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Electronic Participation

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Electronic Participation

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Preface

Welcome to the third joint EGOV-CeDEM-ePart 2020! The conference presents the merger of the IFIP WG 8.5 Electronic Government (EGOV), the IFIP WG 8.5 Electronic Participation (ePart), and the E-Democracy and Open Government Conference (CeDEM). The conference is a well-known international venue for exchanging ideas among researchers and also practitioners in the field of e-Government, Open Government, eParticipation, and e-Democracy, as well as the role of social media, digital transformation in society, artificial intelligence, policy information, smart governance, and social innovation.

This year's preparation and execution of the conference have been heavily influenced by the COVID-19 pandemic. Originally planned to take place at Linköping University in Sweden, EGOV-CeDEM-ePart 2020 was held as a fully digital conference during August 31 – September 2. The authors recorded a short presentation of their paper beforehand so that during the conference the focus was on providing feedback, discussion, and learning from each other. While we lost some of the ad-hoc meetings and informal gatherings, we managed to have much interaction and participation.

EGOV-CeDEM-ePart 2020 attracted different types of submissions, including completed research, ongoing research, practitioner papers, reflections and viewpoints, posters, and workshops. In addition, the conference organized a PhD colloquium. EGOV-CeDEM-ePart welcomes individuals from academic and applied backgrounds as well as from business, public authorities, NGOs, NPOs, and education institutions. The submissions are distributed over the following tracks:

- General e-Government & e-Governance Track
- General e-Democracy & e-Participation Track
- AI, Data Analytics & Automated Decision Making Track
- Smart Cities (Government, Communities & Regions) Track
- Social Media Track
- Social Innovation Track
- Open Data: Social and Technical Aspects Track
- Digital Society Track
- Cybersecurity Track
- Legal Informatics Track
- Practitioners' Track

The ePart proceedings contain 11 completed research papers, which accounts for an acceptance rate of 33%. The papers are distributed among the General e-Democracy & e-Participation, Social Media, Legal Informatics, Digital Society, and Social Innovation tracks. Another 30 completed research papers are included in the LNCS EGOV proceedings (vol. 12219).

The volume starts with eParticipation Developments and the case of a district authority in Hungary that decided to build an eParticipation program from scratch presented by Csaba Csáki. He unveils challenges of using digital technologies in extended democratic decision making. Joachim Åström and Martin Karlsson take on a

new perspective of trust research in eParticipation. They analyze Swedish public managers' trust in citizens when collaborating with them in participation projects.

In the area of Digital Transformation, Efthimios Tambouris and Epameinondas Troulinos investigate the transformation of information systems in the jurisdiction. They explore how the governance structure of the Integrated Administrative Court Case Management System of Greece has affected the decisions regarding interoperability. Nitesh Bharosa, Silvia Lips, and Dirk Draheim analyze data exchange infrastructures, which are needed for transforming the public sector. In doing so, they compare the different approaches in The Netherlands and in Estonia. A more theoretical perspective on digital transformation is taken by Thomas Vogl. He discusses diverse perspectives to the study of technologically supported social innovation in the public sector.

Two papers deal with Open Government and Transparency. Noella Edelmann and Mary Francoli explore the connection between a government's membership in the Open Government Partnership initiative and their digital transformation. Another perspective of openness is pursued by Changwoo Suh, Byungtae Lee, Habin Lee, Youngseok Choi, and Sunghan Ryu. In their contribution, they identify what attributes of online games need to be disclosed to the market for policy makers.

Several papers in our volume consider the User Perspective. Charalampos Alexopoulos, Shefali Virkar, Michalis Avgerinos Loutsaris, Anna-Sophie Novak, and Euripidis Loukis analyze how to design effective and useful systems for the provision of legal information. In this context, they identify the legal information requirements of designers of public policies. Mariana S. Gustafsson, Elin Wihlborg, and Johanna Sefyrin consider the concept of citizenship and how it is mediated by technology. Their findings are based on a field study in Swedish libraries where they examine how citizenship is practiced in an advanced digital society. Karin Skill and Ahmed Kaharevic also consider the Swedish context. They explore digital participation and inclusion in eHealth in a marginalized neighborhood. The volume closes with a study on chatbots in public agencies. Linett Simonsen, Tina Steinstø, Guri Verne, and Tone Bratteteig present their findings from chat logs and identify different types of lack of domain knowledge.

We would like to thank all the contributors who have aided in making this year's conference a success. Our gratitude goes to the track chairs, the members of the Program Committee and the additional reviewers for their effort in preparing the conference as well as reviewing and selecting the accepted papers, and to the authors for submitting their papers. A special thanks goes to the local organizers at Linköping University for their preparation and their flexibility in these challenging times. The conference was only possible with the help and contribution from all of you.

August 2020

Sara Hofmann
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