

The Roadmap to e-Democracy in Arab Spring Countries via Social Networks

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Abstract: Electronic democracy has been in use in many countries around the world with mixed success. With the power of the web 2.0 technologies, there are more opportunities to enhance the democratic process through the use of social networking tools. Social networks showed potential for facilitating democracy and democratic change during the Arab spring revolutions, suggesting that they could be utilized as an e-democracy tool. This research proposed a new model of how the decision making process for local governments in Arab spring countries could be improved via social networks. Quantitative approach was used to investigate how the use of a social network amongst people living in the same suburb could improve decision-making on the local level. Findings showed that awareness building, deliberation and consultation factors could be used to affect the decision making for their local governments.

Keywords: e-democracy, social networks, decision making, Arab spring

Case Study of the Implementation of Business Process Management in Public Administration in Germany, Switzerland and Austria

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Abstract: In the private sector business process management is a common and well-established practice. In the public administration in Europe, this does not hold true to the same degree. However, currently we observe some considerable challenges. Important keywords such as eGovernment, networking, interoperability, compliance and governance and their relation to the administration processes are getting increasing focus. As a result, process management is gaining importance in public administration, especially where the execution of business activities or electronic integration of the process handling is concerned. However, many insights about the successful implementation of process management cannot be directly transferred to public authorities, as there exist important differences to the private sector. For instance, traditional process reengineering approaches cannot be applied in public authorities due to the legal and political conditions. Further, public authorities often face other challenges than industrial

enterprises. The wide range of services which are typically offered by public authorities represent a particular challenge in this context. Hence, this paper focuses on the different implementation strategies of BPM in public administration. We investigated and compared the approaches to business process management in the public administration of three countries, namely Germany, Switzerland, and Austria. We conducted 13 interviews in the respective countries and examined the different ways in which these countries handle process management. The goal of the paper is to provide insights on how process management can be successfully introduced in public authorities. As there exist almost no insights on the implementation of process management in public authorities, our findings represent a first step towards a solid understanding of how BPM can be successfully brought to public authorities.

Keywords: business process management, public administration, BPM strategies, success factors

Developing a Conceptual Framework to Evaluate e-Government Portals' Success

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Abstract: Many governments around the world have invested heavily into the e-government systems. They have been making significant efforts to provide information and services online. However, previous research shows that countries are varied in the rate of adoption and success of e-government systems. Some countries stand in better positions than the others in terms of success that is defined in this research as individual's level of use, satisfaction, and their perceived net benefits. In fact, drawing a clear picture of how and why individuals use e-government portals is the way to know the factors that lead to their success. A review of the literature shows that much of the research on e-government in developing countries focuses on the issues of the acceptance and the adoption of this emerging technology by individuals. Also, with the limited reported studies on e-government systems success, most of these studies focus on certain specific issues (e.g. trust) rather than looking at further global and contextual factors which will lead to success. It is difficult to make a judgment regarding what findings and results exist in the literature of Information Systems (IS) success or its applications that are applicable to fully understand e-government portal's success. Therefore, this paper proposes a conceptual framework which uses different theories/models for evaluating e-government portals' success from individual's point of views. The proposed framework will be tested in a future study in the context of e-government portals in Saudi Arabia. This framework integrates the