CORE
Metadata, citation and similar papers at core.ac.uk
Provided by Covenant University Repository

Proceedings of the 14th European Conference on eGovernment

Spiru Haret University
Faculty of Legal and Administrative Sciences
Braşov, Romania

12-13 June 2014

Edited by

Alexandru Ionas
Spiru Haret University
Braşov, Romania

A conference managed by ACPI, UK

Proceedings of the 14th European Conference on eGovernment
ECEG 2014

Spiru Haret University
Faculty of Legal and Administrative Sciences
Brasov
Romania

12-13 June 2014

Edited by
Alexandru Ionas
Spiru Haret University
Braşov
Romania

Copyright The Authors, 2014. All Rights Reserved.

No reproduction, copy or transmission may be made without written permission from the individual authors.

Papers have been double-blind peer reviewed before final submission to the conference. Initially, paper abstracts were read and selected by the conference panel for submission as possible papers for the conference.

Many thanks to the reviewers who helped ensure the quality of the full papers.

These Conference Proceedings have been submitted to Thomson ISI for indexing.

Further copies of this book and previous year's proceedings can be purchased from http://academic-bookshop.com

E-Book ISBN: 978-1-909507-36-4
E-Book ISSN: 2049-1034
Book version ISBN: 978-1-909507-32-6
Book Version ISSN: 2049-1026
CD Version ISBN: 978-1-909507-40-1
CD Version ISSN: 2049-1042

Published by Academic Conferences and Publishing International
Limited Reading
UK
44-118-972-4148
www.academic-publishing.org

Contents

Paper Title	Author(s)	Page No.
Preface		iv
Committee		v
Biographies		viii
Factors Influencing Adoption and Diffusion of e-Government Services	Manal Abdel-Kader Abdel-Fattah	1
The Evolution of State, People and Corporate Relationship in e-Government	Carl Adams and Peter Millard	10
Building Permission Smart e-Service Status: A Literature Review	Leonidas Anthopoulos, Christos Bellos and Athena Vakali	15
SCADA Systems: Strategic e-Systems for e-Governance of Critical Resources	Mehdi Asgarkhani and Elena Sitnikova	24
Gender Differences and Self-efficacy in the Adoption of e-Democracy in Africa	Charles Ayo, Victor Mbarika and Aderonke Oni	34
Mobile Supported and Process Enabled Electronic Document Management System for Local Municipalities	Gözde Bakırlı, Derya Birant, Erol Mutlu, Levent Denktaş,Dilşah Çetin and Alp Kut	42
E-SmartBox: A Decent Software and Hardware Tool to Enhance Public Service Efficiency and Sustainability	Choompol Boonmee and Jirasuk Sugandhajati	51
Raising Acceptance of Cross-Border eID Federation in e-Government and e-Business	Jérôme Brugger, Marianne Fraefel and Reinhard Riedl	59
Comparative Analysis of e-Government in the EU: Trends in Eastern Europe	Michaelene Cox	69
A Conceptual Model of Critical Success Factors for an e-Government Crowdsourcing Solution	Kevin Cupido and Jacques Ophoff	77
Analysis of Different Organizational Forms and Their Effect on Performance Management of IT	Christoph Ertl, Vanessa Greger, Petra Wolf and Helmut Krcmar	85
Challenges and Prospects of e-Elections in Nigeria	Sheriff Folarin, Charles Ayo, Aderonke Oni and Daniel Gberevbie	93
From Open Data to Data-Driven Services	Muriel Foulonneau, Slim Turki, Géradine Vidou and Sébastien Martin	101
The Role of Information and Communication Technology on Transparency, Trust and Good Governance in Nigeria	Daniel Gberevbie, Charles Ayo, Aderonke Oni and Sheriff Folarin	109
Using ICT to Improve Public Service Delivery Lessons-From the Karnataka Beneficiary Verification System (BVS)	Elena Georgieva-Andonovska	118
Social Policy on the web: The Online Institutional Structure of Social Policy Domains in the UK	Paul Henman, Rob Ackland and Tim Graham	126
Community Structure in e-Government Hyperlink Networks	Paul Henman, Rob Ackland and Tim Graham	135
Data Driven Outcome-Based Healthcare Initiatives: Learnings From Public Sector in India	Anjali Kaushik and Aparna Raman	144
Factors Favouring Adoption of e-Services by Municipal Governments: A Framework	Luc Lagrandeur and Marie Dominique Moreau	154

Paper Title	Author(s)	Page No.
Implementing e-Government Policy – Politics and Resistance	William Linnefell, Anette Hallin and Mikael Lagergren	163
Building Cross-Border Public Services in Europe Through Sharing and Reuse of Interoperability Solutions	Nikolaos Loutas, Stijn Goedertier, Vassilios Peristeras' Szabolcs Szekacs	170
Social Media Applications in e-Government: A Risk Assessment Approach	Seyed Amin Mousavi and Elias Pimenidis	180
Vendors' Challenges in e-Government Projects in Pakistan: Experience Report of Prisons Automation	Muhammad Noor, Azam Khan, Muhammad Khanand Brekhna	189
The Evolution of Romanian Democracy to e-Democracy	Camelia-Nicoleta Olteanu	198
E-Democracy Implementation: The Imperative of Agenda Setting	Aderonke Oni, Charles Ayo, Victor Mbarika, Daniel Gberevbie and Sheriff Folarin	203
The Good, the bad and the Beauty of Advertisement for Public Sector Services	Daniel Pop, Vasiliki Moumtzi and Josefina Farinos	210
Citizen Involvement in Local Environmental Governance: A Methodology Combining Human-Centred Design and Living lab Approaches	Sandrine Reiter, Guillaume Gronier and Philippe Valoggia	219
Rethinking the e-Government Services Development Cycle by Enhancing User Involvement Through Social Media Tools: The Case of Greek National Business Registry	George Sourmelis, Dimitris Christodoulakis and Natassa Xarcha	228
Participation as a pin Political- Discussions in an Online Swedish LGBT Community	Jakob Svensson	235
Research Philosopy and Methodologies of e-Government : Update From ECEG and ICEG	Muhammad Yusuf, Carl Adams and Kate Dingley	242
Factors Affecting Success of e-Government Portals: A Perspective of Software Quality Model	Ewa Ziemba, Tomasz Papaj and Danuta Descours	252
PHD Research papers		263
E-Participation Service in Saudi Arabian e-Government Websites: The Influencing Factors From Citizens' Perspective	Abdullah Alharbi and Kyeong Kang	265
Connected Public Service Delivery	Mohammed Alhusban and Carl Adams	273
Enabling e-Government Interoperability: EA SDLC-Mapping Approach	Sukaina Al-Nasrawi and Maysoun Ibrahim	284
Scholarly e-Communication Under Open Access To Information: Comparative Study of Digital Platforms	Ionela Bîrsan, Ioana Nicolae, Marius Stoianovici and Angela Repanovici	291
E-Legislation for Citizens – Open Access to Indexed Legal Information Available Online	Ana Maria Cornelia, Dan Gabor and Angela Repanovici	300
Does Active Citizenship Have an Impact on the Usage Of e-Government Services? The Case of the European Union	Rania Fakhoury	310
The Adoption of e-Government in Arab Countries: The Case of Libya	Yousef Forti, Kamal Bechkoum, Scott Turner and Suraj Ajit	319
Agent and Semantic web Service Based Model in Inter-Organizational Workflow for e-Government	Emna Karoui Chaabane, Sameh Hadouaj and Khaled Ghédira	328

Paper Title	Author(s)	Page No.
Learning From Parliamentary By-Elections: A Methodology for Data Collection	Terry King and Carl Adams	338
Electronic Government Procurement Adoption in Developing Economies: How Corruption Influence System's Adoption	Rino Nugroho	344
A Secure Multi-Layer e-Application Framework for e-Government Processes	Gia Nghia Vo and Richard Lai	352
A Novel Framework of e-Participation	Muhammad Yusuf, Carl Adams and Kate Dingley	363
Masters Research papers		373
Analytical Modeling of e-Government Risks in Islamic Republic of Iran: Quantitative Research	Laya Bashiri, Hassan Danaeefard and Ali Rajab-zadeh	375
Open Public Sector Information: Establishment of Public-Value Oriented Performance Evaluation Indicators	Pin-Yu Chu and Kai-Yuan Chang	385
A Study of Establishing Evaluation Indices for Open Government Data	Pin-yu Chu and Shih-ying Chiang	393
Non academic		403
Positive Strategic Leadership and Leading Change in Procurement / e-Procurement	Margaret Gilbert	405
Government Enterprise Architecture in Practice	Antti Lahtela and Pekka Kortelainen	414
Work In Progress papers		423
A Semantic Interoperability Standard for Social Security Information Exchange	Francisco Delgado, José Hilera' Raúl Ruggia and Salvador Otón	425
Internet Usage at the Edges of Mainstream: A Survey of Waswanipi (Eeyou Istchee)	Stephane Gauvin and Marianne Lorthiois	430

Preface

These proceedings represent the work of authors at the 14th European Conference on e-Government (ECEG 2014).

The Conference this year is hosted by the University Spiru Haret University, Brasov, Romania. The Conference Chair is Prof.dr. Carmen Costea and the Programme Chair is Alexandru Ionas, both are from the University Spiru Haret University in Romania.

ECEG brings together, researchers, Government officials and practitioners in the area of e-Government from around the world. Participants are able to share their research findings and explore the latest developments and trends in the field which can then be disseminated to the wider community.

With an initial submission of 97 abstracts, after the double blind, peer review process there are 30 research papers, 12 PhD papers, 3 Masters papers, 2 non academic and 2 Work in Progress Papers published in these Conference Proceedings. These papers represent research from many countries including Australia, Belgium, Canada, Egypt, Finland, Germany, Greece, India, Iran, Lebanon, Luxembourg, New Zealand, Nigeria, Pakistan, Poland, Romania, South Africa, Spain, Sweden, Switzerland, Taiwan (R.O.C.), Thailand, The Netherlands, Tunisia, Turkey, UK, USA

This will ensure a very interesting two days.

Selected papers will be published in special issues of the Electronic Journal of e-Government (www.ejeg.com) and the Jour- nal of E-Government Studies and Best Practices.

We hope that you have an stimulating conference, and enjoy your time in Romania.

Alexandru Ionas

Programme Chair
May 2014

Biographies

Conference Chair

Prof.dr. Carmen-Eugenia Costea professor/vicerector at USH Bucharest in charge with International Relations; PhD Supervisor in Business Administration (ASE Bucharest); member in ASE Scientific Council of Doctoral Institute; Chair of Entrepreneurial Education Commission of National Council and Special Ambassador of Romania for Danube Strategy; Founder of Alternative Sciences Association; Associate researcher at the IPE-Romanian Academy (of Sciences). Research interests include: Business administration, International relations, Systems of Business Intelligence, Socio-economic risk management. Awards: 2007 International Peace Award for outstanding in education of Youth United Cultural Convention N.Carolina USA, 2007 Excellence in teaching ASE, Diploma Nicolae Georgescu Roegen Excellence in Research (ASE) Diploma and silver medal 2000 Outstanding intellectuals of the 21st century , IBC Cambridge. Research experience includes, among others, management and scientific activities in: BaSeFOOD "Sustainable exploitation of bioactive components from the Black Sea Area traditional foods"; Physics of Competition and Conflicts, Physics of risk ESF/COST; ASSYST Action for the Science of Complex Systems and Socially Intelligent ICT; NEST General Integration of the Applications of Complexity in Science. International teaching experience: Visiting Professor la OU London; Visiting Lecturer la National Cheng Chi Univ. Taipei; Intervenient at France Business School; Visiting Lecturer UNAM Mexico City; Visiting Scholar UWS Australia.

Programme Chair

Dr Alexandru Ionas holds a PhD in Law and is a professor at and Dean of the Faculty of Legal and Administrative Sciences, Spiru Haret University, Romania. During 2002 and 2008 he was the Head of Public Law Department at Transilvania University of Brasov. His research interests focus on penal law, administration and government. He has led and participated in international re- search projects fighting against crime, coordinating criminal investigations against organised crime, leading the investigation unit monitoring the illicit trafficking between Ukraine and Moldova. He was a counsellor on international relations with the Ministry of Administration and Interior (Ministry of Internal Affairs) – Romanian Government. He is one of the founders of the international organisation Southeast European Cooperative Initiative (SECI) Centre in Bucharest. He is on the list of experts in international cooperation for fighting against organised crime and terrorism in Europe. Although he has a background in law enforcement, nowadays he is involved in the process of administrative territorial reorganisation of Romania.

Mini Track Chairs

Dr Ahmed Imran research emerged from his personal experience that includes e-government and ICT for development. Ahmed had a versatile and challenging experience in the IT sector before his transition to academia. Ahmed's past experience is invaluable for research in understanding and providing rich insight of the context in least developed courtiers. His PhD research gained an in-depth understanding of impediments to eGovernment adoption in LDCs, which led to a process model for successful eGovernment adoption in LDCs. Part of Ahmed's research has been successfully implemented as an applied international research project that received ANU Vice Chancel- lor's award in 2010. Ahmed is also the lead author of the text book "eGovernment Management for Developing Countries".

Antti Lahtela works as a project manager at the Regional State Administrative Agency for Eastern Finland, Development and Steering Unit for the Local Register Offices. His main responsibilities include IT strategy implementation, information management development and enterprise architecture. Additionally, Antti is a Ph.D. student at the University of Eastern Finland with a research topic: Improving IT Service Support and Transition Processes. Areas of interest include government administration and healthcare information management.

Dr. Jakob Svensson is a researcher with a PhD in Media and Communication Studies. Jakob current research revolves around civic communication, political participation and the construction of citizenship through online communicative practices. He is currently involve in a research pro- ject studying relations of power, practices of discipline and surveillance among both outspoken political activists in southern Stockholm. Jakob Svensson is currently holding a position of assistant professorship in Media and Communication Studies at Uppsala University and is the Director of Master Program in Digital Media and Society.

Dr Tim Turner has been involved in the IT industry for over 25 years, with the focus on e-commerce, and particularly e-government, for over 15 years. He has concentrated his atten- tion on assisting governments at all levels to understand how information technology can be used to enhance effectiveness and efficiency. Recently, that focus has shifted to aiding the governments of least-developed countries. He has played significant roles in several of Austra- lia's leading e-government projects and consults to peak government and industry bodies in the e-government arena. Tim has also delivered significant projects in the private sector in information technology generally and electornic commerce specifically.

E-Democracy Implementation: The Imperative of Agenda Setting

Aderonke Oni[1], Charles Ayo[1], Victor Mbarika[2], Daniel Gberevbie[3] and Sheriff Folarin[3]

[1]Department of Computer Science, Covenant University, Ota, Nigeria
[2]School of Business, Southern University and A&M College, Baton Rouge LA, USA
[3]Department of Political Science and International Relations, Covenant University, Ota, Nigeria

ronke.oni@covenantuniversity.edu.ng
charles.ayo@covenantuniversity.edu.ng
victor@mbarika.com
daniel.gberevbie@covenantuniversity.edu.ng
sheriff.folarin@covenantuniversity.edu.ng

Abstract: Decline in the level of citizens' participation due to disconnect between citizens and their representatives has been identified as one of the prominent challenges facing most democratic societies in the world today. E-democracy has been identified to have the potentials to reduce the contemporary estrangement between the democratic actors by creating new forms of engagement, deliberation, and collaboration in polity to make the democratic processes more inclusive and transparent. However, e-democracy initiatives in many countries have had mixed success as most e-democracy implementations have been unable to justify the essence of huge investments made into it. This research paper reviews existing e-democracy development processes and agenda of nations among the top twenty countries in e-participation implementation as rated in the UN Global E-Government Evaluation, 2010. The sample composed of secondary data sourced from information system centric academic journals, book chapters, conference proceedings, database of international development organisations (OECD, UN, EU) on e-democracy implementation reports and database of research institutions and centres that focus on e-government and e-democracy implementation. Findings revealed that most countries do not have well established framework and agenda setting for e-democracy implementation, but only based their e-democracy implementation on one of the objectives of their e-government implementation. As a result, policy content is largely missing in most e-democracy strategies at both conceptual and implementation stage. This paper therefore, presents a guideline for e-democracy agenda setting and discusses issues germane to establishing e-democracy agenda. It submits that for a successful e-democracy implementation, the agenda-setting phase should capture the legal and political processes of the country. In addition, e-democracy strategic vision, strategic aim and objectives, strategic policy, mode of implementation and overseeing body should be well articulated in the agenda setting phase of e-democracy implementation plan. The discussion will benefit both researchers, government and practitioners on successful e-democracy implementation as basis for societal development.

Keywords: e-democracy, government, agenda setting, policy, policy-making, strategy

References

Backhouse, J. (2007) "e-Democracy in Australia: the Challenge of Evolving a Successful Model." *The Electronic Journal of e-Government* Volume 5 Issue 2, pp 107 - 116, available online at www.ejeg.com

Black, A. and Noble, P. (2001) "E-Democracy around the World: A Survey for the Bertlesmann Foundation." Charleston, SC:Phil Noble and Associate, pp. 1-88.

Blumler, J.G. and Coleman, S. (2001) "*Realizing Democracy Online: A Civic Commons in Cyberspace."* London: Institute for Public policy Research.

Carroll, J.M. and Swatman, P.A. (2000) "Structured-case: A methodological framework for building theory in information systems research" *Proc of ECIS*, Vienna, Austria, 2000.

Clift, S.L. (2004) "E-government and Democracy: Representation and Citizen Engagement in the Information Age." 2004. Retrieved Nov., 2010, [www.publicus.net]

Coleman, S. and Norris, D. F. (2005). "A new agenda for e-democracy", *Oxford Internet Institute Forum Discussion* Paper No. 4, January 2005.

Coleman, S. and Gotze, J. (2001) "Bowling Together: Online Public Engagement in Policy Deliberation". Hansard Society. 2001. Retrieved 8th Oct., 2010 [www.hansardsociety.org.uk]

Funilkul, S. and Chutimaskul W. "The Framework for Sustainable eDemocracy Development." *Transforming People, Processand Policy, Vol 3 No 1, pp 16-31*, 2009.

Glaser, B. "Basics of Grounded Theory Analysis. Mill Valley"; Sociology Press, 1992.

Henderson, M., Hogarth, F. and Jeans, D. (2007) "E-Democracy Policy in Queensland." Encyclopaedia of Digital Government., pp 455-461, IGI Global, doi:10.4018/978-1-59140-789-8.ch069

Hogan, M., Cook, N., and Henderson, M. "The Queensland Government's e-democracy Agenda." Australian Electronic Government Conference, Centre for Public Policy, University of Melbourne, 2004.

Hye, K., Jong, K., and Hae, L. (2008). "A Study on the Public Sphere of Mobile Media," *Journal of Korea Information and Communications Society, Vol. 31, No. 4B.*

Jayasena, G.N. and Karunaratna, D.D. "Towards an Enabling Framework for eDemocracy through the Integration of Citizen Participation along the Spatial Dimension Using Free and Open Source Technologies." Proceedings of the 24th South East Asia Regional Computer Conference, November 18-19, 2007, Bangkok, Thailand.