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## Editorial

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**Biographical notes:** Dimitris Gouscos is an Assistant Professor with the Faculty of Communication and Media Studies of the University of Athens and a Research Fellow of the Laboratory of New Technologies in Communication, Education and the Mass Media. His research interests include digital communication, electronic governance, social media and digital games.

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The second issue of Vol. 7 of the *International Journal of Electronic Governance* presents our readership with three research papers which altogether cover different approaches and models to apply for being able to improve the success and acceptance of e-Government projects and services.

In the opening paper of the issue, 'A usability evaluation of e-government services: the case of e-deliberation service of Greece', Delopoulos discusses usability problems as barriers to the adoption of e-government service offerings. Based on a combination of methods to evaluate the usability of e-government services, the author develops a questionnaire following HSS web usability guidelines and ISO9241-151 web usability standards and reports on the results of applying this tool to OpenGov.gr, the flagship e-deliberation service currently operating in Greece. As the research findings show, through an expert review of more than 120 usability points of the service in question, in approximately 1/3 of the points inspected some major or minor usability problems have been revealed, which have subsequently been grouped in accordance with Nielsen's Heuristics. As the author argues, the adoption by e-government service developers of similar multi-method approaches for checking usability problems during early design stages could substantially help in improving the usability aspects of the services finally offered to the public.

In the paper that follows, 'A TAM-based model for e-government: a case for Turkey', Sebetci reports the results of research work on using TAM-based models to study the adoption of e-government services. The author takes stock of the case of Turkey where, in recent years, e-government applications have been widely used as a platform to provide public services. With a view to studying technology adoption in a context of mandatory, rather than volitional, technology use, the paper reports on a TAM-based model which has been developed and applied to sgb.net, an e-government service platform whose use is mandatory for Turkish public administrations. Using model constructs such as mandatory use, management support, training support, attitude, perceived usefulness and perceived ease of use, the paper provides findings that support

the view that TAM-based models can be applied to investigate mandatory technology use in e-government contexts.

The concluding article of the issue, 'Success factors influencing implementation of e-government at different stages of maturity: a literature review', by Müller and Skau, provides an overview of the e-government literature and identifies digitisation success factors at different stages of e-government maturity using Lee's e-government development model. Categories of success factors including external environment, organisation, management, employees, citizens and technology issues are identified across different maturity levels of e-government implementations, whereas low- and high-level factors are recognised in these categories. As the authors conclude, future research focusing on the distinctions between success factors at different levels of maturity is needed to help practitioners make the right decisions for digitising government services.

Volume 7 of the *International Journal of Electronic Governance* will continue with regular issues alternating with special issues on topics from our subject coverage. Upcoming *IJEG* special issues, in this respect, include 'Challenging government: e-participation and the social web', guest-edited by Dr. Darren Mundy, University of Hull, UK and Dr. Tobias Bevc, University of Augsburg, Germany, as well as 'Methodologies, technologies and tools enabling e-government', guest-edited by Dr. Barbara Re, University of Camerino, Italy and Dr. Marino Miculan, University of Udine, Italy. At the same time, the call for papers of one more special issue on 'Electronic governance and open society: challenges in Eurasia', guest-edited by Dr. Yuri Misnikov, ITMO University, Russia, Dr. Christine Leitner, Centre for Economics and Public Administration, UK and Dmitrii Trutnev, ITMO University, Russia is currently underway, with this special issue scheduled for publication later on during 2015/2016.

On top of these developments, with a view to expanding the subject coverage of the *International Journal of Electronic Governance*, and especially so across boundary-spanning interdisciplinary topics, *IJEG* is constantly looking out for submissions and special issues on emerging trends such as open data and big data, collaborative and co-produced governance and participation, smart local governance and many others.

At the same time, we are trying to provide our readership with a rich coverage of news and briefs and upcoming conferences of interest, with some 20 such conferences listed in the conference calendar column of our current issue. And last but not least, as one more small novelty, starting from our current issue we are embarking to enhance our news and briefs and conference calendar columns with static word clouds, auto-generated from these columns' contents using Wordle™ (<http://www.wordle.net>), in order to give our readers a quick rough glimpse of the topics mostly discussed in each of these columns.

We gladly invite you to peruse for your interest the research articles, news and briefs and conference calendar of this issue of *IJEG*, and to stay close to us for more updates and advancements upcoming.