



## ECEG 2011



### 11th European Conference on e-Government University of Ljubljana Ljubljana, Slovenia, 16-17 June 2011

**Conference Chair:** Maja Klun, University of Ljubljana, Faculty of Administration  
**Programme Co-Chair:** Mitja Dečman, University of Ljubljana, Faculty of Administration  
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### Call for Papers, Case Studies, Work in Progress/Posters, PhD Research, Round Table Proposals, non-academic Contributions and Product Demonstrations

As governments seek to remodel and restyle their services, e-Government continues to stir 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. e-Government is tightly related to legal, economical and organisational fields and as such holds a strong interdisciplinary status.

The advisory group for the conference 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 as well.

Submission details are given below. Possible topics 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.
- **e-Government 2.0:** impacts of Web 2.0 in e-Government, its implications in e-Government, success and failure stories and reasons, e-Government "mashups", citizen empowerment, evaluations and challenges for the future.
- **e-Democracy/e-Participation:** 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

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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:** Interoperability Frameworks; Entrepreneurial processes in the information society; Knowledge Management/Intellectual capital in local/national government; e-I: Intelligent use of systems in government; penetration/use of open-source solutions in public sector; 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.

If you would be interested in preparing and chairing a mini track, please contact the Conference Director, Sue Nugus at [sue@academic-conferences.org](mailto:sue@academic-conferences.org) outlining your suggested topic

### Paper submissions

Papers should address the conference topics listed above and can describe a wide range of research including empirical or theoretical studies. In addition, philosophical papers presenting an argument and papers presenting a process that has been developed and is now ready for wider use are welcome. In all cases concepts and underlying principles should be emphasised, with enough background information to orient any reader who is not a specialist in the particular subject area original. The work should not have been published elsewhere and should not be intended to be published elsewhere during the review period.

### Publication opportunity

Papers accepted for the conference will be published in the conference proceedings, subject to author registration. The proceedings have an ISBN and details of the proceedings accreditations are listed on the [conference website](#).

Selected papers from the conference will be considered for a special conference issue of the Electronic Journal of e-Government– <http://www.ejeg.com>. The journal is listed several international lists. Full details are available on the [conference website](#).

In addition to full academic papers, the following types of submissions are welcome:

### Work/research in Progress/Posters

Posters provide an opportunity for researchers to present their work in an informal setting in which there is more time for discussion and questions than is sometimes available in a full paper session. This track is an ideal forum for the presentation of work/research in progress. Poster submissions are welcomed in any of the areas identified in the call for papers

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### Poster submission requirements

- An abstract describing the work being presented on the poster should be submitted in accordance with the [submission details](#) below. Be sure to select Poster as the submission type.
- Poster abstracts will be blind reviewed by a member of the programme committee. Reviewers will be asked to consider the appropriateness of the work for poster presentation.
- On acceptance instructions on poster dimensions etc will be supplied.
- Poster abstracts and images of the final poster will be published in the CD version of the Conference Proceedings.
- At least one person must register for the conference to present the poster.

Posters will be displayed close to the refreshment area so that all who attend will have an opportunity to see them. There will be a timetabled period when Poster Owners should staff their poster so that participants can come and discuss the research

**PhD Research:** Doctoral Candidates are invited to submit papers describing their research.

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

**Non-Academic Contributions;** Contributions from individuals and organisations working in the field. These contributions can take the form of a presentation or a demonstration.

### Presentation submission requirements

- An abstract describing the work to be presented should be submitted in accordance with the [submission details](#) below. Be sure to select Practitioner Contribution as the submission type.
- Practitioner abstracts will be reviewed by the programme committee. Reviewers will be asked to consider the appropriateness of the work for presentation at the conference.
- Authors of selected presentations will have their abstract included in the booklet of abstracts given to participants at the conference.
- At least one person must register for the conference to give the presentation.

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

### Submission requirements

- An abstract proposing a topic and stating why it is felt this would be an interesting contribution to the conference should be submitted in accordance with the [submission details](#) below. Be sure to select Round Table Proposal as the submission type.
- Proposals will be considered by the programme committee.
- If a proposal is selected the convenor will be asked to nominate knowledge informants in the field who will be prepared to participate. Round Table Discussions can be either 30 minutes or 1 hour in duration. The convenor must register for the conference.
- Other participants can attend the Round Table without conference registration, but if they wish to attend any other part of the conference registration will be required.

**Product Demonstrations and Exhibitor Opportunities:** If you are contributing to the conference in any of the above categories you can also request the opportunity to give a product demonstration. If you would like to exhibit and/or demonstrate a product at the conference we suggest that you apply for one of our exhibitor packages.

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### Product Demonstrations submission requirements

- Submit a proposal of 200-300 words describing a research facilitation 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 2011**. Demonstrations themselves are expected to be approximately 15 minutes in length.

### Submission details

- Abstracts:* All submission types require a 300-500 word abstract in the first instance, to be received by **25 November 2010**. Please read the guidelines at <http://academic-conferences.org/abstract-guidelines.htm>
- Submission:* Only accepted by [online form](#) submission at <http://academic-conferences.org/eceg/eceg2011/eceg11-abstract-submission.htm>
- Full paper:* Only required for academic submissions once the abstract has been selected, no more than 5,000 words to be received by **13 January 2011**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, [Julia Hawkins](mailto:julia@academic-conferences.org) ([julia@academic-conferences.org](mailto:julia@academic-conferences.org)).

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.

### Important dates

Abstract submission deadline:	<b>25 November 2010</b>
Notification of abstract acceptance:	<b>2 December 2010</b>
Final copy of full paper due for review:	<b>13 January 2011</b>
Notification of paper acceptance (subject to any requested changes):	<b>24 March 2011</b>
Earlybird registration closes:	<b>7 April 2011</b>
Final paper submission (with changes):	<b>21 April 2011</b>
Final author registration date:	<b>12 May 2011</b>

The conference programme committee is currently being updated. Full details will be posted on the [conference website](#) as soon as they are confirmed.

This pdf is an abbreviated call for papers. The full call for papers can be found online at <http://academic-conferences.org/eceg/eceg2011/eceg11-call-papers.htm>