

Åke Grönlund

with contributions from Tuomo Kauranne, Frank Hartkamp,
Olov Forsgren, Huberta Kritzenberger and Lars Albinsson

Managing Electronic Services

A Public Sector Perspective



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PRACTITIONER SERIES

Electronic Service Management A Public Sector Perspective

Roland T. Rust, P.K. Kannan



Electronic Service Management A Public Sector Perspective:

Managing Electronic Services Åke Grönlund, 2000-06-26 This easy to read guide to portal electronic services development will help organizations achieve more proficient project management in developing gateways to electronic services The presentation discusses the most important challenges and the factors for success addressing both the electronic services themselves and the gateways to them While most books address the technical managerial or economic issues Managing Electronic Services adopts an organizational perspective This approach not only integrates the managerial technical and economic issues but also puts them into the context of a customers or users requirements and expectations

Electronic Government: Design, Applications and Management Grönlund, Åke, 2001-07-01 While not specifically defined Electronic Government has become a common term to describe all of the processes administrative and democratic that combine to constitute public sector operations Electronic Government Design Applications and Management examines the changes faced by the public sector as the use of IT significantly increases This book geared toward practitioners professionals decision makers and students strives to examine the challenges and opportunities involved in the implementation and use of IT into organizations

E-Service: New Directions in Theory and Practice Roland T. Rust, P.K. Kannan, 2016-09-16 The advent of the era of e Service the provision of services over electronic networks like the internet is one of the dominant business themes of the new millennium It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology This book provides a collection of different perspectives on e Service and a unified framework to understand it even as the business community grapples with the concept It features contributions from key researchers and practitioners from both the private and public sectors as well leading scholars from the fields of marketing information systems and computer science They focus on three key areas the customer technology interface e Service business opportunities and strategies and public sector e Service opportunities The insights they offer will be equally useful to students scholars and practitioners

E-government and Public Sector Process Rebuilding Kim Viborg Andersen, 2006-02-23 E government and Public Sector Process Rebuilding Dilettantes Wheelbarrows and Diamonds provides an input to rebuild and improve the processes in which the public sector perform activities and interact with the citizens companies and the formal elected decision makers Through eleven chapters the book emphasizes information systems IS as the vehicle for redirecting the public sector towards its key customers The book stresses serious capability challenges inhibiting the digital transformation using activity and customer centric applications The dilettantes in the public sector are in need of upgrading rethinking and refocusing their use of IS There is a need to revisit the extensive use of digital wheelbarrows to transmit data and complement the transactional focus with IT enabled analysis of the activities There is also a need to recognize that IS are not just flashy and shining diamonds to be shown off on special occasions IS are as most diamonds manufactured products part of the activities and intended for replacement whenever the diamonds are no longer

suitable for serving their purpose diamonds do not last forever

Trust and Digital Transformation in the Public

Sector Barbara Kozuch, Katarzyna Sienkiewicz-Małyjurek, 2024-12-26 Digital transformation is a promising way to increase the possibilities and effectiveness of public organizations but the implementation of digital technologies alone does not bring value. It is vital to convince and motivate people to use new ways of public services delivery and it is necessary to trust both public institutions and new technologies. Digital trust is considered a key determinant of acceptance of digital technologies leading to their effective use and creation of innovative solutions. However, little is known about creating and using trust as a driving force of digital transformation. In this approach, trust is not only a motivating factor to use digital technologies but also a trigger for changes in the action strategy. In this book, trust is analyzed from this perspective. The authors present the importance of digital trust as well as its evolving nature manifested along with the progress of digital transformation. Offering both theoretical and practical insights, this volume will add value to trust theory and digital governance theory by indicating the importance of organizational trust and the ways of its use in the development of public service delivery processes and performance based on digital transformation. It will be of interest to researchers, academics, professionals, and advanced students in the fields of public management, innovation, ethics, and organizational studies.

Electronic Government Marijn Janssen, Hans Jochen Scholl, Maria A. Wimmer, Frank Edward Bannister, 2014-08-11 This book constitutes the refereed proceedings of the 13th IFIP WG 8.5 International Conference on Electronic Government EGOV 2014 held in Dublin, Ireland, in September 2014. The 26 revised full papers presented were carefully reviewed and selected from 70 submissions. The papers have been organized in the following topical sections: foundations, services, and interoperability; policy and stakeholders; open data and design; and values.

Handbook of Research on E-Services in the Public Sector: E-Government Strategies and Advancements Al Ajeeli, Abid Thyab, Al-Bastaki, Yousif A. Latif, 2010-08-31 This book assists its readers in recommending formulation of ICT strategies for e-government implementation and maintenance from the perspective of acknowledging the importance of e-Governance for building institutions to achieve transparency and accountability and eventually democratic governance. Provided by publisher.

Management of the Interconnected World Alessandro D'Atri, Marco De Marco, Alessio Maria Braccini, Francesca Cabiddu, 2010-07-27 Joey F. George I was honored to be asked to open the VI Conference of the Italian Chapter of the Association for Information Systems (ItAIS) held in Olbia on the Costa Smeralda of Sardinia, Italy, in October 2009. Over 90 research papers were presented over two days and over 120 people attended the conference. Each day five parallel sessions featured papers on diverse information systems topics. Session themes included Information and Knowledge Management, Organizational Change and Impact of ICT, IS Quality Metrics and Impact, E-Justice and Ethics of Information Systems, Information Systems Development and Design, Methodologies for E-Services in Public and Private Sectors, Innovation Transfer of IT Research Projects, the Strategic Role of Information Systems, Accounting Management and Information Systems, Human-Computer Interaction, and Emerging Issues in a Globalized and

Interconnected World The majority of attendees were from Italy which would be expected for a meeting of the Italian Chapter of AIS However as much as 30% of participants came from elsewhere from other parts of Europe to be sure but also from as far away as Nigeria Mexico and Australia That the conference was so decidedly international provides support for the 2009 conference theme Achieving Fusion in the Interconnected World Amid lively discussion and intellectual exchanges professional networks were extended well beyond the Costa Smeralda and new connections and friendships were made

Processual Perspectives on the Co-Production Turn in Public Sector Organizations Thomassen, Anja Overgaard, Jensen, Julie Borup, 2020-12-11 Existing research understands co production as leading to shifts in roles of the public sector institutions and their staffs The shift is seen in the way that a discursive use of the term service provision with embedded logics encompassing fiscal accountability performance measurement efficiency and process regulation has changed towards discourses that embrace collaboration between the public sector front staff and the citizens with the aim of developing legitimate and effective welfare services that are co produced by means of active participation and distributed decision making However this change requires new approaches to the way in which the implementation of new practices and tools is executed in practice as studied and researched and how the new practices and tools are understood and evaluated in organizations Processual Perspectives on the Co Production Turn in Public Sector Organizations is an essential reference book that examines unfolds and develops approaches to co production and implementation as dynamic processual collaborative sensemaking and as requiring and resulting in capacity building and learning Moreover the book examines new approaches to engage citizens and public sector actors in collaborative and co productive processes especially with concern for new goals pertaining to sustainability social equity democratic legitimacy etc Covering topics that include knowledge management and collective leadership the book presents perspectives on capacity building learning change and evaluation in organizations and current research in different areas of the public sector It is intended for public sector administrators and managers investigating the relevancy approaches and methods in co production Furthermore it targets civil actors and welfare service users leaders and managers of public organizations researchers academicians and students in programs that include social welfare development public administration political science and organizational development

Handbook of Research on E-Government Readiness for Information and Service Exchange: Utilizing Progressive Information Communication Technologies Rahman, Hakikur, 2009-07-31 This book assists its readers in formulation of ICT strategies for developing efficient and effective government systems and at the same time acknowledge the importance of e governance for building institutions to achieve transparency and accountability and eventually democratic governance Provided by publisher

Proceedings of MAC-EMM 2014 Collective of authors, 2014-12-01 Conference proceedings Multidisciplinary Academic Conference on Economics Management and Marketing in Prague 2014 MAC EMM 2014

Public Digitalisation in a legal perspective Motzfeldt, Hanne Marie, Hyldkrog Lindberg, Adam, Krøtt Tupay, Paloma, Mikiver, Monika, Heikkonen,

Sofia, Koivisto, Ida, Koulu, Riikka, Kaplane, Anastasija, Potaičuks, Aleksandrs, Bilevičiūtė, Eglė, Esayas, Samson, Hauglid, Mathias K., Enqvist, Lena, Available online <https://pub.norden.org/temanord2024/503> In this report leading researchers within law and digitalisation from Norway Sweden Finland Latvia Estonia Lithuania and Denmark present the fundamental characteristics of the digitalization of their national public administrations from a legal perspective An important conclusion of the DigiLaw project is that the Nordic Baltic countries possess different specialised expertise and experiences when it comes to public digitalisation and from different angles and at various levels all researchers recommend strengthening the Nordic Baltic cooperation when it comes to sharing experiences and handling challenges related to public digitalization

Proceedings in Finance and Risk Perspectives '12 , Electronic Government Gabriela Viale Pereira, Marijn Janssen, Habin Lee, Ida Lindgren, Manuel Pedro Rodríguez Bolívar, Hans Jochen Scholl, Anneke Zuiderwijk, 2020-08-24 This book constitutes the proceedings of the 19th IFIP WG 8.5 International Conference on Electronic Government EGOV 2020 held in Linköping Sweden in August-September 2020 in conjunction with the IFIP WG 8.5 IFIP International Conference on Electronic Participation ePart 2020 and the International Conference for E Democracy and Open Government Conference CeDEM 2020 The conference was held virtually due to the COVID-19 pandemic The 30 full papers presented were carefully reviewed and selected from 118 submissions The papers are clustered under the following topical sections: e government foundations, e government services and open government, open data, social and technical aspects, AI data analytics and automated decision making and smart cities **OECD e-Government Studies: Rethinking e-Government Services**

User-Centred Approaches OECD, 2009-10-02 The report gives a broad description of the shift in governments' focus on e government development from a government-centric to a user-centric approach It gives a comprehensive overview of challenges to user take-up of e government services in OECD countries and ways of improving them **Exploiting the Knowledge Economy** Paul M. Cunningham, Miriam Cunningham, 2006 Adaptation of applied information and communication technologies (ICT) research results is one of the greatest challenges faced in building the global knowledge economy This set of two books brings together a collection of contributions on commercial government or societal exploitation of applied ICT

Service Science and Logistics Informatics: Innovative Perspectives Luo, Zongwei, 2010-03-31 This book provides both business and IT professionals a reference for practices and guidelines to service innovation in logistics and supply chain management Provided by publisher **E-Government Diffusion, Policy, and Impact: Advanced Issues and Practices** Khosrow-Pour, D.B.A., Mehdi, 2008-12-31 This book sheds light on how e government technologies are shaping today's knowledge society from the ground roots of the citizen experience to the supreme level of policy and decision making Provided by publisher **Setting Sail into the Age of Digital Local Government** Tony E. Wohlers, Lynne Louise Bernier, 2015-12-11 The Internet and related technologies have dramatically changed the way we live work socialize and even topple national governments As the Internet becomes increasingly pervasive across societies we find more often that

governments adopt Information Communication Technologies ICTs as part of their toolbox for facilitating efficient and citizen oriented service delivery at all levels of government Local governments across the major industrialized democracies have not been an exception to this trend and have set sail into the age of digital government Closest to their citizens towns and cities have adopted ICTs to facilitate electronic government e government While research on local e government functionality in terms of information dissemination service delivery and citizen engagement continues at an impressive empirical and methodological pace gaps in our knowledge remain Cross national comparative research on local e government that covers a wide range of municipalities in combination with in depth case study analyses is lacking Informed by a comparative case study approach this book seeks to narrow that gap and offer practical policy solutions to facilitate local e government We do so by pursuing both a macro and micro perspective of e government functionality in the federal republics of Germany and the United States and unitary France and Japan The macro perspective focuses on the state and scope of e government functionality across a large number of randomly selected municipalities of all sizes in these advanced industrialized countries Based on a small sample of case studies the micro perspective analyzes the successful implementation of e government in Seattle United States Nuremberg Germany Bordeaux France and Shizuoka City Japan

Enacting Electronic Government Success J. Ramon Gil-Garcia, 2012-02-28 Many countries around the world are investing a great amount of resources in government IT initiatives However few of these projects achieve their stated goals and some of them are complete failures Therefore understanding e government success has become very important and urgent in recent years In order to develop relevant knowledge about this complex phenomenon researchers and practitioners need to identify and assess what are the main conditions variables or factors that have an impact on e government success However before being able to evaluate these impacts it is necessary to define what e government success is and what some e government success measures are This book presents a review of both e government success measures and e government success factors It also provides empirical evidence from quantitative analysis and two in depth case studies Although based on sound theory and rigorous empirical analysis the book not only significantly contributes to academic knowledge but also includes some practical recommendations for government officials and public managers Theoretically the book proposes a way to quantitatively operationalize Fountain s enactment framework Based on the institutional tradition the technology enactment framework attempts to explain the effects of organizational forms and institutional arrangements on the information technology used by government agencies According to Fountain 1995 2001 the technology enactment framework pays attention to the relationships among information technology organizations embeddedness and institutions This framework is very well known in the e government field but is normally used for qualitative analysis and there is no previous proposal of how to use it with quantitative data The book proposes variables to measure each of the different constructs in this framework and also tests the relationships hypothesized by Fountain s theory Finally using the advantages of the selected

quantitative analysis technique Partial Least Squares the study also proposes some adjustments and extensions to the original framework in a theory building effort Methodologically the book reports on one of the first multi method studies in the field of e government in general and e government success in particular This study uses a nested research design which combines statistical analysis with two in depth case studies The study begins with a statistical analysis using organizational institutional and contextual factors as the independent variables An overall score representing e government success in terms of the functionality of state websites is the dependent variable Second based on the statistical results two cases are selected based on their relative fitness to the model residuals and their position in the general ranking of website functionality which includes four different measures In order to complement the results of the statistical analysis case studies were developed for the two selected states New York and Indiana using semi structured interviews and document analysis In terms of the statistical analysis the book constitutes one of the first applications of Partial Least Squares PLS to an e government success study PLS is a structural equations modeling SEM technique and therefore allows estimating the measurement model and the structural model simultaneously The use of this sophisticated statistical strategy helped to test the relationships between e government success and different factors influencing it as well as some of the relationships between several of the factors thus allowing exploring some indirect effects too

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