

ICEGOV

2023 BELO HORIZONTE
BRAZIL

16th International Conference
on Theory and Practice of
Electronic Governance

26-29 SEPTEMBER 2023

www.icegov.org

PAPER SUBMISSION
DEADLINE
7 MAY 2023

2nd CALL FOR PAPERS & WORKSHOPS

EXTENDED
DEADLINE

*Digital Governance for Democratic,
Equitable, and Inclusive Societies*

ORGANISERS



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1. INTRODUCTION



NOTE:

This document has important clickable links. Please **use them**.

Since the very onset of Digital Governance, digital technologies have been implemented to achieve citizen-centric values, such as inclusion, participation, engagement, and transparency in government. However, two decades of digital governance research provide ample empirical evidence that these goals are seldom realised in practice. In digital governance initiatives, citizen-centric goals are often downplayed, and other goals are given priority, such as cost-reduction and efficiency in public service provision or reforming internal processes to improve the bureaucracy. In a networked, globalised, and increasingly data-driven world, in which democracies are currently put to the test, digital governance continues to play an important role. If digital governance is meant to serve and support more democratic, equitable, and inclusive societies, citizen-centric values must be less talked about and more acted upon. In other words, digital technologies in government should be used instrumentally to put these values to the forefront and give citizens priority in designing and implementing digital governance initiatives.

Citizen-centricity has proven difficult to achieve in practice, and there are challenges and limitations to achieving more democratic, equitable, and inclusive societies through digital governance. More research is needed on how to acknowledge the heterogeneity of the citizenry in digital government initiatives and how to deal with the many wants and needs of different citizen groups in society. Similarly, more knowledge is needed on digital governance's role in attaining democratic values, such as equity, inclusion, accountability, and engagement. To achieve the **United Nations Sustainable Development Goals (SDGs)**, the digital governance research community must turn its gaze from the internal machinery of government organisations towards the people and the creation of sustainable digital governance for a democratic, equitable, and inclusive future.

Under the theme ***Digital Governance for Democratic, Equitable, and Inclusive Societies***, the 16th edition of the **International Conference on Theory and Practice of Electronic Governance** aims to provide a platform for the examination and discussions of the problems and solutions of such an undertaking. ICEGOV 2023 brings together academia, governments, international organisations, industry, and civil society to share the latest insights and experiences in the theory and practice of Digital Governance. The conference promotes interactions amongst all stakeholders, including researchers, policy-makers, government officials, elected representatives, innovators, and educators from both developing and developed countries. It is a discussion forum where people can exchange ideas for cooperating and promoting public policy and development at the local, state, federal, and global levels.

Following 15 previous editions¹, the conference has established itself a significant and structured source of in-depth, rich research, policy insight, and networking that reaches audiences on a national and international scale. It is ranked as one of the leading conferences in Digital Governance. Coordinated by the United Nations University (UNU-EGOV), ICEGOV brings a state-of-the-art programme where international organisations and the United Nations system are a major driving force. The conference also makes a significant contribution towards the 2030 SDGs.

¹ Macau (2007), Cairo (2008), Bogotá (2009), Beijing (2010), Tallinn (2011), Albany (2012), Seoul (2013), Guimarães (2014, 2022), Montevideo (2016), New Delhi (2017), Galway (2018), Melbourne (2019), Online (2020), and Athens (2021).

In general figures, the conference community includes more than **2000** authors from **96** countries, who together have contributed towards **1389** published papers covering a vast majority of topics, regions, and people of the world. On average, every edition attracts around **180** paper submissions and is attended by representatives from academia (60%), government (20%), industry and international organisations (15%), and civil society (5%), with over **6900** people having attended the conference thus far.

2. IMPORTANT DATES

Paper submission deadline	7 May 2023
Workshop submission deadline	7 May 2023
Paper decision notification	5 July 2023
Workshop decision notification	5 July 2023
Scholarship application period	6 - 16 July 2023
Scholarship decision notification	18 July 2023
Authors' registration deadline	20 August 2023
A1-posters submission deadline	12 September 2023
Doctoral Colloquium	26 September 2023
Workshops	26 September 2023

3. SUBMISSION TRACKS (PAPERS)

Papers can be submitted to various Tracks (12), all of which are described in more detail below. Paper categories are tied to the different Tracks ([see 4. Paper Categories](#)). All papers are submitted through **EDAS - Conference and Journal Management System** via its submission page:

SUBMISSION EDAS



A tutorial is available to assist you in preparing and submitting your paper for ICEGOV 2023. A detailed publication workflow detailing the whole process, from preparing the paper to its publication in ACM's Digital Library, is also available. You may consult it to understand the several stages your paper will go through, if accepted.

Tutorial



**Publication
Workflow**



TRACK 1 | Emerging and disruptive technologies for digital governance

New technologies emerge continuously, with promises of new affordances and opportunities for digital governance. Emerging technologies are still under development and, therefore, not fully formed and matured. These are often associated with disruption, meaning that, if applied, they carry the potential to fundamentally change the way digital governance is carried out. Such a change could alter the nature of the public sector organisations and citizen-government relationships altogether. Artificial Intelligence, robotisation, data analytics, blockchain, and open data are only a few examples of technologies that can be considered emerging and potentially disruptive. This Track invites papers that deal with issues related to emerging and potentially disruptive technologies for digital governance. The track welcomes empirical studies of government organisations' work and experimentation with new technologies, such as machine learning, algorithmic decision-making, face recognition, new forms of automation and robotisation, blockchain, and more. The Track also welcomes conceptually oriented papers that further the field's understanding of emerging technologies and disruption for digital governance. Papers that critically discuss the role of emerging technologies for digital governance and their potential impact on public sector organisations are particularly welcome.

TRACK 2 | Privacy, security, and ethics in digital governance

Privacy, security, and ethics are increasingly important topics in digital governance. For example, with more affordable technologies for handling significant volumes of data being available, government organisations worldwide are striving for more data-driven operations. Sensory data from various types of infrastructure, as well as data on citizens and their behaviour, is sometimes discussed in terms of being the "new oil" in society. With this kind of data, new and improved public services can potentially be created. However, increased use and manipulation of various data types also bring questions regarding citizens' right to privacy, information security, and ethics. This Track welcomes papers that, in one way or another, address privacy, security, and/or ethics in digital governance. For example, we welcome empirical studies and conceptual papers on various issues related to privacy, security, and/or ethics. We particularly welcome papers that investigate and illustrate how privacy, security, and/or ethics can be addressed and dealt with in digital governance.

TRACK 3 | Digital governance in legislation and the judiciary system

In addition to the uptake of digital governance systems in the executive branches of government, many legislatures, parliaments (e-Parliament systems), and judiciary systems (e-Justice systems) have also been using digital governance mechanisms. This Track aims to explore the planning, implementation and adoption processes, outcomes and evaluation of the impacts of digital governance in legislation and the judiciary systems. To this end, individual and comparative studies of e-Parliament and e-Justice systems, evaluations of the interaction of these systems

with the ones in the executive branch, international collaborative mechanisms, and similar, can be submitted for this Track.

TRACK 4 | Digital transformation and innovation of public services and governments

Digital transformation has become an essential part of the strategic agendas in both the public and private sectors. This Track focuses on new and reusable ways to use digital technologies to revolutionise how digital public services are provided and produced by transforming the administration's organisational, semantic, and technological aspects. This may include process re-engineering, the application of "once-only" principles to data and systems, establishing paperless and "beyond bureaucracy" practices, government as a platform and innovative service delivery ecosystems, automation of internal operations of governmental organisations, improvement of productivity, skills and competencies of the public servants or improving access to government information and public services by citizens and businesses. This Track also invites papers analysing digital transformation and innovation initiatives at government agencies of different levels and domains, their drivers and motivations, the processes and strategies they adopted, the barriers and challenges they faced, their critical success factors, and their impact on various aspects of performance. Prospective papers discussing, exploring, putting forward, and anticipating main trends in public services delivery and governments operation are also welcome in this Track.

TRACK 5 | Digital participation, engagement, transparency, and accountability

Digital technologies are instrumental in improving the openness, transparency, and accountability of institutions and the participation and engagement of citizens in the government decision-making process. They allow governments to streamline and transform their communication processes and relationships with citizens, businesses, and other non-government actors through multiple digital channels. This more engaging digital governance model brings together the government and other stakeholders for discussion and policy-making decisions from the early stages of policy formulation until the monitoring of its implementation. It also provides open and linked data across all sectors of the economy, thus enhancing transparency, accountability, and springing entrepreneurship. This Track seeks innovative contributions in the form of new approaches, case studies or more theoretical and visionary papers that cross the boundaries of traditional bureaucracy and show the potential of e-Participation, e-Voting, collaborative and participatory online initiatives, and the future of digital democracy. This Track also invites papers on the application of crowdsourcing in the public sector to collect policy-relevant information, knowledge, opinions, proposals, and ideas from citizens and public value co-creation with citizens and businesses. The role, adoption and use of social media and digital platforms to promote and transform civic participation and engagement and open government data strategies are also a topic of interest in this Track.

TRACK 6 | Digital governance measurement, assessment, and monitoring

The existence and application of assessment instruments increase the likelihood of success of digital governance, as well as digital transformation initiatives at different levels (local, regional, national, and international) and in other domains of the public sector (healthcare, education, justice, security, environmental planning, etc.). This Track examines frameworks, methods, and

tools for measuring, assessing, and monitoring various aspects of digital governance and transformation development and progress, such as service provision, legal-organisational-semantic-technological interoperability, data quality, digital skills maturity, citizen engagement, infrastructure readiness, digital governance impact on citizens and societies, online services adoption, digital inclusion, the openness of government data, implementation of digital governance strategies and actions plans, and more. Additionally, this Track also invites papers that include reflections or enhancements on existing assessment methods currently used by nations or international organisations.

TRACK 7 | Digital governance for the United Nations Sustainable Development Goals

Digital governance can be a strong tool to achieve a better and more sustainable world. The United Nations Sustainable Development Goals (UN SDGs) present the most challenging problems and ways to overcome them as a global community. This Track aims to include paper presentations that link the digital governance systems' planning, implementation or evaluation to the UN SDGs. Studies showing how digital governance systems can help achieve goals towards SDGs, identifying problems of implementation or cooperation, and evaluating the impact of digital governance systems on the Goals are welcome in this Track.

TRACK 8 | Sustainable digitalisation for cities, regions, and communities

Sustainable digitalisation efforts at the sub-national level need to be better analysed and understood as they complement similar efforts at the national and international levels. There are also issues and problems unique to this sub-national level, including sustainable digitalisation for cities, regions, and communities. This Track welcomes contributions that analyse and compare planning, implementation or evaluation of digitalisation examples, such as smart cities and digital systems for regions and communities, with a particular emphasis on the sustainability of these examples.

TRACK 9 | Social media and digital platforms

The massive adoption of social media and digital platforms by organisations and citizens has been affecting many social activities and the relationship between government and society. This dissemination increased information spread and interaction, facilitating governmental communication and service delivery. At the same time, potential negative impacts on the population increased the government's concerns with the challenges of monitoring and regulating such platforms. Based on this context, the Track accepts papers with theoretical and practical contributions, new methods of analysis, case studies, and other perspectives related to the use of digital media by governments and society. This Track welcomes papers investigating the role of social media and digital platforms in enhancing and promoting government activities, including communication and engagement strategies and the use of social media data. It also invites studies on the operation of social media and digital platforms, such as algorithms mechanisms, filter bubbles, and their influence on democracy, social movements, and trust in governments. Topics of interest include but are not limited to the use of social media and digital platforms in public policies, such as education and health policies; adoption of social media and digital platforms to communicate and engage with society; regulation and initiatives to fight against misinformation, disinformation, and fake news; impacts of digital

media on democracy and citizens' rights; the use of digital media data for crisis and emergency management, such as geolocation and AI.

TRACK 10.A | Industry and Public Sector (English)

ICEGOV 2023 welcomes the participation of representatives from the public sector and industry to present recent developments, public sector projects and applications, innovative products or services, practical experiences, or research and development efforts related to the conference theme and tracks that have high reusability potential in the public sector. This Track welcomes policy papers designed to enable outreach and impact, stemming from case studies, research projects, or other successful digital governance attempts in the public sector, written to include non-specialised audiences. Submitted papers should be structured to facilitate policy-making, enclosing relevant findings and recommendations for the theory and practice in digital governance. Papers should provide enough background for the readers to understand the problem and convince them about the importance of the topic. **At least one of the authors of a paper submitted to this Track must be from the respective fields: industry or public sector.**

TRACK 10.B | Indústria e Setor Público (Portuguese)

Todos os papers submetidos em língua portuguesa devem ter, obrigatoriamente, o Abstract redigido também em língua inglesa.

A conferência ICEGOV 2023 acolhe a participação de representantes do setor público e da indústria para apresentarem desenvolvimentos recentes, projetos e aplicações do setor público, produtos ou serviços inovadores, experiências práticas ou esforços de pesquisa e desenvolvimento relacionados com os temas da conferência, com alto potencial de reutilização no setor público. Esta *Track* aceita documentos de políticas projetados para permitirem alcance e impacto, decorrentes de estudos de caso, projetos de pesquisa ou outras tentativas bem-sucedidas de governação digital no setor público, escritos de forma a incluir públicos não especializados. Os *papers* submetidos devem ser estruturados para facilitar a formulação de políticas, incluindo descobertas e recomendações relevantes para a teoria e prática em governação digital. Os *papers* devem fornecer informações suficientes para que os leitores entendam o problema e sejam convencidos da importância do tópico. **Pelo menos um dos autores de um artigo submetido a esta Track deve ser representante das respectivas áreas: indústria ou setor público.**

TRACK 11 | Early Research Track

The conference welcomes submissions of short papers describing early research or ongoing work, presenting new project ideas, initial results, open questions, and development plans, among others. The paper should potentially contribute to Digital Governance research and practice. Papers accepted for this Track will be presented at Paper Sessions and published in the conference proceedings. **Additionally, the authors will be invited to develop an A1-sized poster that will be exhibited permanently during the conference for all participants.** This will stimulate discussion, create research-practice and research-policy connections, provide feedback to the authors, and nourish opportunities for international, multi-disciplinary and cross-sectoral collaboration.

TRACK 12 | Doctoral Colloquium

The Doctoral Colloquium is a full-day event on **26 September 2023**. Submissions to this Track are exclusive to PhD students currently working on their doctoral thesis who would like to present their ongoing research paper on any topic related to the conference theme or tracks. The paper should explain the research problem, the motivation behind it, the research questions, and the research methodology. It should also include the scientific and technical challenges, the respective research results obtained so far, and any planned developments. Although the PhD supervisor can co-author the paper, **the student must be the first author**. Papers in this Track are reviewed by the respective Chairs, leading Professors in the area with vast experience in accompanying doctoral students. The session is chaired by them and aims at improving the students' peer-to-peer and professional networks. At the same time, students will obtain useful feedback regarding their ongoing doctoral work and research.

4. PAPER CATEGORIES

The conference welcomes paper submissions in three categories: **RESEARCH**, **ONGOING RESEARCH**, and **SHORT**. Each paper category is described in more detail below, including recommended sections and structure. Additionally, each paper category is linked to a set of conference Tracks (see table below). Note that the Programme Committee Chairs can **downgrade a paper** after the review process if it is found that the paper does not fit the category chosen by the author(s) during submission.

All accepted papers will be presented at designated Paper Sessions during the conference. Papers submitted to the Doctoral Colloquium by PhD students will be presented during a special, all-day long session one day before the conference itself. The presentation time varies depending on the paper category, but always including an additional 5 minutes for questions by the audience (Q&A).

- **Research:** 15 minutes + Q&A
- **Ongoing Research:** 15 minutes + Q&A
- **Short:** 10 minutes + Q&A
- **Doctoral Colloquium:** 20 minutes + Q&A

Additionally, all authors of short papers will be invited to create an A1-size poster presenting their work. Each poster will be printed by the organisers for free and will be in a permanent exhibition during the conference. The Poster Exhibition's inauguration will occur at the same time as the Welcome Reception. Authors of short papers will be requested to be next to their poster for Q&A and further networking during this period.

CATEGORY	PAGES MIN - MAX	THEMATIC TRACKS (T1-T9)	INDUSTRY AND PUBLIC SECTOR TRACK (T10)	EARLY RESEARCH TRACK (T11)	DOCTORAL COLLOQUIUM (T9)
RESEARCH	8 - 12	✓			
ONGOING RESEARCH	5 - 8	✓			✓
SHORT	2 - 4		✓	✓	

4.1. Research papers

These are papers that document complete research in one or more aspects of Digital Government, with proven or potential capability to advance the state of research in the field. Research papers should be similar to journal submissions, albeit shorter, and feature completed analysis and documentation of achieved results. Research papers must address topics listed in the **Tracks 1-9** and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 300 words)
- Introduction
- Background / Literature Review
- Methodology / Research Framework / Design Approach
- Results / Findings / Developments / Applications
- Discussion
- Conclusions / Further Work
- References

4.2. Ongoing research papers

These are papers that describe ongoing research work that is yet to be completed, in one or more aspects of Digital Government, with proven or potential capability to advance the state of research in the field. Ongoing research papers could take various forms: for example, they can be theoretical (presenting promising frameworks), empirical (with some preliminary results), or present a design of novel and useful concepts and/or artefacts (no testing required). Ongoing research papers must address topics listed in the **Tracks 1-9** and **Track 12 (Doctoral Colloquium)** and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 300 words)
- Introduction
- Background / Literature Review / Methodology / Research Framework
- Results / Findings / Developments / Applications
- Discussion / Conclusions / Further Work
- References

4.3. Short papers

These are papers mostly composed of work in progress, recent developments or presentations of new ideas and initiatives with the potential to contribute to Digital Government research and practice. Short papers must address topics listed in the **Tracks 10-11** and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 150 words)
- Introduction / Background / Aims and Objectives of the study
- Approach / Results
- Conclusions / Further Work
- References

5. WORKSHOPS

As per the past editions, the conference welcomes the submission of **Workshop proposals**. The workshops accepted will take place on **26 September 2023** and are planned as 2-hours long sessions: three in the morning and three in the afternoon. Workshops are submitted through a form available on the conference website:

Workshops



The major goal of the workshops is to draw attention to topics that are not explicitly discussed in the main conference sessions but are still pertinent to the conference theme and tracks while introducing more interactive techniques to engage the participants. **Workshops should not be solely used for the presentation of research work** (e.g. reports or papers); they should also seek to facilitate networking with worldwide experts, researchers, practitioners, government officials, and policy-makers, among others, as well as an engaging debate. Because the workshop is designed to be participatory rather than passive, the organiser must incorporate activities that encourage participation and engagement from the attendees.

6. PUBLICATIONS AND AWARDS

6.1. Conference Proceedings

All accepted papers will be published in the conference proceedings on the condition that at least **one author attends the conference and presents the paper**. Currently, the ICEGOV acceptance rate is **41%**. The proceedings will be published in digital format only as part of the **ACM International Conference Proceedings Series** (ICPS). This series provides a mechanism for publishing the contents of high-quality conferences in the ACM Digital Library (DL), thereby increasing their visibility among the international computing community. ACM has published over **45 000** research papers from over **1350** conferences. All ICPS-published articles are assigned DOIs, enhancing discovery, enabling persistent reference linking and archiving in digital preservation repositories, and ensuring perpetual access. Additionally, the published papers will be indexed in **Scopus, Web of Science, Google Scholar**, and **DBLP - Computer Science Bibliography**, among others.

- **Title:** ICEGOV '23: Proceedings of the 16th International Conference on Theory and Practice of Electronic Governance
- **Editors:** Demi GETSCHKO, Ida LINDGREN, Mete YILDIZ
- **Publisher:** Association for Computing Machinery, New York, NY, United States
- **Conference location:** Belo Horizonte, Brazil
- **Conference date:** 26-29 September 2023
- **ISBN:** 978-8-4007-0742-1

6.2. Best Paper Awards

The goal of the **ICEGOV Best Paper Awards** is to acknowledge excellent research performed by the authors whose papers have been accepted and presented at the conference. The winners in the different categories are announced during the closing ceremony by the **Awards Committee Chair**. For more information regarding the eligibility criteria and selection process, download the ICEGOV Best Paper Awards Policy.

Best Paper
Awards Policy



7. UNU-EGOV SCHOLARSHIPS

As part of its mission, the **United Nations University** (UNU-EGOV) provides a number of Scholarships for attending ICEGOV. These scholarships are aimed mostly at students, especially those originating from low-income, lower-middle-income, and upper-middle-income economies (emerging countries). The goal is to facilitate their attendance at the conference, allow them to present their research work, and help grow their academic and professional networks. **However, any author of an accepted paper can apply.** Since 2014, a total of **233** Scholarships have been awarded to authors of accepted papers originating from **56** countries. Of all scholarships, **85%** were awarded to authors from emerging countries. More information about the UNU-EGOV Scholarships is available on the conference website.

Scholarships



8. PROGRAMME & REGISTRATION

The complete conference programme, including speakers, panellists, organisations, accepted papers, etc., will be gradually announced in the upcoming months on the [conference website](#) and UNU-EGOV's social media channels - [LinkedIn](#) and [Facebook](#).

We look forward to meeting you in Belo Horizonte in September 2023!

The ICEGOV 2023 Programme Committee Chairs



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Information Center
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