



ICEG 2009



5th International Conference on e-Government

Suffolk University, Boston, USA

19-20 October 2009

Conference Chair: **Michael Lavin, Suffolk University, Boston, USA**

Mini track - Call for Papers

Mini Track: An Evaluation of E-Government Services: Citizens' Perspectives

Co-Chairs: Mohini Singh, RMIT, Melbourne, Australia
Brian Corbitt, RMIT, Melbourne, Australia



Mohini Singh



Brian Corbitt

Electronic Government (E-govt) has been implemented by governments around the world, in both developed and developing countries. Implementation of e-government services has now moved up further on the ladder of the World Bank Model of publishing, interactivity, completing transactions and delivery of services. Government processes in many countries are well transformed, integrated with other processes and include transaction capability. E-government developments have also transformed e-health, e-procurement, police services and other applications. Most of these e-government initiatives, however, are based on public sector improvements aimed at bringing about optimal delivery of public services to citizens, more transparent and effective interactions with businesses, and enhanced effectiveness and efficiency of government transactions with citizens and businesses. However, the real value of e-government services to citizens', how they perceive it, and how much they use it, are still unknown and unevaluated. Academic research on the evaluation of e-government services to citizens remains sparse. This track encourages research papers evaluating e-government services from the citizens' perspectives. It aims to understand the positive value of e-government services to citizens and successful models.

This mini track is interested the following topics:

- Benefits of e-government services to citizens;
- Citizen- centric e-government services;
- E-citizenship and e-democracy;
- An evaluation of e-health services;
- Successful models of e-government services to citizens;
- E-government transformation: citizens' perspectives;
- Other citizen related e-government issues.

Selected papers will be published in a special issue of the Electronic Journal of e-Government
www.ejeg.com

Submission details:

Product Demonstrations: Please submit an abstract of 200-300 words describing an e-Government product you wish to demonstrate and the audience it serves. Demonstrations themselves are expected to be approximately 15 minutes in length.

Paper Submissions

Abstract details: In the first instance, an abstract only is requested. This should be a minimum of 100 and no more than 300 words and must include up to five keywords and key phrases to be received by **26 March 2009**. Abstracts must include 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: By form submission online at <http://www.academic-conferences.org/iceg/iceg2009/iceg09-abstract-submission.htm>

Full paper: Only required once 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 **14 May 2009**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, [Elaine Hayne](mailto:Elaine@academic-conferences.org) at Elaine@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 received by the submission deadline will be double-blind reviewed by members of the conference committee to ensure an adequate standard, that the proposed subject of the originally submitted abstract has been followed, that the paper is of a suitable length, that the standard of English is adequate and that the paper is appropriately referenced using the Harvard referencing rules.
- 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).
- 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:

<i>Abstract submission deadline:</i>	26 March 2009
<i>Notification of abstract acceptance:</i>	2 April 2009
<i>Full paper for review due:</i>	14 May 2009
<i>Notification of paper acceptance (with possible changes):</i>	23 July 2009
<i>Earlybird registration closes</i>	6 August 2009
<i>Final paper submission (with any changes):</i>	20 August 2009
<i>Final date for author registration:</i>	10 September 2009

This call for papers and further information about the conference is available online at <http://www.academic-conferences.org/iceg/iceg2009/iceg09-home.htm>