

Editorial Preface

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Welcome to Volume 14, Issue 1 of the International Journal of Electronic Government Research. The papers offered in this issue of IJEGR cover several important topics within the field of electronic government. Among the topics covered, open government and blockchain technology have created much debate during recent times. In this issue, the topics of open government and blockchain technology are explored together with themes such as the transparency and quality of services provided in government. Research conducted in the first paper presented in this issue highlights the importance of participation and collaboration to understand the Open Government phenomenon. The authors of the first paper discuss how a combination of transparency, participation and collaboration will lead to smartness in governance and transform future cities, resulting in real-time transparency, the use of big data for the analysis of reality, and the adoption of crowd sourced decisions. In the second paper offered in this issue, research identifies the need for change management at strategic, organizational and inter-organizational levels to ensure the successful implementation of e-government programs. The authors discuss how e-government can help achieve open, efficient, transparent, and better quality of services in the public sector. The next paper highlights the importance of blockchain technology and its influence to make e-government services more transparent using a case of e-voting. Finally, the last two papers in this issue identify several important factors that will affect e-government adoption in developing countries.

The first article offered in this issue of IJEGR is by J. Ignacio Criado and Edgar Alejandro Ruvalcaba-Gomez and is entitled 'Perceptions of City Managers about Open Government Policies, Concepts, Development, and Implementation in the Local Level of Government in Spain'. This paper is examining the perceptions of city managers responsible for Open Government (OG) policies in order to understand more about this emergent public policy in the local layer of government. The paper offers the results of a questionnaire responded by those responsible for OG policies in 146 municipalities that have more than 50,000 inhabitants in Spain. The results are consistent with a notion of OG associated to terms like transparency or access to information, and less to collaboration, co-production, technologies or electronic government. The results of the study confirm the intention of city managers to promote transparency or access to information with OG policies, while showing how other possible outcomes such as collaboration, managerial improvements or reduction of management costs are deemed as less popular.

The second article is entitled 'Grounded Theory Analysis of Successful Implementation of E-Government Projects: Exploring Perceptions of E-Government Authorities' and is authored by Ameena Al-Emadi and Abdel Latif Anouze. This paper focuses on the e-service providers, and on setting the ground for identifying the key performance indicators (KPIs) that enable the successful implementation of e-government projects from the perspective of government agencies who are implementing the projects. The findings indicate that there is a lack of consensus among project managers about what constitutes e-Government project success. Furthermore, there was agreement across all levels of management that project success needs to be measured through a set of quantitative

measures such as the number of transactions submitted through the e-government system, number of users using the system, and total time required to complete a process.

The third article is entitled ‘Secure Digital Voting System Based on Blockchain Technology’ and is authored by Kashif Mehboob Khan, Junaid Arshad and Muhammad Mubashir Khan. This paper presents an effort to leverage benefits of blockchain technology such as cryptographic foundations and transparency to achieve an effective scheme for e-voting. The main focus of the paper is to investigate the key issues such as voter anonymity, vote confidentiality and end-to-end verification. The paper presents details of the proposed e-voting scheme along with its implementation using Multichain platform. The paper also highlights in-depth evaluation of the scheme that successfully demonstrates its effectiveness to achieve an end-to-end verifiable e-voting scheme.

The fourth article is by Djilali idoughi and Djeddi Abdelhakim and is entitled ‘Developing Countries E-Government Services Evaluation Identifying and Testing Antecedents Of Satisfaction Case of Algeria’. This study aims to provide a new e-government assessment model by understanding and evaluating the effect of service quality, information quality, system quality, trust, digital skills, access means, and services awareness on citizens’ expressed satisfaction about e-government services in developing countries. The study collected 1453 valid survey responses from e-government services users across Algeria and the results shows eight out of nine identified factors have a significant impact on citizen’s satisfaction with e-government services.

The final article in this issue of IJEGR is by Brijesh Sivathanu and is entitled ‘An Empirical Study of Cloud-Based E-Governance Services Adoption In India’. This paper investigates the adoption of DigiLocker cloud-based e-governance service to answer the research question: *What is the prevailing situation in India regarding the adoption and usage of DigiLocker e-governance service and what are the ramifications for the future of DigiLocker e-governance service.* The paper integrates the e-GAM and UTAUT model to develop a hypothesized framework to investigate the DigiLocker E-governance service adoption in India from a citizen’s perspective. This research presents vital insights and highlights the factors that influence cloud-based e-government service adoption in developing countries like India.

I hope the studies presented in this issue of IJEGR will help generate further debate about emerging topics such as open government and use of blockchain in government and help consolidate already established theories of implementation and adoption in e-government.

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