



ECEG 2009

9th European Conference on e-Government

Westminster Business School, University of Westminster,

London, UK

15-16 June 2009

Conference Chair: **Panos Hahamis, Westminster Business School, London, UK**

Programme Chair: **Dan Remenyi, Trinity College, Dublin, Ireland**

Keynote speaker: **John Suffolk, Her Majesty's Government CIO, London, UK**

Stephen Jenner, UK Government advisor on IT Portfolio & Benefits Management, London, UK

CALL FOR PAPERS

As governments seek to remodel and restyle their services, e-Government continues to arouse interest and attention. New dynamic issues such as e-democracy, e-citizenship, e-Identity and e-voting have become core elements in the development of public sector delivery. The multi-tier nature of e-Government, relevant at local government, central government but also at the supranational level such as the European Union, makes it of importance to academics and practitioners alike. Vital questions are posed which link technological development and a streamlining of government services to more social based values of inclusion, accessibility and power relationship ratios

e-Government encompasses more than just technology – it challenges the way in which public sector service providers and citizens interact. Democratic renewal, the transformation of service delivery, community leadership and citizenship integration are all key elements of this fascinating subject.

The advisory group for the conference invites submissions of papers on both the theory and advanced practice in respect of the conference themes outlined below, from academics, government departments and practitioners in the public and private sector. The conference to be held in London in June 2009 is also seeking case studies and reports of work-in-progress.

Topics may include, but are not limited to:

- **Applications of e-Government:** New ideas for improving the Public Service efficiency and effectiveness; The case for e-Government; Post-modern campaigning; Comparison case studies in developing versus developed nations; e-Government for young people; G2G applications; Back-office implementation; EU e-Government policy.
- **Challenges to e-Government:** Cyberterrorism; Technological limitations of citizenry; Interoperability; Language issues, Identity Management – including Authentication, Trust and Privacy; How to increase take-up of e-Government services; The transition to e-Government for local governments; Semantics of transactions in e-Government, definitions and implementations.
- **The e-Voting issue:** How can e-Voting be made to work; Risks and advantages from e-Voting; prototype m-Voting systems; Validation and verification issues; Benefits and Inhibitors to e-Voting.
- **e-Democracy:** How technology can improve the democratic process; ICT and the case of deliberative democracy; Using Blogs and Wikis to enhance participation; e-Government as an enabler of public sector reform; Setting an e-Democracy agenda at government level; Citizens' wider access to ICTs, and the skills and means to generate and distribute content; Citizen trust in online participation and dialogue; The

design of audience-specific consultative processes; Conceptualising public value; Deciding the correct balance between online and offline citizen/government, citizen/citizen interactions; Exploiting the learning and communicative potential of emerging online tools and new media forms (games, blogs, wiki, G3 mobile communications).

- **Measuring e-Government/Economics of e-Government:** The case for e-Government - Can benchmarking indicators be effective; What are the benefits and economics of e-Government?; e-Government success factors and inhibitors; Methodologies, tools and metrics for assessing the effectiveness of e-Government; Delivery channels for government services; Attaining social value from electronic government; Political accountability; Measuring e-Government – What benchmarks should be used?; Payback periods; Web-based information quality.
- **Legal, agency, trust and governance issues in e-Government:** the equilibrium between actors in e-Government transactions, on issues of trust that may be expressed or understood between such actors, on legal issues promoting or inhibiting the adoption of e-Government models or measures, or on IP issues of Open Standards use in e-Government and their consequences on applications built upon e-ID or other e-Government models, such as in procurement; Trust Charters in e-Service delivery.
- **Additional topics:** The issue of European citizenship; Interoperability Frameworks (National, Transnational); Entrepreneurial processes in the information society; Knowledge Management/Intellectual capital in local/national government; e-I: Intelligent use of systems in government; Leading change in Public Service organisations; Shared services in public service delivery- The way forward; Multi-Agency/partnership working; Information management strategies within the public sector; e-Government project failure; Scenario building; The role of e-Government in social and economic development; Decision support systems; Single European information space; Strategic leadership; Document management systems; Hierarchical government processes; Can e-Government learn from e-Business? Open Access and e-Government; Mobile Government; e-Procurement.

In addition to the main conference, submissions are welcomed to mini tracks: **eTax & eRevenue Administration** co-chaired by Pat Molan (Limerick District Manager), Irish Revenue Commissioners; Tom Kennedy (Director of the National Centre for Taxation Studies), University of Limerick, Ireland; David O'Donnell (Intellectual Capital Research), Limerick, Ireland: **eJustice** co-chaired by Carlos E. Jiménez (Information Systems Service of the Justice Department of the Autonomous Government of Catalonia / Estratic) and Mila Gascó (Pompeu Fabra University / Estratic)

Selected papers will also be considered for publication in the Electronic Journal of e-Government (EJEG- <http://www.ejeg.com>).

Submission details

Abstract details: The Abstract should be a minimum of 300 and no more than 500 words including up to five keywords and keyphrases to be received by **24 November 2008**. Abstracts must include the conference track the abstract is intended for, the proposed title for the paper, the full names (first name and surname, not initials), postal addresses and email addresses of all authors and a telephone number for at least one contact author. Please indicate clearly if the contact author is not the lead author.

Submission: Submit online at <http://academic-conferences.org/eceg/eceg2009/eceg09-abstract-submission.htm>

Full paper: Only required when the abstract has been selected and not to be more than 5,000 words including abstract, keywords and references (the Harvard referencing rules need to be followed). Submission date will be no later than **12 January 2009**. Papers should be submitted as .doc or .rtf file attachments by email to Elaine Hayne at elaine.hayne@academic-conferences.org

Important information

- The selection panel of the conference committee will consider all abstracts received by the submission deadline to ensure that the proposed paper is relevant to the Conference.
- The authors of abstracts that describe a relevant paper will receive a notification of abstract selection.
- All full papers will be double-blind reviewed by members of the conference committee to ensure an adequate standard, that the proposed subject of their abstract has been followed, that the paper is of a suitable length, the standard of English is adequate and the paper is appropriately referenced.

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- For authors whose first language is not English we request that you have your work proof read prior to submission by a native English speaker (or at least a fluent English speaker). Papers can be rejected due to a poor standard of English.
- Papers that are accepted will be published in the conference proceedings providing at least one author registers and presents the work at the Conference (see the registration section of the conference website for more information about registration). Author registration must be completed by 12 June 2008.
- Due to the large number of papers expected for this conference, the committee only allows an author to present one paper. Therefore if multiple papers are accepted for presentation different co-authors need to present each paper.

Important dates

Abstract submission deadline: **8 December 2008** *Notification of abstract acceptances:* **15 December 2008**
Full paper due for review: **26 January 2009** *Notify paper acceptance (with changes):* **6 April 2009**
Final paper submission: **4 May 2009**

Conference Executive

[Dr Frank Bannister](#), Trinity College Dublin, Ireland
[Professor Toni Carbo](#), University of Pittsburgh, USA
[Professor Bruno de Vuyst](#), Vrije Universiteit Brussel, Belgium,
[Dr Alea Fairchild](#), University of Twente, Belgium
Mila Gasco, Pompeu Fabra University, Barcelona, Spain
[Dr Mary Griffiths](#), University of Adelaide, South Australia
David O'Donnell, Intellectual Capital Research, Ireland

Conference Committee

The conference programme committee consists of key people in the e-Government around the world. The following people have confirmed their participation:

Bulent Acma (Anadolu University, Turkey); Adetunji Adeshina (Nigeria); Georg Aichholzer (Institute of Technology Assessment, Austrian Academy of Sciences, Austria); Soud Almahamid, (Al Hussein Bin Talal University, Amman, Jordan); Paul Alpar (Philipps-Universitaet Marburg, Germany); Nadia Amin (University of Westminster, UK); Aykut Arslan (TU Training Centre Command, Turkey); Medi Asgarkhani (CPIT, Christchurch, New Zealand); Charles Ayo (Covenant University, Ota, Nigeria); Jenny Backhouse (University of New South Wales, Canberra, Australia); Joan Ballantine (University of Ulster, UK); Frank Bannister (Trinity Collge Dublin, Ireland); Jordi Barrat Esteves (Rovira i Virgili University, Tarragona, Spain); Victor Bekkers (Erasmus University, Rotterdam, Netherlands); Egon Berghout (Groningen University, Netherlands); Lasse Berntzen (Vestfold University College, Norway); Rodica Blidisel (West University from Timisoara, Romania); Robert Brookes (Conwy County Borough Council, Wales, UK); Carlos Caldeira (University of Evora, Portugal); Toni Carbo (University of Pittsburgh, USA); Walter Castelnovo (Università dell'Insubria, Como, Italy); Akemi Chatfield (University of Wollongong, Australia); Lichun Chiang (National Cheung Kung University, Tainan, Taiwan); Jyoti Choudrie (University of Hertfordshire, UK); Rodney Clare (EDS and the Open University, UK); Maura Conway (Dublin City University, Ireland); Marcelo Costa (Infoquality, Goiânia, Brazil); Noah Curthoys (Cabinet Office, London, UK); Leela Damodaran (Loughborough University, UK); Geoffrey Darnton (Bournemouth University, UK); Anne Davies (Queens University Belfast, UK); Martin De Saulles (University of Brighton, UK); Bruno de Vuyst (Vrije Universiteit Brussel, Belgium, Belgium); Andy Dearden (Sheffield Hallam University, UK); Mitja Decman (University of Ljubljana, Slovenia); Vladimir Drozhzhinov (e-Government Competence Centre, Moscow, Russia) Paul Drummond (Department for Transport, UK); Frances Ekwulugo (University of Westminster, London, UK); Andy Ellis (Microsoft, UK); Marwin Elnaghi (Brunel University, Uxbridge, UK); Sara Eriksén (Blekinge Institute of Technology, Sweden); Jose Esteves (Instituto de Empresa Business School, Madrid, Spain); Elsa Estevez (Universidad Nacional del Sur, Argentina); Rebecca Eynon (Oxford Internet Institute); Alea Fairchild (Vesalius College/Vrije Univ Brussels, Netherlands); Elmeare Farrell (Irish Human Rights Commission); Matthias Finger, (Swiss Federal Institute of Technology, Switzerland); Karin Furuli (Sogn og Fjordane University College, Norway); Jean-Gabriel Ganascia (Laboratoire d'Informatique de Paris VI, University Pierre and Marie Curie, France); Somayajulu Garimella (International Management Institute, New Delhi, India); Mila Gasco (Pompeu Fabra University, Barcelona, Spain); Rimantas Gatautis (Kaunas University of Technology, Kaunas, Lithuania); Jenny Gilbert (Anglia Ruskin University, UK); Dave Griffin (Leeds Metropolitan University, UK); Mary

Griffiths (University of Adelaide, Australia); Kerstin Grunden (Trollhattan University Sweden); Ute Hansen (Ute Hansen, Research & Concept, Germany); Rugayah Hashim (University Technology Mara, Selangor, Malaysia); Paul Henman (University of Queensland, Brisbane, Australia); Ben Hoetjes (Haagse Hogeschool, Den Haag, Netherlands); Keith Horton (Napier University, Edinburgh, UK); Paul Jackson (Institute of Public Finance, UK); Arild Jansen (University of Oslo, Norway); Marijn Janssen (Delft University of Technology, Netherlands); Carlos Jimenez (Estratic Barcelona, Spain); Claire Johnson (University of Glasgow, UK); Vikas Kanungo (Society for Promotion of e-Government, India); Georgios Kapogiannis (University of Salford, UK); Turksel Kaya Bensghir (Public Administration Institute for Turkey and the Middle East, Turkey); Martin Knahl (University of Plymouth, UK); Ibrahim Kushchu (International University of Japan); Konstadinos Kutsikos (Business School, University of the Aegean, Greece); Djamel Eddine Laouisset (ETQM College, Dubai, UAE); Eleanor Farrell (Irish Human Rights Commission, Ireland); Kieren Lenihan (IPA, Dublin, Ireland); Ying Liu (Cambridge University, UK); Kristina Lundevall (mCity Sweden); Gregory Maniatopoulos (University of Newcastle, Newcastle upon Tyne UK); Abusin Mazin Eltayib (Government of Sudan); Paul McCusker (Letterkenny Institute of Technology, Ireland); Anthony Meehan (The Open University, UK); Hélène Michel (ESC Chambery, Le Bourget du Lac, France); Jeremy Millard (Danish Technological Institute, Aarhus, Denmark); Yonathon Mizrahi, (University of Haifa, Israel); Pat Molan (Revenue Commissioners, Limerick, Ireland); John Morison (Queens University Belfast, UK); Bert Mulder (Haagse Hogeschool, Den Haag, Netherlands); Hilary Mullen (Buckinghamshire Chilterns University, UK); Darren Mundy (University of Hull, UK); Olli Mustajarvi (The Finnish Parliament, Finland); Paul Nixon (Haagse Hogeschool, Den Haag, The Netherlands); Abdelkader Nouibat (University of M'Sila, Algeria); Briony Oates (Teeside University, UK); David O'Donnell (Intellectual Capital Research Institute of Ireland); Adegboyega Ojo (United Nations University, Macao, China); Mustafa Kemal Oktem (Hacettepe University, Ankara, Turkey); David Osimo (ICT Unit, European Commission/JRC/IPTS, Seville, Spain); Maria Osuna Alarcón (Salamanca University, Spain); Eleonora Paganelli (University of Camerino, Italy); Thanos Papadopoulos (The University of Warwick, UK); Shaun Pather (Cape Peninsula University of Technology, South Africa); Adina Popa (University of Resita, Romania); Key Pousttchi (University of Augsburg, Germany); Thurasamy Ramayah (Universiti Sains Malaysia, Malaysia); Rajash Rawal (Haagse Hogeschool, Den Haag, Netherlands); Vivien Reid (Glasgow Caledonian University, UK), Oliviero Riganelli (University of Camerino, Italy); Jose Rodrigues (Federal University of Paraibal, Brazil); Sabine Rotthier (Hogeschool Gent, Belgium); Spurge Rudman (Cape Peninsula University of Technology, South Africa); Alain Sandoz (VaubanTechnologies, Neuchâtel, Switzerland); Hans Scholl (University of Washington, USA); Jamal Shahin (Vrije Universitat, Brussels, Belgium); Carlo Simon (Provadis School of International Management, Germany); Helge Simonsen (Verdande AS, Norway); Patrick Sinz (Ethica SAS and Dexion Group, France); Bernt Solvang (Agder University College, Norway); Peter Sonntagbauer (Federal Computing Centre, Austria); Kamen Spassov (Coordination Center for Information, Communication and Management Technologies, Bulgaria); Sasikumaran Sreedharan (King Khalid university, Saudi Arabia); Bernd Stahl (De Montfort University UK); Margery Stapleton (University of Limerick, Ireland); Kamelia Stefanova (Sofia University, Bulgaria); Simon Stephens (Letterkenny Institute of Technology, Ireland); John Taylor (Glasgow Caledonian University UK); Marcel Thaens (Erasmus University, Rotterdam, Netherlands); Adriana Tiron Tudor (University Babes Bolyai, Romania); Tim Turner (University of New South Wales, Australia); Hein van Duivenboden (Tilberg University, Netherlands); Rudi Vansnick (Internet Society of Belgium); Are Vegard Haug (Faculty of Law, University of Oslo, Norway); Stuart Warden (Cape Peninsula University of Technology, South Africa); Ntombovuyo Wayi (North West University, Mafikieng, South Africa); Diana Wilson (Trinity College Dublin, Ireland); Rob Wilson (University of Newcastle, UK); Les Worrall (University of Wolverhampton, UK); Jim Yonazi (University of Groningen, The Netherlands); Dushana Zdravkova (Varna District Court, Varna, Bulgaria).

This call for papers and further information about the conference is available online at <http://academic-conferences.org/eceg/eceg2009/eceg09-home.htm>