

Preface

The objective of this volume is to give a framework to understand the complex phenomenon of Electronic Government (e-Government) and to present some models able to explain the way e-Government works successfully in some cases, while in many cases it does not fulfil its purposes. Then, this volume proposes a Use Case in the area of *Services to Employment* by analysing two systems, the *Italian Borsa Lavoro Lombardia Portal (BLL)* and the *Catalan Services to Employment Portal (SOC)*. The aim is to show how the differences in the employment policies and in the adoption of Information and Communication Technology (ICT) bring two different solutions but eventually two similar results.

The idea is that ICT in its innovative forms (service technologies, communications means, web-based cooperative and the like) is sufficient to label services provided by Public Administrations (PA) as *electronic Government*. This gives the impression of an enhancement in efficiency and effectiveness of government functions by public entities. However, in most cases, what happens is a pure enhancement in the supply and exploitation of public services, which is far from being a true improvement of government activities.

By analysing Services to Employment and presenting our experience within Regional, National, and European Projects in this domain, we give a framework and then propose a comparison between the Italian and Catalan systems, which operate on very similar economic and social areas. From the comparison, and given our methodological framework of analysis, we discuss the reasons for failure and success of the two systems according to their initial purposes and to the obtained results.

e-Government and Employment Services

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