

Guest Editorial Preface

Special Issue on Public Service Innovations through Information and Communication Technologies: Theory and Practice

Christopher G. Reddick, University of San Antonio, TX, USA

Akemi Chatfield, University of Wollongong, Wollongong, Australia

Over 15 years of electronic government (e-government) research has witnessed the strategic and innovative use of information and communication technologies (ICT) to change public administration practices. These reforms have been found in both developed and developing countries at all levels of government. These innovations have shown real challenges in realizing the potential benefits of e-government for public service delivery. The objective this Special Issue on “Public Service Innovations through ICT: Theory and Practice,” is to explore public service innovations through ICT use in government, by examining theoretical and empirical e-government research studies on developed and developing countries demonstrating public service innovations.

There are five important and timely papers in this special issue. The first paper examines a failed e-government system in Flanders (Belgium) using Sauer’s Information Systems failure process model. The analysis suggests that this model, and more generally an interpretivist approach, can provide a much richer and more insightful understanding of the causes and the process of failure. The second paper argues that there is a lack of current data, to identify citizens’ demands, characteristics and framework conditions for future public services and public participation services based on data collected in a real-time Delphi survey of expert citizens. The third paper explores how technological advancements have improved the online tax filing process in the United States. The fourth paper examines and explains the social media presence of Turkish local governments from a usability perspective. The final paper focuses on the impact of the United Kingdom government’s policy, ‘digital by default’, on individuals with limited information technology skills living in an area of deprivation. Following a review of prior research, this paper analyses data from semi-structured interviews with progression support workers in their roles supporting individuals in their use of computers to find employment.

Christopher G. Reddick

Editor-in-Chief

Akemi Chatfield

Guest Editor

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