

Preface

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DOI

[10.1007/978-3-031-15086-9](https://doi.org/10.1007/978-3-031-15086-9)

Publication date

2022

Document Version

Final published version

Published in

Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)

Citation (APA)

Janssen, M., Csáki, C., Lindgren, I., Loukis, E., Melin, U., Pereira, G. V., Bolívar, M. P. R., & Tambouris, E. (2022). Preface. *Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 13391 LNCS, v-vii. <https://doi.org/10.1007/978-3-031-15086-9>

Important note

To cite this publication, please use the final published version (if applicable). Please check the document version above.

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Electronic Government

21st IFIP WG 8.5 International Conference, EGOV 2022
Linköping, Sweden, September 6–8, 2022
Proceedings

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ISSN 0302-9743

ISSN 1611-3349 (electronic)

Lecture Notes in Computer Science

ISBN 978-3-031-15085-2

ISBN 978-3-031-15086-9 (eBook)

<https://doi.org/10.1007/978-3-031-15086-9>

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Preface

The EGOV-CeDEM-ePart 2022 conference, or for short EGOV2022, is now in the fifth year of its existence after the successful merger of three formerly independent conferences, i.e., the IFIP WG 8.5 International Conference on Electronic Government (EGOV), the Conference for E-Democracy and Open Government Conference (CeDEM), and the IFIP WG 8.5 International Conference on Electronic Participation (ePart). This larger, united conference is dedicated to a broad area of digital or electronic government, open government, smart governance, artificial intelligence, e-democracy, policy informatics, and electronic participation. Scholars from around the world have found this conference to be a premier academic forum with a long tradition along its various branches, which has given the EGOV-CeDEM-ePart conference its reputation of the leading conference worldwide in the research domains of digital/electronic, open, and smart government as well as electronic participation.

The call for papers attracted completed research papers, and work-in-progress papers on ongoing research (including doctoral papers), project and case descriptions, as well as workshop and panel proposals. This volume contains only full papers. All submissions were assessed through a double-blind peer-review process, with at least three reviewers per submission, and the acceptance rate was 46%. The acceptance rate was higher than in the previous years as there were many high-quality papers. The review time took 39 days this year, thanks to the contributions of the many Program Committee (PC) members.

The review process was focused on ensuring a double-blind reviewing and avoiding any conflicts of interest. Authors submitted their papers to a particular track. The track chairs handled the papers within their own track by assigning reviewers and proposing acceptance decisions. The lead track chair became part of the editor of the proceedings, in addition to the general chairs. Track chairs were not allowed to submit to their own track, nor were persons from the same university or close collaborators of a track chair to avoid any conflict of interest. Track chairs could either submit to another track or to the 'track chairs' track. The latter was handled by the general chairs. The general chairs checked if there was any conflict of interest among the papers submitted to each track, if so, then papers were moved to another track. The track chairs checked that all papers were submitted anonymously. If not, the authors were asked to resubmit within days. Track chairs assigned the reviewers and selected the Program Committee members in such a way that there were no conflicts of interest. After at least three reviews were received, the track chairs made a proposal for a decision per paper. The decisions were discussed in a meeting with the general and track chairs to ensure that the decisions were made in a consistent manner per track.

The conference tracks of the 2022 edition present the evolution of the topics and the progress in this field. The papers were distributed over the following tracks:

- General E-Government and E-Governance
- General E-Democracy and E-Participation
- ICT and Sustainability Development Goals

- AI, Data Analytics, and Automated Decision Making
- Digital and Social Media
- Digital Society
- Emerging Issues and Innovations
- Legal Informatics
- Open Data
- Smart and Digital Cities (Government, Districts, Communities and Regions)

Among the full research paper submissions, 36 papers (empirical and conceptual) were accepted for this year's Springer LNCS EGOV proceedings (vol. 13391) from the General E-Government and E-Governance; AI, Data Analytics, and Automated Decision Making; Emerging Issues and Innovations; Open Data; and Smart and Digital Cities tracks. The LNCS ePart proceedings (vol. 13392) contain the completed research papers from the General E-Democracy and E-Participation, ICT and Sustainability, Digital and Social Media, Legal Informatics, and Digital Society tracks.

The papers included in this volume have been clustered under the following headings:

- Public Services
- Social Media
- Open Government and Open Data
- AI, Bots and Data Analytics
- Smart Cities
- E-Government Evaluation

As in previous years and per the recommendation of the Paper Awards Committee, under the leadership of Noella Edelmann from Danube University Krems, Austria, and Evangelos Kalampokis from the University of Macedonia, Greece, the IFIP EGOV-CeDEM-ePart 2022 Conference Organizing Committee granted outstanding paper awards in three distinct categories:

- The most interdisciplinary and innovative research contribution
- The most compelling critical research reflection
- The most promising practical concept

The winners in each category were announced during the obligatory awards ceremony at the conference.

Many people behind the scenes make large events like this conference happen. We would like to thank the members of the Program Committee, the reviewers, and the track chairs for their great efforts in reviewing the submitted papers. We would also like to express our deep gratitude to Ulf Melin and Ida Lindgren and their local organization team for hosting the conference.

The EGOV-CeDEM-ePart 2022 conference was hosted by the Division of Information Systems and Digitalization, at the Department of Management and Engineering, Linköpings Universitet (LiU). LiU conducts world-leading, boundary-crossing research in fields including materials science, IT, and hearing. In the same spirit, LiU offers many innovative educational programs, many of them with a clear vocational focus, leading

to qualification as, for example, doctors, teachers, economists and engineers. LiU has 35,900 students and 4,300 employees on four campuses. The conference was held at the largest campus - Campus Valla – which is situated just outside the city center of Linköping. We were very happy to be hosted here, enjoying the newly opened building, and had many in-depth discussions advancing the EGOV-CeDEM-ePart field.

We hope that the papers help to advance your research and hope that you will enjoy reading them.

September 2022

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