Government Services: Innovation, Strategy and Assessment Mini-Track

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Introduction

Technology, institutional and organizational trends and developments open opportunities for innovation in the way government agencies interact with their constituents. This mini-track seeks research papers, position essays, and practitioner reports advancing our current understanding of those innovations. We welcome papers addressing service performance measurement, success factors and key processes for e-government services development and implementation, value assessments of e-government services, and methodologies, techniques, and tools for service composition. We are particularly interested in the characteristics, development, implementation, uses, and performance evaluation of e-government services and systems. E-government service innovations also pose numerous strategic and operational challenges which includes, but is not limited to terms of interoperability of services, design of services, optimization of process chains, identification and assessment of the value-chain of services, cross-organizational service chains, workflow support of e-services, integration of internal IT support, G2G and G2C e-services, outsourcing of services, digital preservation, and electronic records management. Research to guide the development, management and evaluation of e-government services is in great demand in this important and rapidly growing domain.

Presentations

Peter A. Busch & Tom R. Eikebrokk, "Digitizing Discretionary Practices in Public Service Provision: An Empirical Study of Public Service Workers' Attitudes": Based on the assumption that public service workers are motivated by helping individual clients, the authors focus on characteristics of public service provision that can explain digital discretion acceptance among them. The authors conclude that professional motivations and the nature of public service provision make it difficult to completely digitize discretionary practices. Policy implications drawn from this include paying special attention to the opportunities that technological innovations can create as well as the potential inability of public service workers to fully utilize digital tools due limited training and age.

Ukamaka C. Nwanekezie et al., "Investigating the Digital Divide in Hertfordshire's Local Government:

A Quantitative Adoption and Use Perspective Study": The authors aim to understand and identify the factors that encourage older adults (50 and above) in the United Kingdom (UK) to continue using a particular online communication channel when interacting with the government. From an online survey of 222 completed responses, Knowledge Building Experience, Performance Expectancy, Habit, Functional Service Quality, Decision Trust and Satisfactory Experience were identified as important factors for the adoption and usage of online communication channels when interacting with the government.

Sarah-Kristin Thiel et al., "Inclusive Gamified Participation: Who are we inviting and who becomes engaged?": This research investigates the influence of demographical variables on participation and motivation when using a mobile gamified participation application. The results show that while participation did not differ among gender, it was affected by age. The data further suggests that youth is both interested in urban planning and welcomes mobile participation forms, whereas older individuals feel less invited by novel technologies and engage less.

Suha AlAwadhi, "A Proposed Model of Trust Factors for E-government Adoption and Civic Engagement": This study aims to explore trust factors affecting the use and adoption of e-government services and its impact on civic engagement. The study attempts to propose a model and validate it in the context of a developing country. A questionnaire survey is undertaken using a small sample of 137 participants. The findings of the general linear model analysis propose a model of trust factors that have significant relationships with the adoption of e-government services and leading to civic engagement.

Maija Ekosaari & Samuli Pekkola, "Pushing the Limits beyond Catalogue Raisonnée: Step 1. Identifying digitalization challenges in museums": In this study, the authors focus on the first step in developing digital services in museums and conduct a two-part exploratory survey on 58 experts (directors, collection and exhibition curators, IT experts) to understand their perceptions on different challenges of digitizing, innovating and creating e-services. The experts first identified different IS related challenges and then selected the most significant ones.