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# Electronic Government

8th International Conference, EGOV 2009  
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Proceedings

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# Preface

Years of worldwide economic depression do not only shatter private-sector firms and strain public-sector budgets, they also test the viability of academic conferences and other scholarly events. Given this context it is remarkable how well the eighth EGOV conference maintained its standing as an annual international conference with a global reach. Submissions from Europe increased over those from other parts of the globe. However, the conference upheld its attractiveness to scholars from around the world as a venue of high reputation. The 2009 EGOV conference brought together scholars and practitioners from five continents and 32 countries.

Previous EGOV conferences were dedicated to three main areas, which overlap in part: eGovernment, eGovernance, and eParticipation. While the overlap still exists, a vibrant and sizable community has formed around topics of participation, inclusion, and democracy in the digital age. For the first time, with ePart this topical strand organized its own conference with separate proceedings. ePart aims to review research advances in both social and technological scientific domains, seeking to demonstrate new concepts, methods and styles of eParticipation. The Chairs of both conferences consider it important to maintain close links and are committed to co-locating the two events in the years to come.

Similar to the year before, the 2009 EGOV “Call for Papers” attracted 119 paper submissions and 5 workshop and panel proposals. Among those submissions, which included full research papers, work-in progress papers on ongoing research as well as project and case descriptions, 34 full research papers (empirical and conceptual) were accepted for Springer’s LNCS proceedings. These papers have been clustered under the following headings:

- Reflecting eGovernment research
- Administrative reform and public sector modernization
- Performance management and evaluation
- Aspects in government-to-citizen interactions
- Building blocks in eGovernment advancements

Accepted papers on ongoing research and general development issues, on case and project descriptions, as well as workshop abstracts are published by Trauner Druck in a complementary proceedings volume.

As in the past couple of years and per the recommendation of the Paper Awards Committee, the EGOV Organizing Committee granted *outstanding paper* awards in three distinct categories:

- The most interdisciplinary and innovative research contribution
- The most compelling critical research reflection
- The most promising practical concept

Due to the early editorial deadline for these proceedings, the winners in each category cannot be presented here. However, the award ceremony has become a well-attended highlight at the end of each EGOV conference, where the winners are presented.

In February, the eGovernment community received the sad news of Valerie Gregg's passing. Val had served as a co-program manager for the Digital Government Program at the US National Science Foundation for many years. She took up and successfully advanced many projects, one of which was to bring the European and the US eGovernment communities more closely together. She also served as co-director and co-founding faculty of the iGov Research Institute, which gives doctoral students the opportunity to meet and study together under the guidance of senior scholars in this domain of study. Valerie Gregg died from cancer at the age of only 55. We will always remember her and already gravely miss her deep passion, energizing spirit, creative vision, and her joyful smile, with which she inspired everyone who had the privilege of working with her.

Many people make large events like this conference happen. We thank the 55 members of the EGOV 2009 Program Committee and 52 additional reviewers for their great efforts in reviewing the submitted papers. Gabriela Wagner of the DEXA organization as well as the DEXA staff deserve special thanks for taking care of the organizational issues of EGOV. Lisa Sturm of the University of Koblenz-Landau (Germany) supported us in the administrative management of the review process and in compiling the proceedings of EGOV 2009.

Austria's high-regarded Johannes Kepler University (JKU) hosted the 2009 edition of the DEXA cluster of conferences including the EGOV conference. JKU and the city of Linz in Austria were chosen not by coincidence to host the event. Linz is the hometown of the DEXA organization, which this year celebrated its 20th anniversary. In 2009, Linz was also the European Capital of Culture. The city's cultural life is rich and in 2009 even richer through numerous additional programs and cultural events throughout the year. We thank our hosts at JKU and quite a number of local institutions for the support provided in the organization of the event. It was a pleasure to visit the wonderful city of Linz during this special year in its history.

August/September 2009

Maria A. Wimmer  
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