
Editorial Note

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Biographical notes: Dimitris Gouscos is an Assistant Professor in the Department of Communication and Media Studies at the National and Kapodistrian University of Athens and a Research Fellow at the Laboratory of New Technologies in Communication, Education and the Mass Media. His research interests include digital communication, electronic governance, social media and digital games.



We welcome our readers to this second issue of the *International Journal of Electronic Governance* Volume 15 for 2023, a year that has started and continues with many ongoing crises around the world, of which the peace, climate, energy, health and food crises are not missing. In this context, our current issue features a set of research papers from the journal's topical and international coverage, which represent efforts of the electronic governance community all over the world to explore the potential of e-governance as an instrument for alleviating problems.

In the opening paper of our current issue, 'Assessing the national complaint handling system in Indonesia (LAPOR!) using the design–reality gap model', Puspitasari and Kurniawan report the findings of a study that aims to assess the possibility of failure or success of the national complaint handling system in Indonesia, LAPOR!, using the design–reality gap model. Departing from obstacles that this system has already encountered, and based on stakeholder interviews and design–reality gap assessments by experts, the authors identify a number of important gaps in the realities of the LAPOR! system operation as opposed to the system's design, and conclude that attention to social and technical elements is a major factor for future improvements.

Further moving on in the discussion of e-Government systems and services, Sapa and Dhaliwal, in 'MissingFoundBlock: blockchain system to file missing and found FIRs', discuss the applications of blockchain technology nowadays, with a focus on the India public sector, and propose MissingFoundBlock, a blockchain-based system for filing First Information Reports for missing and found persons. The system proposed is designed to automate electronic filing processes for missing and found person reports in police stations country-wide, to be verified against a constantly updated database, while the same time updating citizens about the status of their filed reports. In this manner, the MissingFoundBlock system proposed promises to help record management of first information reports in a twofold manner: by tracking such reports at a national level, as well as by mapping them against geospatial background.

The paper that follows, 'An automated tool-based performability assessment of selected e-Government websites in Nigeria', by Oliha, shifts the focus to quality of public-facing government websites based on performance. As the author notes, the study of the performance of government websites and e-services in countries like Nigeria has still to receive adequate research interest. In this respect, this work sets out to assess the performance and quality of selected Nigerian e-Government websites using automated tools such as Qualitdator, Website Grader and others, combined with prescriptive analytics. Degradation of performance and quality is found to be associated with poor search engine optimisation and usability, among other factors. In this manner, the work reported comes up with a proposal for analytical recommendations to help better understand overall performance and quality of e-Government websites, as a pre-requisite for deployment of successful e-Government services as well as e-Participation mechanisms.

Continuing to explore the relations of citizens to e-Government services in a different domain and geography, Fotiadis and Chatzoglou, in 'e-Government: citizens' intention to use a tax evasion reporting application. Evidence from Greece', report a research effort on the domain of fighting tax evasion with the help of citizen reporting. As the authors note, in most countries citizens are currently lacking mechanisms to report tax evasion incidents in an easy, anonymous and real-time fashion. In this respect, that authors use a web application for tax evasion reporting as a testbed for examining citizens' intention to use factors. From the findings of data collected from some 1000 respondents all over Greece, and analysed via structural equations modelling, a positive direct relationship is revealed between intention to use a new application for reporting tax incidents and users' perceived self-efficacy, perceived usefulness, their intention to report tax evasion episodes, as well as perceived ease of use and trust in internet. Interestingly, as shown in this analysis, perceived risk has a rather low total negative effect.

Then, the manuscript concluding our current issue, 'Using the civic voluntarism model to compare the donation intentions in US and India political crowdfunding', by Fanea-Ivanovici and Baber, sets out to explore citizen-side factors in the broader domain of participation in politics. Using an adapted civic voluntarism model, the authors compare political donation intentions of citizens in USA and India, selected as the two largest countries with a democratic political system. Based on a sample of some 900 questionnaires collected from both countries and taking stock of PLS-SEM and multi-group analysis, the authors are able to identify a positive significant influence of political participation, political efficacy and online community engagement on intentions to donate to political crowdfunding 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 innovation for the sustainable development goals agenda, be it through digital government, open government, public participation, social solidarity, humanitarian technology, we are constantly looking out for regular contributions and special issues on such topics. Research submissions touching upon the open recovery of governments worldwide from the Covid-19 pandemic, as well as to providing responses to the emerging global polycrisis, are especially welcome in this respect. The same applies to contributions at the crossroads of e-governance and open government with climate change and energy justice effects, e-governance efforts for the emerging climate-health-society-democracy nexus, as well as for the broader agenda of sustainable development, with a special focus on cities, territories and mobilities.

At the same time, we continue to provide our readership with a coverage of news and upcoming conferences of interest to the broader electronic governance constituency, in our News in Brief and Conference Calendar columns, respectively.

We welcome you to read on and peruse the research papers, news in brief and conference calendar that follow.