

**19th European Conference on Digital Government
ECDG 2019
24 - 25 October 2019**
Cyprus International University, Haspolat Nicosia 99040,
Northern Cyprus

Wednesday 23rd October

18:30 Welcome drinks and pre-conference registration
Merit Lefkosa Hotel, Bedrettin Demirel Cad. Lefkoşa, KKTC, 99010, Nicosia

Thursday 24th October

09:30 Registration and coffee

10:00 Welcome and Opening of the Conference:
Room: Amphi 3, Conference Hall, Çevik Uraz Centre

10:15 Keynote Address: Mete Yildiz, Hacettepe University, Ankara, Turkey
What are The Big Questions for Digital Government Research: A Public Administration Perspective

11:00 Conference splits into streams

Room: Science & Technology Centre, ST112
Stream A - Citizen interaction
Chairs: Keld Pedersen

Room: Science & Technology Centre, ST113
Stream B - Digital Government Issues
Chair: Gonçalo Paiva Dias

11:15 A Modernization of the South African Licensing Department' Processes to Improve Service Delivery
Mxoli Avuya, James **Thaba**, Nteleng **Moloisane** and Mirriam **Molekoa**, Council for Scientific and Industrial Research, South Africa

Delivering Information on Health and Social Care Market: The Need for National Infrastructures
Suomi Reima and Elorm **Damalie**, University of Turku, Finland

11:45 Potential Use of Citizen Accounts on e-Government Portals
Akkaya Cigdem, Helmut **Krcmar**, Technical University of Munich, Germany and Markus **Jakob**, Fortiss, Munich, Germany

Analytical Modelling and QoS Evaluation of IoT Applications in e-Government
Kirsal Yonal and Ersin **Caglar**, European University of Lefke, North Cyprus

12:15 Lunch-Palm Inn Restaurant

Lunch-Palm Inn Restaurant

Room: ST106
Stream A - Smart and Green cities
Chairs: Leif Sundberg

Room: ST107
Stream B - Mini Track on Digital Governance in an Economic Context
Chair: Burak Erkut

13:15 Principles of Digital Government Development in a Smart City
Semyachkov Konstantin, Institute of Economics, the Ural branch of Russian Academy of Sciences, Russia

e-Government in Kuwait: A case study about perceived inhibitors by end-users
Rouibah Kamel, Hasan **Qurban**, Kuwait University, Kuwait and Nabeel **Al-Quirim**, United Arab Emirates University, Al Ain, UAE

13:45 Green Transfer and Adaptation Program: A Korean-Colombian Digital Government Project
Piaggese Danilo and Helena **Landazuri**, Knowledge for Development (K4D), USA

From Digital Government to Digital Governance
Erkut Burak, BAU Cyprus and Institute for Research in Economic and Fiscal Issues (IREF), France

14:15 *Emerging Research ideas for Digital Governance*
Knowledge Cafe: Led by Dr Dan Remenyi
Room: Amphi 3, Conference Hall, Çevik Uraz Centre

15:15 Refreshments-CIU

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Room: ST115
Stream A: Challenges to Digital Government
Chair: Justin Keen

Room: ST119
Stream B - Social Media and Emerging Technologies
Chair: Nuran Oze

15:45 Open innovation: High Hopes and Many Challenges
Pedersen Keld, Aarhus University, Denmark

Artificial Intelligence driven e-Government: The Engage Model to Improve e-Decision Making
Kaya Tuğberk, Cyprus International University, Northern Cyprus

16:15 Digital Transformation in Justice: Discussion of Challenges and a Conceptual Model for e-Justice Success
Jneid Maroun, Antonine University, Lebanon, Imad **Saleh**, Université Paris-8, Saint-Denis, France and Rania **Fakhoury**, Lebanese University, Hadat, Lebanon

Effects of Disruptive Change in Software Development in the context of Digital Government in Thailand
Chaipunyathat Ajchareeya, Nalinpat **Porrawatpreyakorn** and Kanchana **Viriyapant**, King Mongkut's University of Technology North Bangkok, Thailand (PhD Research)

16:45 Comparing Institutional narratives and user-generated narratives: The case of the Florida race
Mitra Ananda and Yasmine **Khosrowshahi**, Wake Forest University, USA

The Nexus between Social Media Engagement and Local e-Government Participation for Accelerated Growth: A Conceptual Study
Vykydalova Nikola, Abdul Bashiru **Jibril**, Michal **Pilík** and Michael Adu **Kwarteng**, Tomas Bata University, Zlin, Czech Republic

17:15 Close of Conference Day

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Transport to Conference Dinner

Conference dinner - Villaggio Templos, Döreniş Cd, Zeytinlik 99300

22:00 Transport returns to Hotels in Nicosia

	Friday 25th October	
09:10	Opening Comments Room: Amphi 3, Conference Hall, Çevik Uraz Centre	
09:15	Keynote Address: Erkut Çulluoğlu, President E-Government Management Committee, Northern Cyprus E-Government Development in a Small Island Developing State	
10:00	Refreshments - CIU Poster contributors stand by their posters for others to discuss the research	
	Room: ST116 Stream A - Research Issues Chair: Avuya Mxoli	Room: ST122 Stream B - Regional and Rural Issues Chair: Reima Suomi
10:30	If Digitalization is the Solution, What is the Problem? Sundberg Leif , Mid Sweden University, Sundsvaal, Sweden	Institutional Options for Rural Last Mile Service Delivery through Digital Governance Thangavelsamy Kumar and Sanjay Mohapatra , Xavier University Bhubaneswar, India
11:00	Policy matters? An Analysis of Outliers in the UN e-Government Index Dias Gonçalo Paiva , University of Aveiro, Portugal	A Survey Study of Information Systems Projects in Government Administration Units in Poland Kolasa Iwona , University of Economics in Katowice, Poland
11:30	Public Opinion Perception on e-Government: a case of Northern Cyprus Oze Nuran , Near East University, Nicosia, Cyprus EG-063	An Investigation of Management Systems for Sustainable e-Government Aljarallah Sulaiman and Russell Lock , Loughborough University, Leicestershire, UK (PhD Research)
12:00	Lunch-Palm Inn Restaurant	
	Room: ST106 Stream A - Data Protection Chair: Maroun Jneid	Room: ST107 Stream B: Impact of Digital Government Chair: Kamel Rouibah
13:00	Public Services, Personal Data and Machine Learning: Prospects for Infrastructures and Ecosystems Keen Justin , Roy Ruddle , Jan Palczewski , Georgios Aiylaliotis , Muhammad Adan , Anna Palczewska , and Christopher Megone , University of Leeds, UK	Israeli Central Election Committee and the 2019 Election: an e-Government Case Study Zernik Joseph , Human Rights Alert NGO, Israel
13:30	Different Aspects of Transparency in Digital Government: The Danish Case Naesborg-Andersen Ayo , University of Southern Denmark, and Hanne Marie Motzfeldt , Copenhagen University, Denmark	Emerging Technologies and Risk Mitigation for Smallholder Livestock Farmers in Sub-Saharan Africa Dubihlela Job and Leon Gwaka , Cape Peninsula University of Technology, South Africa
14:00	Digital Government: a Vehicle to aid efficient decision making for the military Thaba James , Council for Scientific and Industrial Research, South Africa and Avuya Mxoli , Council for Scientific and Industrial Research, South Africa	Impact of e-Business on the Kurdistan Region's Government Performance Doski Sabir , Leeds Beckett University, UK
14:45	Room: Amphi 3, Conference Hall, Çevik Uraz Centre Summary of the Conference Award to the winner of the Best Poster	
15:00	Close of Conference	
	Posters will be displayed from Thursday afternoon until lunchtime on Friday Poster Presenters will stand by their posters Friday at 10:00 to present their work to other participants	
	Poster with a WIP Paper	Invited Posters
	What is the Value of Digital Services? Data From a Swedish Municipality Sundberg Leif , and Aron Larsson , Mid Sweden University, Sweden	Smart City Initiatives: The Roles of E-government Mercy Morenike Ogunwole , Cyprus International University, Nicosia, Northern Cyprus
	Invited Posters The Advantages and Disadvantages of E-Government Dini Muhammed Ibrahim , Cyprus International University, Nicosia, Northern Cyprus	The Role Privacy Information Transparency on Privacy Fatigue in e-Government Divine Agozie , Cyprus International University, Nicosia, Northern Cyprus
	A Review of Social Media use in e-Government: A Case Study in Ghana Kobina Benson , Cyprus International University, Nicosia, Northern Cyprus	Challenges in Digital Government: A Case Study of Nigeria Federal Services Najim Gideon Momoh , Cyprus International University, Nicosia, Northern Cyprus
	Framework for Citizens awareness of e-government services in Nigeria Abubakar Sadiq Muhammad , Cyprus International University, Nicosia, Northern Cyprus	E-government Challenges and Opportunities: The Case of D.R of Congo Merveille Issa , Cyprus International University, Nicosia, Northern Cyprus