Minitrack “E-Government Organization and Management”

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The minitrack covers nine papers that address organizational and methodological frameworks as well as practical experiences of e-Government implementations.

The paper “The Effect of Organizational/Technological Factors and the Nature of Knowledge on Knowledge Sharing” by Jing Zhang, Sue Faerman, and Anthony Cresswell investigates the dynamics of a knowledge sharing effort in New York State government that involved multiple geographically separated stakeholders in the development of the Multi-Purpose Access for Customer Relations & Operational Support (MACROS) System.

Vishanth Weerakkody and Simon Baire use a case study in a local council in UK to discuss “E-Government: The Need for Effective Process Management in the Public Sector”. The research explores process management and integration issues in the UK public sector. The findings demonstrate that a legacy of bureaucracy and established illogical routine tasks is preventing the government from expediting their e-government initiative.

In their paper “Organization Antecedents of Successful IT Management”, Keith Schildt, Suzanne Beaumaster and Sue Bailey investigate the management of ICT introduction in the public sector as well as the needs for balancing public safety with organizational efficiency and effectiveness concerns. The paper reports the findings of a study examining the role of law enforcement leadership with regard to the successful management of IT.

Leif Flak discusses “Stakeholders, Contradictions and Salience: An Empirical Study of a Norwegian G2G effort”. The author uses stakeholder theory combined with dialectical analysis to investigate G2G collaboration in ICT developments. He reports from a case of a cluster of six local governments in Norway that decided to explore the potential of ICT collaboration as leverage for their e-government efforts.

In their paper “Examining Cross-Agency Collaborations in e-Government Initiatives”, Paul Hu, Dai Cui, and Al Sherwood go beyond the traditional investigations of who and why issues in G2G collaboration. They deepen the aspects on how to ensure effective cross-agency collaborations. The authors propose a framework for institutional structures critical to effective cross-agency collaborations in e-government in the State of Utah.

“E-Government Evaluation: Reflections on Two Organisational Case Studies” by Steve Jones and Zahir Irani reports the findings from two interpretive in-depth case studies in the UK public sector, which explore e-Government evaluation within a public sector setting. The paper offers insights to organisational and managerial aspects surrounding the improvement of knowledge and understanding of e-Government evaluation.

J. Ramon Gil-García’s paper “Enacting State Websites: A Mixed Method Study Exploring E-Government Success in Multi-Organizational Settings” identifies generalizable relationships and case-specific differences among the 50 US states’ web presences. The aspects significantly affecting the functionality of state web-sites are: organizational factors, budget structure, IT training, in-house development, outsourcing, and marketing strategy.

The paper “Using IDEF0/Petri net for Ontology-Based Task Knowledge Analysis: The Case of Emergency Response for Debris-Flow” by Kwoting Fang and Wen-Yu Liu investigates IDEF0 and Petri net modelling to systematically analyse tasks in Incident or Hazard Command Systems in Taiwan.

Josef Makolm presents the paper “Holistic Approach and Legal Interoperability: The Austrian E-Government Framework”. In his contribution, Makolm applies the Holistic Reference Framework for e-Government of Wimmer in the Ministry of Finance in Austria in order to implement several large-scale e-Government systems.

In “eGovernment: People and Skills”, Christine Leitner introduces the findings of a study entitled "Organisational Changes, Skills and the Role of Leadership required by eGovernment" carried out among European Union Members to describe the state of affairs and learning points from selected good practice cases.