

GUEST EDITORIAL PREFACE

Special Issue on Policy-Making: The Next Challenge in E-Government Research

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Whereas in the past e-government was primarily focused on the use of ICT for electronic services delivery and the ICT-enabled transformation of service delivery processes, a next challenge is the ICT-enabled policy-making field. Policies are aimed at contributing to the society and are aimed at ensuring security, safety, equality and other rights. The making of policies is a complex process in which many stakeholders are involved. New technologies impact the policy-making practices in many different ways. This becomes apparent in the various phases of the policy-making cycle like agenda setting, exploring the problem, policy formulation, policy implementation, policy execution and policy evaluation.

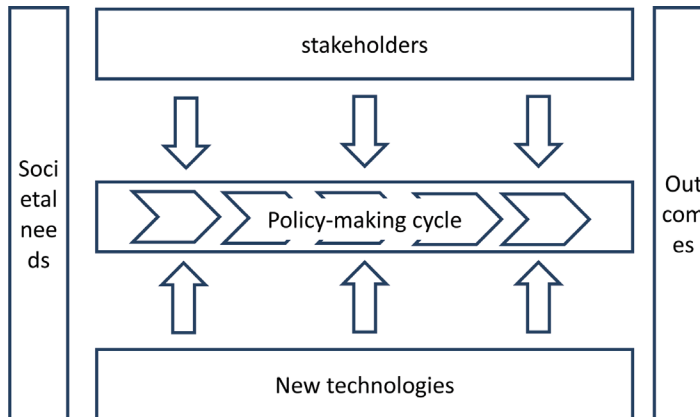
There are numerous examples available contributing to changes in the policy-making field. Yet there is limited insight into how the policy-making cycle changes. This special issue aims at contributing to the latest research in ICT-driven policy-making. It provides an overview of the state of the art in research projects, practices and developments taking place, particularly within a European context. In this

way this special issue contributes to advances in policy-making.

The heart of policy-making is the cycle depicted in Figure 1. Policy-making addresses societal needs which are the start of the policy-making process as visualized the figure. The intentions are to solve the societal needs which results in certain outcomes as shown on the right of the figures. The policy-making process is traditionally influenced by the many stakeholders often having different views on the societal needs and how they should be dealt with. The large number of players having different and even opposing interests makes policy-making complex. New technologies enable new ways of policy-making and drive the change of the policy-making cycle.

This special issue of IJEGER contains the best papers from the transforming government workshop held at Brunel University, UK, 12-14 June 2014. The Special Issue ulted in the inclusions of five papers in this special issue. There are many initiatives to advance policy-making and much can be learnt from these as outlines in the papers presented in this special issue.

Figure 1. Overview of the policy making area



The paper “Infusing Innovation in the Policy Analysis and Evaluation phases of the Policy Cycle: The Policy Compass Approach” authored by Ourania Markaki, Panagiotis Kokkinakos, Sotiris Koussouris, John Psarras, Habin Lee, Martin Löhe and Yuri Glikman provides an overview of possible changes a policy analysis and evaluation based on open public data, prosperity indicators, fuzzy cognitive maps and argumentation technology. By combining these technologies the authors drastically change the policy-making process by empowering stakeholders in assessing the governments’ course of actions. The authors discuss the main benefits of such an approach including citizen engagement, more transparency and the stimulation and enrichment of public debates.

The paper “*Fostering Smart Cities through ICT driven Policy-Making: Expected Outcomes and Impacts of DAREED Project*” by Uthayasankar Sivarajah, Habin Lee, Zahir Irani, Vishanth Weerakkody presents an integrated ICT service platform to drive energy efficiency and low carbon activities at neighborhood, city and district levels. Their research highlights the need for ICT-driven policy making using platforms such as DAREED in the context of e-Government. Furthermore ICT can be used to address pressing societal challenges such as efficient energy use and facilitate better policy making

Paul Waller, Zahir Irani and Habin Lee present an integrated approach to evaluation that combines user and provider perspectives in their paper “*Lessons on Measuring e-Government Satisfaction: An Experience from Surveying Government Agencies in the UK*”. An extensive survey was designed and administered to explore e-government websites from various views including system, cost, implementation, prerequisites (e.g. policy support). The authors conclude that the political sensitivity of public service provision combined with the constitutional position and the terms of employment of public officials puts high barriers. This paper shows that different stakeholders use different metrics for determining e-government success.

Bibiana Metelmann, Camilla Metelmann, Michael Wendt, Konrad Meissner and Martin von der Heyden paper title is “*LiveCity – The Impact of Video Communication on Emergency Medicine*”. The aim of this study is an approach to increase quality of emergency treatment in these situations by applying telemedicine. A Live Video-to-Video Supporting Interactive City Infrastructure is developed, implemented and evaluated in this way covering a whole design science approach. The value of video communication on emergency medicine is demonstrated showing its immense potential to treat time-critical diseases.

E-government policy can be transformative in nature, but encounters a large number of challenges which are analysed in the paper “*The need for policies to overcome e-go implementation challenges*” by Abraheem Alsaeed, Carl Adams and Rich Boakes. In this paper an overview of worldwide and local challenges are provided which are clustered in four categories human, political, infrastructure and organisational. This paper shows that the dominating challenges and opportunities likely differ per country; as such, much can be learnt from each other.

The five papers in this special issue represent the initial steps that are taking in this new area of policy-making within the e-government field. Policy-making can be characterized by its diversity of stakeholders and iterative and relative unstructured processes which makes it distinct from traditional e-government. In this field there is a direct interplay between politicians and the bureaucratic system which makes the advancement of policy-making even more complicated and requires the political will to

advance. The research in this field is still in its infancies and there are several research directions that are possible. Moreover, the various phases of policy-making demand other type of technology-enabled instruments and tools. As such, in-depth studies are necessary which investigates the requirements on new tools and instruments and determine its effectiveness within the socio-political context of the public sector. Nevertheless many of these new policy applications and services can be shared among organizations and more research is needed in these types of shared services. In addition, successful adoption of the variety of instruments and tools, studies on international diffusions and cross-comparative research is needed to advance the field further.

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