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Andrea Kö · Francesco Buccafurri ·
Gabriele Kotsis · A Min Tjoa · Ismail Khalil
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Electronic Government and the Information Systems Perspective

14th International Conference, EGOVIS 2025
Bangkok, Thailand, August 25–27, 2025
Proceedings

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Preface

In the current era of technological revolution, electronic government has emerged as a powerful force, reshaping our societies. It has revolutionized how governments interact with citizens, businesses, and other stakeholders. The seamless integration of information systems and digitalisation efforts has developed efficient, transparent, and citizen-centric governance models. These models foster collaboration, improve service delivery, and drive societal progress, making electronic government a significant and relevant topic for discussion. Despite remarkable advancements, electronic government still faces challenges such as digital divide, data governance complexities, and the need for ethical AI deployment issues, which many of the papers in this volume critically address.

The 14th International Conference on Electronic Government and the Information Systems Perspective, EGOVIS 2025, took place in Bangkok, Thailand, from August 25–27, 2025. The conference belonged to the 36th DEXA Conference. EGOVIS serves as a platform for experts, scholars, and practitioners to come together and explore the multifaceted landscape of electronic government, delving into the intricate interplay between information systems, digitalisation, innovation, automation, and transformation. Digitalisation, digital transformation, innovation, automation, and information systems are core enablers of e-government. Digital transformation is more than just a technological shift; it requires a fundamental change in processes enabled by the innovative use of digital technologies.

The papers in this volume embody the collective efforts of researchers and professionals at the forefront of shaping the electronic government landscape. These contributions encompass a wide range of topics, including but not limited to the transformative potential of emerging technologies such as artificial intelligence, GenAI, mobile Government and digital inclusion, e-governance frameworks, digital service delivery, data analytics, policy formulation, and legal ontology.

EGOVIS 2025 received 29 paper submissions from 9 countries in Europe, Asia, and the Middle East. Out of these, the Program Committee selected 11 as regular papers, resulting in an acceptance rate of 38%. Additionally, 4 papers were accepted as short papers, aimed at showcasing pioneering research and innovative projects across various disciplines. These short papers highlight early-stage research, novel ideas, and preliminary findings, fostering meaningful discussions and potential collaborations.

Each paper in this compilation has undergone a rigorous single-blind review process with each submission receiving three reviews on average, ensuring the highest quality and relevance to the conference theme. The research's depth and diversity highlight the ongoing efforts to leverage information systems and innovative technologies for effective governance, public service provision, and societal transformation.

We would like to express our deepest gratitude to all the authors who contributed their valuable research and insights to this volume. Their dedication and expertise have enriched the discourse surrounding electronic government, paving the way for novel

approaches, best practices, and lessons learned. We also extend our sincere appreciation to the program committee members for their meticulous evaluation and valuable feedback that shaped the selection and refinement of the papers.

Furthermore, we want to thank the conference organisers, keynote speakers, and attendees for their unwavering support and enthusiasm. Through their collective efforts, this conference has become a thriving forum for exchanging knowledge, fostering collaboration, and catalyzing meaningful change in electronic government.

As you delve into the pages of these proceedings, we hope you find inspiration in the insightful research, innovative solutions, and transformative visions shared with-in. Beyond scholarly exchange, EGOVIS continues to inform real-world policy decisions and drive the implementation of evidence-based digital governance strategies.

Whether you are a researcher, a practitioner, a policymaker, or an advocate for citizen-centric governance, we believe that the wealth of knowledge presented here will inspire you to explore new horizons and contribute to the ongoing digital transformation of our governments and societies.

Finally, we want to express our heartfelt appreciation to the conference community. Your dedication, passion, and commitment to advancing electronic government and embracing the information systems perspective have made this event successful.

August 2025

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Francesco Buccafurri
Gabriele Kotsis
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