
Editorial Note

Dimitris Gouscos

Department of Communication and Media Studies,
National and Kapodistrian University of Athens,
1, Sofokleous str. (2nd floor),
GR-10559 Athens, Greece
Email: gouscos@media.uoa.gr

Biographical notes: Dimitris Gouscos is an Assistant Professor in the Department of Communication and Media Studies at the National and Kapodistrian University of Athens and a Research Fellow at 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.

We gladly introduce our readers to this second issue of our 2019 volume, featuring a set of research papers on topics that span our subject coverage.

Starting out with technology integration issues for public administrations, ‘A rule-based approach for multi-perspective adaptation of service-based systems’ by Saralaya et al. discusses how operational processes can best be standardised and managed by being considered as components of service-based systems. As the authors note, business process workflows are frequently prone to faults or anomalies of various kinds which, if not handled in a timely manner, may compromise service level agreements. In this respect, the authors propose a rule-based adaptation framework for service workflows which facilitates recovery from data, control-flow, temporal and infrastructure faults, and provide results of simulating a prototype implementation of this approach in laboratory conditions.

In the same area, the research paper that follows on ‘Digital readiness in government: the case of Bahía Blanca municipal government’, by Sánchez and Zuntini, departs from the premise that although government organisations recognise the opportunities of technology they often seem uncertain about readiness for digital transformation. In this respect, the authors take stock of private sector strategic analysis and management results to formulate a framework explaining resources, capabilities, and management choices necessary for public organisations, and municipal government agencies in particular, who decide to enter a digital transformation exercise. Based on literature review and a municipal government case study the authors elaborate on the impact of digital innovations on external forces; strategies arising from value chain analysis; resources and capabilities of critical importance; and the role of government as a platform provider, and propose a set of actionable recommendations.

Shifting the focus to issues relevant to the actual benefits that may be expected from the digital transformation of government services, Abu-Shanab et al., in ‘Can e-government empower Jordanian citizens and reinforce citizenship?’ turn to

unwanted impacts of recent political events in the Middle East, which are putting the relationship between governments and their citizens at stake. In this context, the authors focus on the case of Jordan and attempt to investigate whether good public services that build trust to public agencies and facilitate effective participation and social inclusion may bring forward the capability to improve citizenship and empowerment levels. The study reported explores citizen attitudes regarding a comprehensive set of constructs relevant to perceived quality of the e-services offered via the new Jordan e-government portal, with a view to predicting levels of citizenship conceptualised in terms of e-trust, e-participation and empowerment.

Still, reminding us of the fact that electronic government services may be necessary but not per se sufficient for building up citizen satisfaction, one more research paper from the same national context, 'Social media use by government: adoption and efficiency' by Al-masaeed, examines the presence, engagement and government-to-user interactivity of more than 100 Jordanian governmental social media accounts. Exploring social media usage in terms of both extent and nature, this study finds that roughly a third of Jordanian government entities do not seem to utilise social media in a clearly identifiable manner. A major finding, in this respect, is that instances of government-to-citizen dialogue via social media platforms are limited, which indicates a low level of efficiency of governmental social media accounts in utilising social media tools.

Concluding our current issue, 'Explaining download patterns in open government data: citizen participation or private enterprise?' by Bright et al. embarks on one more very lively area of government transformation, that of open public data provision. As the authors note, although open data remains one of the significant trends in public administration, with hundreds of projects seeking to open up public sector information for re-use for various hypothesised benefits, especially in terms of enabling citizen participation in government, critical questions about who the true beneficiaries of open data are, and whether the high costs that open data provision places on government are justified, are still open to answers. In this respect, the authors focus on the UK context, a country pioneering in open data provision, and take stock of an observational dataset scraped from data.gov.uk to explain factors that promote downloads of open government data and shed light on the types of values actually supported. A major finding provided is that downloads of datasets relevant for private sector entrepreneurial activity far outnumber downloads of data which could enhance government transparency or efficiency through citizen participation. In this respect, the authors call for prioritisation in open government data programmes.

IJEG will continue with alternating regular and special issues. In this respect, our forthcoming special issues include *Privacy-Preserving, Secure, Intelligent eGovernment Services*, guest-edited by Sokratis Katsikas, Norwegian University of Science and Technology, Norway & University of Piraeus, Greece and Vasileios Zorkadis, Hellenic Data Protection Authority, Greece; and others, to be announced.

We invite all our readers and contributors to check the IJEG call for papers page at <http://www.inderscience.com/info/ingeneral/cfplist.php?jcode=ijeg> for currently open calls for submissions to the special issues above and upcoming ones.

Alongside these developments, in our ongoing quest to expand the subject coverage of the *International Journal of Electronic Governance*, and especially so across boundary-spanning interdisciplinary topics that reach out to bridge electronic governance with open government, public participation, social solidarity, humanitarian technology and innovation, we are constantly looking out for regular contributions and special issues

on emerging topics. And we continue to provide our readership with a coverage of news and upcoming conferences of interest to the broader Electronic Governance constituency, in our News in Brief and Conference Calendar columns, respectively.

Last but not least, we are glad to accommodate in our current issue our Book Reviews column, with a review for one more title: *The Global Public Sphere – Public Communication in the Age of Reflective Interdependence*, by Ingrid Volkmer (author), published by Polity (2014), which provides a very interesting conceptualisation and discussion of the notion of a global public sphere, taking a critical approach towards what could be termed public discourse in transnational societal formations. This title, in line with others that have already appeared in our book reviews department, helps shed light to the liaisons that exist between the transdisciplinary phenomenon of electronic governance and many other domains of public action.

We welcome you to read on and peruse the research papers, news in brief, conference calendar and book review that follow.