Emerging Topics in Digital Government Mini-track (Introduction)

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Emerging technologies are becoming powerful tools for administrative reform in countries around the world. However, they are just one element of complex government strategies that also include important adjustments to the business process, organizational, structures, and institutional arrangements that affect those technologies in a specific context.

The Digital Government Emerging Topics Mini-Track provides a home for incubating new topics and trends in Digital Government research including, among other, Blockchain and Distributed Ledger Technologies, and Artificial Intelligence (AI), Internet of Things (IoT) and Robotic Technologies. Digital Government as an academic field is evolving towards the Next Generation Digital Government; new directions of research and practice are emerging while others are becoming accepted as foundational. These developments take place at the crossroads of different academic disciplines and in close connection to the practices in governments around the globe. However, the foundations of the field still need to be spelled out more explicitly and rigorously. This mini-track invites papers positioned in relation to the foundations of Digital Government contributing to the evolution of the field, to clarifications and conceptualizations, or addressing novel issues, trends, and uses of technology in the public sector.

This mini-track welcomes papers that speak specifically to the emerging nature of the topic and how the research presented builds new understanding by relating the research to the central developments in the field of digital government with a preference to innovative and creative analyses than best practices, to strong conceptual and empirical analysis (both qualitative and quantitative) rather than descriptive cases or opinion pieces. This year's mini-track attracted thirteen paper submissions from which five were accepted to the conference. All five papers provide interesting contributions on different emerging topics in Digital Government. Based on the abstracts of the accepted papers, the next few paragraphs provide a very brief description of each of them.

In the paper *A public value based method to select services for a no-stop shop implementation*, Hendrik Scholta, Sebastian Halsbenning, and Jörg Becker propose a method for the prioritization of public services for the implementation in a no-stop shop. The rationale of their method is that public organizations should prefer those services that are expected to provide the highest public value. The authors followed a design-oriented research approach and combined seminal works on no-stop shop and public value. The method was evaluated through the application in a workshop at a municipality.

The paper *Towards Zoomocracy – an Explorative Study on Virtual Democratic Decision Making in Swedish City Council Meetings in the Wake of the Covid-19 Pandemic* by Elin Wihlborg, Fredrik Carlsson, and Agneta Blom inductively explores the changes that occur when democratic meetings take place on-line through a quantitative text analysis and interviews. The authors delimit their focus to speech duration in recorded meetings. They find that the virtual meeting format changed meeting characteristics compared to on-site meetings. There were some changes in speech duration among councilors which have to be further investigated in a larger sample. The main contribution of this paper is the method to measure actual speech duration and compare how virtual meetings may influence the organization of democratic meetings.

The paper *The Social Construction of Self-Sovereign Identity: An Extended Model of Interpretive Flexibility* by Linda Weigl, Tom Barbereau, Alexander Rieger, Gilbert Fridgen explores the various social and technical understandings of Self-Sovereign Identity (SSI) through an 'interpretive flexibility' lens. Based on a qualitative inductive interview study, the authors find

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that SSI's interpretation is strongly mediated by surrounding institutional properties. Their study helps to better navigate these different perceptions and highlights the need for a multidimensional framework that can improve the understanding of complex socio-technical systems for digital government practitioners, researchers, and policy-makers.

In the paper *Towards A Taxonomy of Emerging Topics in Open Government Data: A Bibliometric Mapping Approach*, Ahmad Mohamad, Allan Sylvester, and Jennifer Campbell-Meier use a bibliometric tool to perform keyword analysis as a foundation for taxonomy construction. A set of keyword clusters was constructed, and qualitative analysis software was used for taxonomy creation. Emerging topics were identified in a taxonomy form. This study contributes towards the development of an Open Government Data (OGD) taxonomy and to the procedural realignment of a past study by incorporating taxonomy building elements for taxonomy creation. These contributions are significant because there is insufficient taxonomy research in the OGD field.

Finally, the paper *Open Government Data Use by the Public Sector - an Overview of its Benefits, Barriers, Drivers, and Enablers* by Ilka Kawashita, Ana Alice Baptista, and Delfina Soares studies the promoted benefits and the factors that hinder (barriers), facilitate (enablers), and propel (drivers) Open Government Data (OGD) use and reuse by the public sector. A systematic literature review of 38 publications resulted in an overview of these factors. Findings suggest that OGD use benefits are increased transparency and the development of new/improved processes, products, and services. Moreover, open data institutionalization and pressure from external stakeholders drive the use. However, data issues and the lack of supporting open data organizational structure, capacity, and skills hinder OGD use.