



ECEG 2011

Univerza v Ljubljani
Fakulteta *za upravo*

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

Conference Chair: **Prof. Maja Klun, PhD.**, Faculty of Administration, University of Ljubljana, Slovenia

Programme Co-Chair: **Mitja Decman, PhD.**, Faculty of Administration, University of Ljubljana, Slovenia

Programme Co-Chair: **Tina Jukić**, Faculty of Administration, University of Ljubljana, Slovenia

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

Mini Track: e-Tax and e-Revenue Administration

Track co-Chairs: [Pat Molan](#), Irish Revenue Commissioners, Ireland

[Tom Collins](#), Kemmy Business School, University of Limerick, Ireland

Taxation and revenue administration are essential to good governance and citizen welfare. Revenue administrations across the globe have been to the forefront in advancing the e-agenda in recent years in challenging traditional ways in which they interact with citizens, business and tax professionals. The e-Tax and e-Revenue Administration track, building on ECEG2008 in Lausanne, ECEG2009 in London and ECEG2010 in Limerick, provides a welcoming space for both academic and revenue administration input to showcase latest research, best practice, challenges, common problems and the latest e-applications. This emerging conversation between revenue administration practitioners and academics provides opportunities to present findings on real problem-oriented research and practice.

This mini-track invites abstract submissions of papers from *both* academics and revenue practitioners. Academic papers, on any topic related to e-Tax/e-Revenue, will be subject to the usual ECEG double-blind review process. We are particularly interested in encouraging submissions from those working in revenue administrations on a range of topics that address common problems across tax/revenue administrations. Revenue Administration Practitioner abstracts/papers will be assessed for suitability by the track convenors – these papers can be shorter (minimum 2500 words; maximum 5000 words).

A broad and indicative list of topics and themes is listed below that we hope might be included in submissions from Revenue Administration Practitioners; this is not an exclusive list but rather a guide to some of the relevant issues of the day:

- Managing the economic downturn from a Revenue perspective
- Benchmarking – ongoing projects
- Behavioral change – Cause and effect
- Insights on what changes taxpayer behaviour
- Customer services or sanctions
- case studies
- Capacity building – human capital and skill sets
- Communicating with taxpayers
- Segmentation work
- Customer surveys
- Economic profiling
- e-Business/e-Commerce
- Online networking and its potential for collaboration and knowledge sharing among tax agencies/administrations.
- Open Source software solutions: experiences and assessments
- Performance management, measurement and evaluation
- Shift to outcomes (impact of programmes on taxpayer behavior) rather than outputs (bean-counting)
- Platforms for collaboration: data and information sharing for the creation of new resources
- Risk criteria
- Uses, experiences and lessons learned
- Use of plain language
- Simplification
- The e-Agenda as a driver for simplification
- Tax audit

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

<http://academic-conferences.org/eceg/eceg2011/eceg11-minitrack.htm>

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- Focus on risks to revenue administrations
- Transfer-pricing
- e-Customs
- Meeting the EU requirements
- Cost-effective use of resources
- 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

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) not later than **13 January 2011**. 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 **25 November 2010**. Please read the abstract guidelines section of the website before submitting.

Submission: Online at <http://academic-conferences.org/eceg/eceg2011/eceg11-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 **13 January 2011**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, Charlotte Hall at Charlotte.hall@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:	25 November 2010
Notification of abstract acceptance:	2 December 2010
Full paper due for review:	13 January 2011
Notification of paper acceptance:	24 March 2011
Earlybird registration closes:	7 April 2011
Final paper due (with any changes):	21 April 2011
Final author registration date:	12 May 2011

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