



## ECEG 2010



UNIVERSITY of LIMERICK  
OLLSCOIL LUIMNIGH

# 10<sup>th</sup> European Conference on e-Government National Centre for Taxation Studies, University of Limerick, Ireland 17-18 June 2010

*Conference Co-Chair:* **Pat Molan**, Irish Revenue Commissioners, Limerick, Ireland

*Conference Co-Chair:* **Tom Collins**, National Centre for Taxation Studies, University of Limerick, Ireland

*Programme Chair:* **David O'Donnell**, Intellectual Capital Research, Limerick, Ireland

*Keynote speaker:* **Josephine Feehily**, Chairman of the Irish Revenue Commissioners, Ireland

*Keynote speaker:* **John Morison**, Professor of Jurisprudence, Queen's University Belfast, Northern Ireland

## CALL FOR PAPERS, Action Research, Case Studies, Work in Progress/Posters, PhD Research, Round Table Proposals, non-academic Contributions and Product Demonstrations

**Mini Track:** Call Centres establishment in public sector

**Track co-Chair:** [Kerstin Grundén](#), University West, Sweden

Implementation of call centres (CC) in public sector has become more and more common. The development of call centres within the private sector has been a driving force behind this development. But the context of CC is somewhat different in the public vs the private sector. There are somewhat different challenges to fulfil, e.g. all citizens should be given the same quality of services produced within the public sector. Is it possible to have a "win-win"-scenario for employers, employees and citizens when CC is established in public sector? Could any gender related problems be solved by technological solutions and societal initiatives within the central and local government structures.

This mini track welcomes both academic and practitioner papers on a wide range of topics and a wide range of scholarly approaches including theoretical and empirical papers employing qualitative, quantitative and critical methods. Action research, case studies and research-in-progress are welcomed approaches. Research in progress, case studies, poster submissions, proposals for roundtable discussions, practitioner contributions, and product demonstrations based on the main themes are also invited. Submissions based on the following themes are invited:

- The implementation process of call centres in public sector
- Establishment of CC in public sector from the perspective of the citizens
- Establishment of CC in public sector from a management perspective
- Globalization aspects of the development of call centres in public sector
- Establishment of CC in public sector from the perspective of the employees Data and Metadata interoperability
- Other topics

As well as full **academic papers**, the following submissions are also welcomed:

**Research in Progress:** Researchers may submit current projects whilst they are still in progress

For a more comprehensive Mini Track Call for Papers please consult the website at:

<http://academic-conferences.org/eceg/eceg2010/eceg10-minitrack.htm>

**Case Study Submissions:** Submissions should be written to publishable standards.

**Poster Submissions:** Welcomed in any of the areas identified in the Call for Papers.

**Round Table Proposals:** Topical subjects proposed for discussion.

**Practitioner Contributions:** Contributions, either presentations or demonstrations, from individuals and organisations working in the field. Presentation submissions should follow the abstract submission process. For product demonstrations, please submit a proposal of 200-300 words describing the product you would like to demonstrate and the audience it serves. Proposals should be sent as an email attachment to [Sue Nugus](mailto:Sue.Nugus@academic-conferences.org) not later than **18 January 2010**. Demonstrations themselves are expected to be approximately 15 minutes in length. At least one person must register for the conference to give the presentation

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

### Submission details

**Abstract details:** All submission types require an abstract in the first instance. Abstract should be a minimum of 300 and no more than 500 words including up to five keywords and keyphrases to be received by **30 November 2009**. Please read the abstract guidelines section of the website before submitting.

**Submission:** Online at <http://academic-conferences.org/eceg/eceg2010/eceg10-abstract-submission.htm>  
Please ensure that you complete all relevant sections of the form, including the conference track the abstract is intended for, the proposed title for the paper, the full names (first name and surname, not initials) and email addresses of all authors and a postal address and telephone number for at least one contact author. Please indicate clearly if the contact author is not the lead author.

**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 **18 January 2010**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, Julia Hawkins at [julia@academic-conferences.org](mailto:julia@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.
- 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:	<b>30 November 2009</b>
Notification of abstract acceptance:	<b>7 December 2009</b>
Full paper due for review:	<b>18 January 2010</b>
Notification of paper acceptance:	<b>29 March 2010</b>
Earlybird registration closes:	<b>12 April 2010</b>
Final paper due (with any changes):	<b>26 April 2010</b>
Final author registration date:	<b>17 May 2010</b>

For a more comprehensive Mini Track Call for Papers please consult the website at:

<http://academic-conferences.org/eceg/eceg2010/eceg10-minitrack.htm>