



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: eTax and e-Revenue Administration**

**Track co-Chairs:** [Duncan Cleary](#), Irish Revenue Commissioners, Ireland

[Akemi Takeoka Chatfield](#), University of Wollongong, New South Wales, Australia

[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, 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). To submit an abstract/paper for this mini track, please read the submission details on the [call for papers](#) on the conference website. *Please indicate clearly on the abstract/paper whether the submission is 'academic' or 'revenue administration'*; and feel free to contact the track convenors by email with any queries.

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:

The conference committee 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.

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

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

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

### 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>      |

### Conference Executive

[Pat Molan](#), Irish Revenue Commission, Ireland  
[Tom Collins](#), University of Limerick, Ireland  
[David O'Donnell](#), Intellectual Capital Research, Ireland  
[Tom Kennedy](#), University of Limerick, Ireland  
[Margery Stapleton](#), University of Limerick, Ireland  
[Matthias Finger](#), Swiss Federal Institute of Technology, Lausanne, Switzerland  
[Panos Hahamias](#), Westminster Business School, London, UK  
[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  
[Dr Mary Griffiths](#), University of Adelaide, South Australia  
[Paul McCusker](#), Letterkenny Institute of Technology, Ireland  
[Dan Remenyi](#), Trinity College, Dublin, Ireland

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

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