
Editorial

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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 welcome our readers to the opening issue of the 12th volume of the *International Journal of Electronic Governance*, featuring a number of research papers that span our subject coverage as well as the journal's international reference.

The opening paper of our current issue, 'E-governance initiatives in Chandigarh (India): an analytical study', by Vaidya, discusses the efforts of India over the last decades to use ICTs for better governance. The author takes the case of Chandigarh Administration, that has deployed e-governance initiatives over the last decade to improve citizens' quality of life, as well as access to public services, transparency and cost effectiveness of service provision, and provides results from evaluating the services developed from an end-user perspective.

Moving on further to service provision topics, 'Using a service blueprint and the service catalogue concept to plan a smart governance system: the case study of the southern Taiwan science park', by Lin and Fang reports on an effort to improve the Southern Taiwan Science Park efficiency, using the smart city concept to transform this facility into a smart science park. The authors acknowledge the role of requirements of the park's stakeholders as a key factor to development of services, and apply persona,

service blueprint and service catalogue concepts to demonstrate a planning process that has arrived at concrete proposals for implementation.

Still, beyond successful service provision, e-government is not yet free of errors. On the contrary, digital transformations of existing service procedures risk to propagate complexity and the consequences of administrative shortcomings. In 'Administrative errors and the burden of correction and consequence: how information technology exacerbates the consequences of bureaucratic mistakes for citizens', Peeters and Widlak discuss administrative errors as an overlooked cause of administrative burdens and citizens costs for correction and mitigation of material and immaterial consequences. Making the observation that increasing use of data sharing among multiple organisations also shares erroneous data, the authors provide an exemplary case from Netherlands.

Letting this discussion move on, from administrative errors to the broader subject of service and e-service acceptance, brings us to the next research paper of our current issue, 'Examining voters intention to use internet voting system: a case of Ghana', by Agbesi. In this work, the author seeks to provide an examination and understanding of factors that influence internet voting (i-voting) adoption intention from young voters' perspective, using UTAUT and the concept of trust as a framework. Taking the case of university students in Ghana, this research reports on factors such as accuracy, performance expectancy, effort expectancy, facilitating condition and social influence, and the role they may play in final intention to use.

And then, talking about acceptance of technology, the concluding paper of our current issue, 'Proposed solutions to citizen engagement in virtual environments of social participation: a systematic review', by Oliveira, aims to understand how engagement of citizens in virtual environments of social participation is studied in the literature. Virtual environments of social participation are understood in this case as online platform where themes for direct or indirect dialogue between civil society and the various spheres of government are made available through digital participation of citizens, and a systematic literature review of some 100 published papers serves to demonstrate different approaches to engage citizens in virtual environments of social participation including gamification, games, social networks, collaborative contribution as well as provision of personalised information.

During 2020, IJEG will continue with alternating regular and special issues, with respective calls for papers to be announced. In this respect, we invite all our readers and contributors to check our <http://www.inderscience.com/info/ingeneral/cfplist.php?jcode=ijeg> call for papers page for upcoming calls for submissions to IJEG.

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 public value innovation, and so much so innovation for the sustainable development goals agenda, be it through digital government, 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 continue in our current issue with our Book Reviews column, with a review of one more title: *Handbook of Digital Politics*, a collective volume edited by Stephen Coleman and Deen Freelon and published by Edward Elgar

Publishing (2015), featuring a series of chapters that embrace a spectrum of approaches to the ways that politics is realised and thought of through the advent of digital information, technologies and media. This title, alongside a number of others that have already appeared in our book reviews department, helps bring forward the interconnections that exist between the multi-faceted domains of electronic governance and public action.

Leaving the floor to our authors for their research contributions, we welcome you to read on and peruse the research papers, news in brief, conference calendar and book review that follow.