Editorial for EJEG Volume 16 Issue 2

It is with great pleasure that we write this editorial. In this issue, we have 9 full research papers, 6 of them from scholars early in their careers, listed first here.

By publishing this Special Issue for Early Career researchers in e-Government, we have shown our commitment to creating opportunities for entering researchers to be more visible in the sector and show some creative new research areas for development.

In the first paper in this issue, early career researcher Rikke Gardboe, Aalborg University, has tested the relationship between task characteristics and business intelligence (BI) success in an e-Government context in Denmark. Her model was a good fit, having a relatively high determination coefficient and predictive relevance. Hence; the study determined that tasks are important factors contributing to BI success.

Bettina Distel, University of Münster, has studied why individuals refrain from using e-government services and what barriers to e-government adoption are perceived by citizens. Her study yields twelve different barriers to e-government adoption, suggesting that the characteristics of the services themselves are highly influential for the decision not to use e-government. In contrast, technological shortcomings like data security or a lack of usability only play a subordinate role.

The next paper is from Christian Østergaard Madsen, IT University of Copenhagen. He presents a study of how scholars, practitioners, and caseworkers collaborated to generate data on citizen multichannel behavior. It examines how knowledge can be generated on citizen multichannel behavior, and why citizens continue to use traditional communication channels in dealing with the public sector.

The paper from Sara Hofmann, University of Bremen and Nadine Ogonek, ERCIS – WWU Münster, shows us what differences might exist in digital competences needed by employees in the public sector versus those needed in the private sector. They enhance an existing framework of digital competences to evaluate the impact of digitalisation on processes and activities.

Marius Rohde Johannessen and Karen Stendal, from the University of South-Eastern Norway, take a unique approach on how use of social media and virtual reality tools might allow people with disabilities to improve their opportunities for interaction with e-services and the public sector in the third paper. Their research examines and discusses the dichotomy between simplicity of use and social presence in enabling disabled citizens opportunities for participation.

Qiaomei Yang and co-authors Victor Bekkers, Vincent Homburg and Rebecca Moody from Erasmus University Rotterdam, in the last of the early career researchers' paper contained in this issue, contribute to our understanding of what factors contribute to citizens' use of social media in state-citizen communication patterns in authoritarian governance regimes. They do this through a large empirical study of Chinese citizens' use of Sina Weibo microblogs and find that peer pressure and trust in individual civil servants positively impacts use, whereas anxiety negatively impacts citizens' use.

Gerke Spaling, Rob Peters and Frank Wilson from Institute for Safety, Netherlands, presents a case study of a platform provided to study the complexity of cross-border and cross-sector information sharing. In an analysis of the influence of information on crisis management, they find that interaction between the activities of leading the crisis response and obtaining a good information position is required, in order to improve the effectiveness of the crisis organization.

Hanne Marie Motzfeldt, University of Aarhus, and Ayo Næsborg-Andersen from the University of Southern Denmark   focus on two challenges: information and communication technology (ICT) causing unlawful administration due to deficient and faulty programming, in some cases actually violating the very core of rule of law; and the skidding of control and insight as the digitalisation transition progresses and the technologies used develop.

In the final paper of this issue Keld Pedersen and Gitte Tjørnehøj (Aalborg University) find, from a study from a Danish public library applying dynamic capability theory, that success in this particular organization is based on a combination of environmental and organizational factors and on a long history of successful organizational changes. The context provides both pressure (e.g., competition) and support (e.g., funding) for transformation, and the organization has both the autonomy (e.g., to redesign processes) and the capabilities (e.g., regarding organizational change) needed for transformational change.

Chief Editor
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