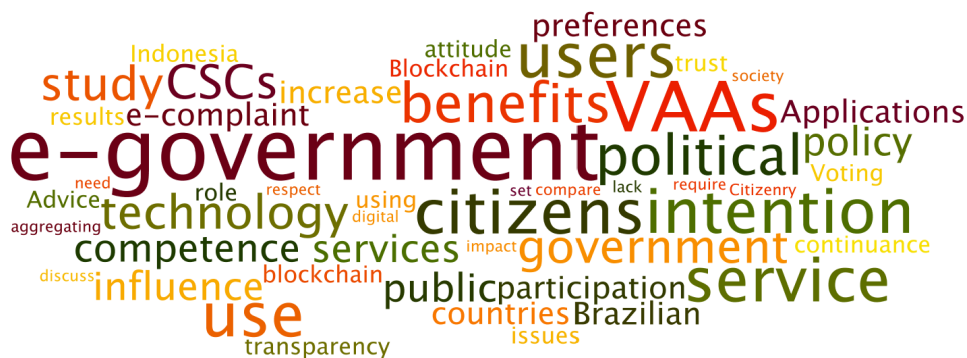# Editorial Note

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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 second issue of the *International Journal of Electronic Governance* for 2021, with our sustained wishes for a year that may see the Covid-19 effects healed, and bring health and prosperity to all. Our V13 N2 issue features a number of research papers that extend across our subject coverage, and at the same time span the journal's international reference.

The opening paper of our current issue, 'Citizens' intention to use e-government services: the case of e-complaint service in Indonesia', by Pribadi, departs from the premise that, in developing countries, e-government efforts may face shortcomings of attitudes and facilitating conditions. As a case study, the author empirically surveys citizens' intention to use an electronic service for filing citizen complaints and suggestions, which is provided by regencies and cities in Indonesia. In this particular case, social influence and user habits have not demonstrated significant influence on the uptake of the service in question. Training and infrastructure, on the contrary, have been found to operate as significant enablers for ease of use of this particular service.

In the following paper, 'Applications of blockchain technology in the Brazilian government', Bauer Lacerda and Dias Lopes discuss how blockchain technology has

emerged as a trend that can influence profound modifications in public service delivery. Through an exploratory study, the authors investigate how institutional logics of the Brazilian public sector respond to incorporation of blockchain technology. As the authors find, blockchain technology has entered the Brazilian public service domain by building on existing institutional structures and different approaches. Changes towards more effective and uniform uptake of this technology are expected to require further advances to its popularisation and regulation.

Moving on to topics from the broader e-government application domain, Padilla et al. in 'A normative set of criteria to increase political competence through voting advice applications', argue that, currently, Voting Advice Applications (VAAs) fall short of fulfilling their stated objectives. To further investigate this shortcoming, the authors determine a set of criteria to evaluate whether the methods of recommendation of existing VAAs are likely to increase voters' political competence, and further explore the strength of VAAs in effectively aggregating users' and parties' policy preferences. Analysing tool methodologies and outcomes of related surveys, the authors propose improvements focused on using ex-ante survey data, as well as adaptive learning algorithms, to allow VAAs to have more impact on users' political competence.

Staying on the side of user experience-related dimensions, 'Impact of e-government benefits on continuous use intention of e-government services: the moderating role of citizen trust in common service centres (CSCs)', by Gupta, focuses on the important role of citizens' trust. Taking the case of common service centres (CSCs) in India, the paper reports findings from a field survey with a sample of more than 500 users of e-government services through CSCs in the state of Uttar Pradesh. As these findings show, citizens' intention to continue using e-government services through the CSC channel is significantly moderated by the trustworthiness that citizens allocate to common service centres.

The concluding paper of our current issue moves the focus to the domain of e-participation. In 'Digital participation in Chilean "Citizenry dialogues" (2015)', Soto and Welp discuss the constitutional consultation developed in Chile during the 2015-2018 Bachelet's government "Citizenry Dialogues". As the authors report, considerable interest from citizens and direct off-line meetings and on-line participation based on a participative methodology channelled the demand for constitutional change, with CSOs involved and providing additional recommendations. Nevertheless, lack of appropriate feedback from the side of the government has caused disappointment. This point to the conclusion that deliberative processes, in order to remain effective, need to become duly standardised for feedback provision and outcomes that can be traced online.

During the months that follow, IJEG will continue with alternating regular and special issues, with respective calls for papers to be announced. In this respect, we are glad to announce a forthcoming special issue on *Safeguarding Democracy and Human Rights in the Digital Age*, guest edited by Prof. Sokratis Katsikas, NTNU, Norway, and Dr. Vasilis Zorkadis, Hellenic Data Protection Authority, Greece.

At the same time, we invite all of our readers and contributors to check our call for papers page at http://www.inderscience.com/info/ingeneral/cfplist.php?jcode=ijeg 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. Research submissions touching upon the open response to and open recovery of governments worldwide from the Covid-19 pandemic, as well as to their adaptations to the Covid-19 shock, are especially welcome in this respect. 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.

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