

## Introduction to E-government Services and Information Mini-track

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### 1. Introduction

E-government has emerged as a fundamental element of public service and a significant domain within Information Systems research. Although information systems adoption in government can be traced back to the 1950's, most of these initial applications were designed to support batch-processing of large government tasks such as payrolls [1]. During the last 20 years, and with the adoption of the Internet, information systems applications in government have shifted from an emphasis to support back-office operations to an emphasis in front-end informational and transactional services [2]. Moreover, information systems applications have received increasing attention from both researchers and practitioners in this same period of time. The E-government Services and Information Mini-track has not only witnessed this increased interest, but also has contributed to the development of core knowledge in the area since 2003, by exploring varied elements of e-government adoption, implementation and evaluation.

This mini-track has included research papers and practitioner reports addressing citizens' expectations and acceptance of e-government services across government levels and branches, success factors for e-government services development and implementation, value assessments of e-government services, and methodologies, techniques, and tools for service composition. The mini-track has contributed to research and practice of e-government particularly in the description and assessment of characteristics, development, implementation, uses, and evaluation of e-government services and systems.

The mini-track includes five papers that explore elements of e-government services and information that have implications for government agencies across the globe. The first paper entitled "Value assessment of e-government service from municipality perspective" by Jari Jussila, Virpi Sillanpa, Timo Lehtonen, and

Nina Helander who investigate value creation from the municipality perspective.

The second paper entitled "The Same but Still Different: Forms in E-Government by Hendrik Scholta examine characteristics of forms and their components that drive the diversity of forms in e-government.

The third paper by Elin Wihlborg, Karin Hedström and Hannu Larsson is entitled "e-government for all – Norm-critical perspectives and public values in digitalization." This study explores how digitalization can exclude citizens and build new barriers.

The fourth paper is entitled "Co-design for Government Service Stakeholders" by David Bell and Muneer Nusir. This paper presents a co-design approach with tools and methods that supports wider user participation. A novel G2C e-Service co-design framework is constructed with mechanics for understanding stakeholder requirements and providing them with an active role throughout the design process.

The fifth paper is entitled A Conceptual Framework for Evaluating E Government Systems Success: A Service Ecosystem Approach by Gary Sterrenberg. This paper develops a conceptual framework grounded upon Service Dominant Logic to provide a perspective for evaluating these systems. Based on this framework, it is argued that value is created at the intersection of service exchange and that this value is additive across the broader service system within which exchange takes place – the service ecosystem

### 2. References

- [1] Andersen, D. and Dawes, S.S. *Government information management : a primer and casebook*. Prentice Hall, Englewood Cliffs N.J., 1991.
- [2] Luna-Reyes, L.F. and Gil-Garcia, J.R. Digital government transformation and internet portals: The co-evolution of technology, organizations, and institutions. *Government Information Quarterly* 31, 4 (2014), 545–555.