. Bringing all these difficult aspects together is so complicated that it needs carefully planned strategies informed by local contextual characteristics. Rather than giving formulaic definitions and conceptual standpoints on many aspects of e-Government, as is the case in many e-Government publications, this book will explore the frontiers of global knowledge value chains by discussing current and future dimensions of e-Government. For example, the book discusses the concept of data governance by exploring how actual opening up of government data can be achieved, especially in a developing world context. Further, the book posits that opening government data should be followed by the opening up of government business processes in order to peddle the concept of accountability and responsiveness. Much text on data governance has concentrated on articulating the basic definitions surrounding this concept. Another very important topic explored in this book is regarding how the concept of decolonisation can be extended to e-Government by providing practical examples as to how researchers in the developing world can contribute to the advancement of e-Government as a scientific field of enquiry and guide its implementation, thereof. Decolonisation is advocated for in e-Government research so that there is a balance in the inclusion of the Afrocentric knowledge into e-Government advancement other than over-reliance on the Euro-, Asia- and America-centric knowledge value chains (Mbembe 2015). As e-Government is a very expensive undertaking, the issue of funding has excluded African countries and a majority of the developing world from implementing e-Government. Despite funding being a critical cornerstone of e-Government development, there is a dearth of information on this topic. Therefore, this book provides a chapter which discusses traditional and innovative ways of funding e-Government design and implementation which can go a long way in improving e-Government penetration into the developing world. Further, the book explores how intelligent e-Government applications can be designed, especially in resource-constrained countries. A couple of emerging technology innovations such as fog computing and intelligent information technology are explored within the realm of e-Government design.

With the rapid increase in the implementation of e-Government in Africa and across the world, the need to investigate the key bottlenecks (issues) caused by the failure of a large number of e-Government projects cannot be ignored. The main purpose of this book is to contribute to the current scholarly and intellectual discourse on different aspects of e-Government such as understanding the critical issues in design, implementation and monitoring. This book

specifically intends to bring out contextual issues that hugely impact on the probability for e-Government failure or success. It also differentiates itself by carefully exploring the issue of context-awareness (informed by the local context) for e-Government design and implementation, which has not been pursued in any publication in e-Government before, although it has been used in other information computational contexts. Therefore, the many theses within this book are concerned with e-Government design approaches, implementation policies and requirements, and monitoring dimensions need to be informed by the contextual characteristics in which they are implemented. This book contributes to the body of knowledge by presenting an in-depth analysis of a case of e-Government implementation. Therefore, this book has its facts backed by intermittent reference to an empirical study done in Zambia to accentuate issues in design, adoption, usage and monitoring of e-Government projects. The case articulates the methodological issues in the design and measurement of e-Government. The use of a combination of structural equation modelling (SEM), exploratory factor analysis (EFA) and advanced techniques such as principal component analysis (PCA) in investigating different aspects of e-Government in a developing country context has not been done in any previous research. The novel methodological nuances articulated in this book can go a long way toward understanding the factors explaining successful implementation of e-Government. Previous publications have used basic statistical approaches devoid of adequate scientific or statistical rigour such as descriptive statistics to arrive at factors influencing the success or failure of e-Government. Furthermore, this book contributes to the body of knowledge by emphasising the different dimensions and issues of the multidimensional perspectives of e-Government. The book explores tangible pointers for design and implementation of e-Government, giving it the thrust to potentially guide actual implementation of e-Government in African setups.

This book constitutes the proceedings of the 16th IFIP WG. 8.5 International Conference on Electronic Government, EGOV 2017, held in St. Petersburg, Russia, in September 2017, in conjunction with the 9th International Conference on eParticipation, ePart 2017. The 34 revised full papers presented were carefully reviewed and selected from 74 submissions. The papers are clustered under the following topical sections: Smart Governance, Government and Cities; Service delivery; Organizational aspects; Infrastructures; Big and Open Linked Data; Open Government; and Evaluation.

This book constitutes the proceedings of the 19th IFIP WG. 8.5 International Conference on Electronic Government, EGOV 2020, held in Linköping, Sweden, in August/September 2020, in conjunction with the IFIP WG. 8.5 IFIP International Conference on Electronic Participation (ePart 2020) and the International Conference for E-Democracy and Open Government Conference (CeDEM 2020). The conference was held virtually due to the COVID-19 pandemic. The 30 full papers presented were carefully reviewed and selected from 118 submissions. The papers are clustered under the following topical sections: e-government foundations; e-government services and open government; open data: social and technical aspects; AI, data analytics, and automated decision making; and smart cities.

This book constitutes the proceedings of the 20th IFIP WG. 8.5 International Conference on Electronic Government, EGOV 2021, held in Granada, Spain, in September 2021, in conjunction with the IFIP WG. 8.5 IFIP International Conference on Electronic Participation (ePart 2021) and the International Conference for E-Democracy and Open Government Conference (CeDEM 2021). The 23 full papers presented were carefully reviewed and selected from 63 submissions. The papers are clustered under the following topical sections: digital transformation; digital services and open government; open data: social and technical perspectives; smart cities; and data analytics, decision making, and artificial intelligence. Chapters "Perceived and Actual Lock-in Effects Amongst Swedish Public Sector Organisations when Using a SaaS Solution" and "Ronda: Real-time Data Provision, Processing and Publication for Open Data" are available open access under a Creative Commons Attribution 4.0 International License via link.springer.com.

With recent advances and investment in artificial intelligence, are we on the verge of introducing virtual public servants? Governments around the world are rapidly deploying robots and virtual agents in healthcare, education, local government, social care, and criminal justice. These advances not only promise unprecedented levels of control and convenience at a reduced cost but also claim to connect, to empathise, and to build trust. This book documents how—after decades of designing out costly face to face transactions, investment in call centres, and incentivising citizens to self-service—the tech industry is promising to re-humanise our frontline public services. It breaks out of disciplinary silos and moves us on from the polarised hype vs. fear discussion on the future of work. It does so through in-depth Q-methodology interviews with a wide range of frontline public servants, from doctors to librarians, from social workers to school receptionists, and from police officers to call handlers. The first of its kind, this book should be of interest across the social sciences and to anyone concerned with how recent measures to digitise and automate our services are paving the way for the development of full-blown AI in frontline work.

This book constitutes the refereed proceedings of the 12th IFIP WG 8.5 International Conference on Electronic Government, EGOV 2013, held in Koblenz, Germany, in September 2013. The 27 revised full papers presented were carefully reviewed and selected for inclusion in this volume. The papers have been organized in the following topical sections: research foundations; open government data and transparency; service design and improvement; adoption and service evaluation; and social media and social network analysis.

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