For several years now, development of online services that can improve the relations between citizens and public administrations has been constant. Along with adequate infrastructures for internet connectivity and regulatory adaptation for access to services, electronic provision of public services claims a more proactive role of users in the administrative process: they are key factors in the process of providing services. From the perspective of the user, acceptance of the service provider’s communication channel, the design of the user support platform, the range of services offered, the clarity of information offered, or format and ease of interaction/processing are crucial elements in the success of e-services. E-services have been thoroughly scrutinized from many angles, including components, user behaviour, implementation, quality assessment or user satisfaction, among others. We intend to study recent improvements in e-government policies focusing on user experience.

Learning Outcomes
- Debate new approaches to meet the exact needs of e-users.
- Study current methodological perspectives to identify e-user expectations, experience, perceived quality and satisfaction.
- Explore new approaches to the design of user-centered e-government policies.
- Increase understanding about user experience, user interface and usability.

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Workshop Application details
The cost of attending each workshop is £30 for participants registered for the 18th European Conference on Digital Government (ECDG) and £60 for anyone wishing to participate who is not attending the conference. To reserve a place on this workshop please see: https://www.academic-conferences.org/conferences/ecdg/registration/

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