Introduction to the Design, Implementation, and Management of Digital Government Policies and Strategies Minitrack

Francesco Gualdi
London School of Economics
f.gualdi@lse.ac.uk

Antonio Cordella
London School of Economics
a.cordella @lse.ac.uk

Liudmila Zavolokina
University of Zurich
zavolokina@ifi.uzh.ch

Frank Bannister
Trinity College
frank.bannister@tcd.ie

The Design, Implementation, and Management of Digital Government Policies and Strategies minitrack accounts for a vibrant discussion about the effectiveness of digital government policies and strategies in achieving successful digital government deployments, as well as the various factors that can potentially lead to project failure.

The growing adoption of emerging technologies in shaping how the public sector designs and delivers services necessitates a thorough investigation of the resulting transformations. Indeed, adopting digital technologies to inform the design, implementation, and management of public sector policies and strategies presents opportunities for analyzing the political, institutional, and organizational implications associated with digital government.

Policies and strategies within digital government that leverage on technology instigate change at various levels. On one hand, they give rise to new opportunities and challenges in the structuration and execution of public administration's workflows and practices. On the other hand, the evolution of digital government signifies a transformation in the nature of interactions between the government and citizens, private sector organizations, and NGOs.

These transformations and changes necessitate scholars to adopt a fine-grained perspective to consider the nuances that arise in the design, implementation, and management of digital government policies and strategies. Furthermore, an effort to thoroughly theorize the phenomena under investigation is essential to provide a valuable contribution to the discussion.

This year, the Design, Implementation, and Management of Digital Government Policies and Strategies minitrack in the Digital Government Track at HICSS is composed of nine papers that offer relevant findings and ideas to the digital government domain.

In the paper "Public Administration as Positive Example for Transparency in Data Collection and Sharing regarding the Life-Event "Birth of Child", co-authored by Daniel Wessel, Karlson Hanke, Robin Preiß, Christian Herzog, Christiane Wegner, Sandra Claudy and Moreen Heine, the realization of specific prototypes by the public administration is assessed against citizens' accessibility and usability about government websites. Through a quantitative analysis, the authors find evidence of a positive impact of prototypes toward data usability and visualization.

The work by Fabian Walke, Florian Ulmke and Till J. Winkler, "Making Digital File Management Successful: A Grounded Model of DFM Adoption in the Public Sector" focuses on employees' perceptions of IT adoption in the public sector. Building on a qualitative case study conducted in Germany, the paper accounts for specific factors, such as information security, organizational digital maturity, software quality, user attitudes, and social environment that inform the successful e-file management.

In their paper "The problem of low participation in participatory budgeting from the perspective of adoption of innovation", Magdalena Roszczynska-Kurasinska, Agnieszka Rychwalska and Nina Wróblewska challenge the approach that assesses participatory budgeting only by looking at rate of participation. Through a case study that involves 18 major Polish cities, the authors offer relevant insights and encourage policymakers to widen their perspective towards participatory innovation including social and cultural elements.

The research "Toward Citizen-Centered Digital Government: Design Principles Guided Legacy System Renewal in A Swedish Municipality", co-authored by Per Persson, Yixin Zhang, Aleksandre Asatiani, Juho Lindman and Daniel Rudmark discusses the design of a permit application service in a Swedish municipality. Building upon the findings of a design science study, the authors outline six design

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principles (availability, timeliness, actionability, transparency, personalization, and generalizability) that can lead the public sector to better design a citizen-focused service addressing challenges of legacy systems.

The paper "Navigating Landscapes for Digital Innovation: A Nordic Government Agency Case", co-authored by Mikael Lindquist, Livia Norström and Juho Lindman, investigates the early-stage innovation activities focusing on blockchain technology in the context of a Nordic country state agency. The paper contributes to the discussion theorizing the concept of "navigating landscapes", which sheds light on the dynamics that emerge when organizations aim to adopt decentralized technologies to develop public sector's digital infrastructures.

The research by Astri Barbala, Tor Sporsem and Klaas-Jan Stol, "A Case Study of Continuous Adoption in the Norwegian Public Sector", extends the study of the Continuous Software Engineering (CSE) approach to the public sector through a qualitative case study. The authors theorize the emergence of the concept of "Continuous Adoption" that includes three key dimensions (transparency, feedback, and evolving context), and which is useful to account for both software development (supply side) and use (user side).

In their work "The Influence of Platform Government Characteristics on the Performance of China's Publicity Departments During the COVID-19 Pandemic: Evidence from Social Media", Mian Liu and Luning Liu investigate the impact of platform government strategies on social governance. Building on the findings of a quantitative case study, the authors outline "Trust in Governemnt" and "Public Values Management" as key factors determining public sector performance on social media in the context of the pandemic recovery, emphasizing public sector's role in managing social conflicts.

The paper "Digital Government in Conditions of War: Governance Challenges and Revitalized Collaboration between Local Authorities and Civil Society in Provision of Public Services in Ukraine" by Olga Matveieva, Tetiana Mamatova, Yevgen Borodin, Mariana Gustafsson, Elin Wihlborg and Serhiy Kvitka engages with the challenging issue of public services provision in time of war. Exploring how the Ukrainian public sector has managed to keep providing digital services under the ongoing conflict, the paper sheds light on the key role played by civic groups who have leveraged on digital technologies to support local authorities to deliver services.

The work "Reckless Indifference: The Power of Governance to Create or Destroy Value and Trust in Digital Ecosystems", co-authored by Catherine Thompson, Daniel Samson and Sherah Kurnia, sheds light on the ethical and legal issues related with the adoption of digital technologies in the public sector. Building on the findings of the Robodebt, the Australian federal welfare repayments system, the authors offer a new framework to address the dynamic and emergent challenges that invest the role of the public regulator.

The nine papers that constitute this minitrack account for the multifaceted impact of digital government's policies and strategies. Vis-à-vis the increasing adoption of technology to inform the design, implementation and management of public sector's activities, the need for adequate academic investigation remains high. Further, academic debate on these issues can offer relevant insights and ideas to public policymakers who are tasked to address these challenges.