Introduction to the Minitrack “Transformational Government”

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Initially, e-Government was considered a purely technical phenomenon and its transformational power was taken for granted. However, in the last few years, research on this topic clearly showed its multidimensional nature and identified the importance of strategic, political, managerial, organizational, and external relationship factors to understand and explain the ICT-enabled transformation of government.

This mini-track examines the complexity of effectively managing e-Government and its transformational potential. Increasingly, this involves inter-organizational collaboration and the management of relationships with citizens, businesses, and other stakeholders.

Six papers have been accepted that discuss a broad range of issues in the field of transformational government and provide empirical insights and perspectives from different countries.

The paper A Review of Success Factors and Challenges of Public Sector BPR Implementations by Marlen Jurisch, Christian Ikas, Wolfgang Palka, Petra Wolf and Helmut Krcmar explores relevant BPR success factors in available literature and observes a surprising similarity of factors for private and public sector BPR success. After a discussion of specific characteristics and requirements of the public sector, the authors specify the observed research gap of public sector BPR success factors.

In the paper Exploring the Motive for Data Publication in Open Data Initiative: Linking Intention to Action Djoko Sigit Sayogo and Theresa Pardo present research findings from a U.S.-based study into the motivation and intentions of researchers regarding the publication of their datasets. Distinguishing between the intention to share a dataset and the action of sharing, the authors found the intention to share to be a significant determinant in the action of sharing data with the public. This paper has been nominated for the track best-paper award.

The paper Attitudinal Determinants of E-Government Technology Use Among U.S. Local Public Managers by Eunjung Shin investigates what attitudinal factors drive public managers to use e-government technology. Using data from a national survey of public managers in U.S. local governments in 2010, the author concludes that, in addition to public managers’ perceptions of technology, their attitudes toward public service activities affect their website use.

The paper Achieving Network Stability through Convergence: Case Study of an e-Government Project Using Actor Network Theory by Sachin Ruikar and Pei-Chia Chang uses Actor Network Theory (ANT) to examine the different phases in the development of an e-Government system project for providing substance abuse prevention services in Hawaii. The authors demonstrate not only the usefulness of ANT in analyzing an e-Government project but also how a technical design underwent transformation to reach network stability through interrelations of actors and convergence among them.