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14149


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Editors

# Electronic Government and the Information Systems Perspective

12th International Conference, EGOVIS 2023  
Penang, Malaysia, August 28–30, 2023  
Proceedings

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# Preface

It is our distinct honor to present the proceedings of the 12th International Conference on Electronic Government and the Information Systems Perspective (EGOVIS 2023), with the theme of Digitalization, Innovation, Automation, and Transformation. This conference served as a platform for experts, scholars, and practitioners to come together and explore the multifaceted landscape of electronic government, delving into the intricate interplay between information systems, digitalization, innovation, automation, and transformation.

In an era where technology is reshaping our societies, electronic government has emerged as a transformative force, revolutionizing the way governments interact with citizens, businesses, and other stakeholders. The seamless integration of information systems, coupled with digitalization efforts, has paved the way for efficient, transparent, and citizen-centric governance models that foster collaboration, improve service delivery, and drive societal progress.

The papers featured in this volume embody the collective efforts of researchers and professionals who are at the forefront of shaping the electronic government landscape. These contributions encompass a wide range of topics, including but not limited to e-governance frameworks, digital service delivery, data analytics, cybersecurity, policy formulation, citizen engagement, and the transformative potential of emerging technologies such as blockchain, artificial intelligence, and Internet of Things.

We are proud to report authors from 10 different countries submitted papers to EGOVIS this year. Our program committee conducted close to 60 reviews, an average of 3 single-blind reviews per submission. From 17 submitted papers the program committee decided to accept 8 full papers with an acceptance rate of 47%.

Each paper included in this compilation has undergone a rigorous review process, ensuring the highest standards of quality and relevance to the conference theme. The depth and diversity of the research presented here highlight the ongoing efforts to leverage information systems and innovative technologies for effective governance, public service provision, and societal transformation.

We would like to express our deepest gratitude to all the authors who have contributed their valuable research and insights to this volume. Their dedication and expertise have enriched the discourse surrounding electronic government, paving the way for novel approaches, best practices, and lessons learned. We also extend our sincere appreciation to the members of the program committee for their meticulous evaluation and valuable feedback that shaped the selection and refinement of the papers.

Furthermore, we want to extend our gratitude to the conference organizers, keynote speakers, and attendees for their unwavering support and enthusiasm. It is through their collective efforts that this conference has become a thriving forum for exchanging knowledge, fostering collaboration, and catalysing meaningful change in the realm of electronic government.

As you delve into the pages of these proceedings, we hope you find inspiration in the insightful research, innovative solutions, and transformative visions shared within. Whether you are a researcher, a practitioner, a policymaker, or an advocate for citizen-centric governance, we believe that the wealth of knowledge presented here will inspire you to explore new horizons and contribute to the ongoing digital transformation of our governments and societies.

Finally, we would like to express our heartfelt appreciation to the entire conference community. It is your dedication, passion, and commitment to advancing electronic government and embracing the information systems perspective that has made this event a resounding success.

August 2023

Andrea Kő  
Enrico Francesconi  
Adeleh Asemi  
Gabriele Kotsis  
A Min Tjoa  
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