Editorial Note

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We are glad to welcome our readers to this fourth issue of the *International Journal of Electronic Governance*, which concludes the journal's Volume 14 for 2022, featuring a set of research papers from the journal's topical and international coverage.

In the opening paper of our current issue, 'Process reengineering through an interoperable web-platform leads to increased transparency and equality: a case study from the Greek public administration', Raptis, Kakkos, Mavrotas and Tsolakou, report on the results of a process reengineering project on student athletes University access in Greece. The authors take stock of project management methodologies like PM2 to design and test in practice how the process of deciding on the rights of student athletes to access higher education institutions can be shortened in terms of time, given that it currently suffers from delays that can even result in violations of the fundamental constitutional right of equality. Through their work, the authors provide an e-government reengineered version of the process cutting down the time needed from many days to less than one hour, by means of an interoperable end-to-end e-government platform. Based on this successful effort, the authors discuss how the Greek Public Administration's capability to successfully couple project management methodologies and reengineering approaches with interoperability techniques can be further validated.

The focus on efficient technical implementation of e-government service offerings through interoperability is also shared by the following paper, 'Towards a based-agents

and web services framework for managing Algerian e-government applications', by Brahimi. Departing from the finding that, in the national context of Algeria, a number of investment-consuming e-government projects are still accused of being too fragmented and uncoordinated, the authors explore the potential of a framework based on agents and web services, and built in a bottom-up manner, to homogenise existing service offerings and establish synergies between them. By designing three functional levels for registration, portal and applications, and employing the OWL-S ontology as a description instrument, coupled with agents and web services as an e-government service interfacing mechanism, this effort comes up with an architecture which can be extended to both the management of currently deployed e-government service offerings as well as the deployment of new ones. Still, as the authors acknowledge, citizen data security issues call for further research work.

The two research papers that follow, move on to the landscape of e-government user-side issues, with a focus on trust and satisfaction. In 'Can governments rebuild trust of their citizens through e-government? The mediating effect of good governance', Anuradha and Pathranarakul focus on exploring the effects of e-government, and the mediating role of good governance, in rebuilding trust in the government of Sri Lanka. The authors develop a trust factors model, subject it to PLS-SEM testing on data collected by some 300 citizens, and thus come to verify that e-government and good governance have a significant impact on trust in government, whereas good governance has in itself a mediating role on the relationship between e-government and trust in government.

In the research paper that comes next, 'Measuring citizen satisfaction with e-government services by using sentiment analysis technology', Aliguliyev and Iskandarli embark on the ambitious and important effort of exploring how citizen satisfaction from e-government services and the agencies providing them can be measured in an effective manner. In this respect, the authors report on applying sentiment analysis and polarity scoring techniques to the corpus of citizen comments provided for each service, and then evaluating average citizen satisfaction scores per service according to these results and the influence of citizen commentators, which is in turn determined from an analysis of citizens' social accounts. Additionally, the authors discuss the exercise of aggregating e-government service citizen satisfaction results to government agency citizen satisfaction ratings.

Last but not least, the concluding paper of our issue, 'The practice of new public management in digitalisation of election campaign', by Widhiasthini, Subawa, Basmantra and Wisudawati, brings the focuses on the potential of digitalization beyond administrative public services. In the national context of Indonesia, the authors explore how NPM principles may be used as an entry point for involving the government, the private sector, and civil society in election campaigns through digital transformation at the organisational and policy level, and link this effort to two further objectives: public policy innovation through NPM, and optimisation of the use of digital technology in campaigns.

During the months that follow, IJEG will continue with alternating regular and special issues, with respective calls for papers to be announced. In this respect, we invite our readers and contributors to check our call for papers page at http://www.inderscience.com/info/ingeneral/cfplist.php?jcode=ijeg for upcoming calls for submissions to IJEG.

Alongside these developments, in our ongoing quest to expand the subject coverage of the *International Journal of Electronic Governance*, and especially so across boundary-spanning interdisciplinary topics that reach out to bridge electronic governance with public value innovation, and so much so innovation for the sustainable development goals agenda, be it through digital government, open government, public participation, social solidarity, humanitarian technology and innovation, we are constantly looking out for regular contributions and special issues on emerging topics. Research submissions touching upon the open response to and open recovery of governments worldwide from the COVID-19 pandemic, as well as their adaptations to the COVID-19 shock, are especially welcome in this respect. The same is true for contributions on the crossroads of e-governance and open government with climate change and energy justice effects, as well as with the broader agenda of sustainable development, with a special focus on cities, territories and mobilities.

Meanwhile, we continue to provide our readership with coverage of news and upcoming conferences of interest to the broader Electronic Governance constituency in our News in Brief and Conference Calendar columns, respectively.

With our best wishes for a healthy and prosperous new year 2023, to bring peace in the world, we welcome you to read on and peruse the research papers, news in brief and conference calendar that follow.