

# 16<sup>th</sup> Americas Conference on Information Systems

## 12-15 AUGUST 2010

### Mini-track title: Social Aspects of Public Sector Information Systems

Track: E-Government (SIGe-Gov)

#### Mini-track Chair(s):

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You are invited to submit a paper to the Social Aspects of Public Sector Information Systems Mini-Track, which is part of the E-Government (SIGe-Gov) track at AMCIS 2010.

Best papers will be published in a Special Issue of the International Journal of E-Government Research (IJEGR)

#### Description:

The management of public services involve planning and implementing various policies in order to solve diverse and complex problems caused by social and economic contexts. Research suggests that one of the most challenging areas of information systems is that of supporting decisions for policy planning and implementation in the public sector. The modern public sector in particular is in a continual state of flux, attempting to balance the needs of the citizens (or customers) with the needs of an increasingly 'big business' orientation. In all these walks of life, information systems (IS) are considered essential, core to the effective provision of service and ongoing function of the organisation. In an increasingly e-business influenced market environment, public institutions such as healthcare, social services, education and employment struggle with the need to balance issues such as transparency and opaqueness, or social inclusion and professionalism. At the same time the media are eager to show that there are plenty of problems in these sectors, especially with large scale implementations of IS. A prime example of such a scenario is the case of electronic government where IS plays a major role in transforming and e-enabling traditionally bureaucratic public services. From an organisational perspective, the conceptual shift and change of culture that this type of IS resultant change may introduce to these types of enterprises are certainly more of a human and social dimension rather than technical. While there are clear technical challenges, this track aims to focus on the non-technical, or social aspects of public sector information systems, which are arguably more difficult to identify and hence more difficult to deal with. Through the exploration and discussion of these issues, this mini-track aims to build a picture of these challenges and begin to focus on developing appropriate solution spaces for future developments.

**Suggested topics:**

- Social, cultural, organisational and human factors influencing the adoption of information systems in public sector agencies
- Case studies of public sector information systems implementation projects
- Comparative studies (ie. between sectors, countries, cultures, etc.) of public sector information systems
- Development, implementation, control and maintenance of public sector systems.
- Evaluation of public sector information systems
- Relevant theories, conceptual models and frameworks for public sector information systems
- Innovative applications and best practices in public sector systems
- Evaluation of methodologies, approaches, tools and techniques used for designing and implementing public sector Information Systems
- Overview studies of approaches to public sector systems development
- Public sector and social inclusion/exclusion
- Socio-economic factors influencing public sector systems adoption / diffusion
- The tension between the need for transparency and opaqueness of public sector systems
- Transformational public sector information systems

**Papers Due: 26 February 2010 (11:59 PM PST)**