Editorial Preface

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Welcome to Volume 13, Issue 2 of the International Journal of Electronic Government Research. This issue of IJEGR presents five diverse papers focusing on Co-Production and Co-Creation in Public Services, E-Government Politics as a Networking Phenomenon, Adoption of Electronic Complaint Services, Multi-channel Participation through ICT adaptation and E-government Contribution to Better Performance in public services.

The first paper in this issue is entitled 'Co-Production and Co-Creation in Public Services - Resolving Confusion and Contradictions' and is authored by Paul Waller. This paper aims to resolve the uncertainty around co-production and co-creation in relation to public services. To do so, it combines concepts from political sciences concerning public policy design and implementation, and from system and network modelling. The paper develops a model that helps to identify the real issues associated with governmental and non-governmental actors combining to achieve a social outcome.

The second paper is entitled 'E-Government Politics as a Networking Phenomenon: Applying a Multidimensional Approach' and is authored by Maxat Kassen. This paper reviews and systematizes all available institutional perspectives on the development of multidimensional networking phenomenon equally from stakeholder, cross-institutional and cross-country perspectives. The paper is posing three questions: What are the key public values, mechanisms of realization and strategic policies that different stakeholders envision or presumably prefer to see in the e-government sphere? How e-government philosophy is changing with the advent of various peer-to-peer platforms that are gaining an ever-growing popularity in the sphere among both public and private stakeholders? How the perception and realization mechanisms of e-government as an administrative and, most importantly, political concept is changing from country to country with the adoption of different institutional ecosystems?

The third paper is authored by Mohammad Abdallah Ali Alryalat and is entitled 'Measuring Citizens' Adoption of Electronic Complaint Service (ECS) in Jordan: Validation of the Extended Technology Acceptance Model'. This study used the TAM model extended with facilitating conditions and trust to analyse citizens' adoption of the Jordanian e-government official website. The proposed research model is validated using a data sample of 250 citizens from three cities in Jordan. The results show perceived trust as the strongest predictor, whereas facilitating conditions as the weakest though significant predictor of behavioral intention.

The fourth paper is by Kawaljeet Kapoor, Amizan Omar and Uthayasankar Sivarajah and is entitled 'Enabling Multichannel Participation through ICT Adaptation'. This paper discusses the development of the concept of EMPATIA (Enabling Multichannel Participation through ICT Adaptation), a digital platform for supporting Participatory Budgeting and participatory decision-making. The EMPATIA platform seeks to radically enhance the impact of Participatory Budgeting processes and increase the participation of citizens by designing, evaluating and making publicly available an advanced ICT platform for participatory budgeting, which is adaptable to different social and institutional contexts.

The final paper in this issue of IJEGR is by Emad Ahmed Abu-Shanab and is entitled 'E-government Contribution to Better Performance by Public Sector'. This study explores the e-government literature and sums the reported contributions of e-government concept related to

improving government performance. The study conducted an empirical test for the propositions based on public employees' perceptions regarding the set of benefits and contributions alleged by research. The results supported the reported benefits and the most important factors were identified as savings in cost and time.

I hope readers will find the research discussed in these papers useful and contributing to moving the debate on different facets of e-government forward.

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