

## ▼ Introduction to E-Government Services and Information Minitrack

Maria Wimmer  
University of Koblenz-Landau  
wimmer@uni-koblenz.de

Enrico Ferro  
Istituto Superiore Mario Boella  
ferro@ismb.it

Sara Eriksén  
Blekinge Institute of Technology  
sara.eriksen@bth.se

Citizens expect and demand governmental services matching private-sector services in every aspect of quality, quantity, and availability in a 24/7 and year-round fashion. As a result, research in e-government services is emerging as an important and rapidly growing field of inquiry. However, governments are struggling to meet expectations especially under intensified pressure to reduce costs and budgets.

Research to guide development, management and evaluation of e-government services is still in its early stage. Furthermore, e-government poses numerous challenges in terms of interoperability of services, design of services in use, optimization of process chains, identification and assessment of the value chain of services, electronic records management, cross-organizational service chains, workflow support of e-services, integration of internal IT support, G2G and public e-services, outsourcing of services, digital preservation, etc.

The minitrack covers seven contributions tackling thematic areas such as: service engineering, standardization and interoperability; trustworthiness in e-government offers; technology assessment and the evaluation of e-government services' value and success; and future scenarios of e-government services.

The paper "An Activity-based Approach Towards Development and Use of E-government Service Ontologies" by Klischewski and Ukena presents a methodological analysis of knowledge objects to establish a commonly agreed upon ontology for e-government services.

Carter, Schaupp and Evans suggest a model for e-filing adoption that incorporates risk perceptions to explain the intention of a citizen to use an e-filing system in the U.S. The paper is entitled: "Antecedents to e-File Adoption: The U.S. Perspective".

"Building Citizen Trust towards e-Government Services: Do High Quality Websites Matter?" by Tan, Benbasat and Cenfetelli puts forward a research model that accentuates the pivotal role of e-government service quality as a salient driver of citizens' trustworthiness towards e-government sites.

In his paper "Measuring Factors that Influence the Success of E-government Initiatives", Parker investigates the development of a model to identify factors influencing value judgments of citizens. The author suggests two concepts from the field of decision analysis to investigate the value understanding: means-ends chains and value-focused thinking.

AlAwadhi explores the UTAUT model for e-government services in her paper entitled "The Use of the UTAUT Model in the Adoption of E-government Services in Kuwait". She performs a study in Kuwait and presents the results thereof in her contribution.

Wolf and Krcmar suggest in their paper entitled "Needs Driven Design for eGovernment Value Webs" that e-government design be based on requirements and needs analysis of all actors participating in an e-government value web.

The paper "The futures of EU-based eGovernment: a scenario-based exploration" by van der Duin and Huijboom investigates future e-government service provision. The two scenarios describe social, cultural, institutional and economic trends that together form different future scenarios of e-government in 2020.