

Preface

The title of this edited volume is deliberately chosen in aim to draw attention to research beyond well-trodden paths—set in the broader context of research on technology for governance, *Beyond Bureaucracy* addresses the question how radical technological innovation may transform the power of citizens and the conceptual sovereign body to actively control (rather than passively observe and follow) government agencies and governmental agents. The contrast to mainstream research is deliberately chosen—where traditional research ambitions under terms such as e-government, e-governance, and e-democracy focus on providing and/or studying technology that supports the work and mission of traditional state agencies and state agents (and as such aim to innovate incrementally, if at all), *Beyond Bureaucracy* aims to provide an incubator for ideas, visions, and thoughts that aim to step *beyond* the boundaries of existing frameworks.

Part I (Beyond Bureaucracy) of this volume is focussed on further exploring the “*beyond*”. *Zach Bastick* first provides a discussion on the transformational potentials of technology on society that have gone out of focus over the decades of e-democracy research and practice. This is followed by *Alois Paulin*’s discussion on the potentials of technical sciences to cause radical innovation in the context of *Beyond Bureaucracy*. Next, *Frank Bannister* reminds of the values the bureaucratic state bears for the stability and integrity of public values, while *Uroš Pinterič* explores how the role of the state is to be understood from the new perspectives of the information society.

Part II (Disruptive Innovation for Governance) deals with emerging disruptive concepts for governance, where twentieth-century technology can act as an enabling factor. First, an overview over participatory budgeting, where citizens get a say in how public finances are distributed, is provided by *Ligia Helena Hahn Lüchmann*. Also, *Alicja Mikołajewicz-Woźniak* addresses innovation in the fiscal domain by exploring virtual currencies as a disruptive approach to credit transfer in the digital age. *Morten Kallestrup* contributes by a chapter on recent changes in the European ICT standardisation framework, which adds value by raising awareness for standards as a type of regulations that are generated and adhered-to by a stakeholder community itself.

Part III (Crowd Sourcing Governance) shifts to the various forms and applications of crowd-sourcing, which can be applied in the governmental context. Thus, *Alina Ostling* provides an overview of citizen engagement projects, which give citizens (as the users of government services) power to report on corruption, or provide general feedback on the service received. *Rodrigo Sandoval-Almazan* et al. describe a case where undocumented public transport routes were reconstructed by citizens. *Evika Karamagioli* et al. provide an overview over technology-supported crowd-sourcing projects for constitutional design, and *Filipe Montargil and Vitor Santos* report on European initiatives in which environmental indicators are monitored through citizen observatories.

Part IV (Mass Online Deliberation) is about online deliberation, which ranges from structured forms such as e-petitioning (*Catherine Dumas* et al. provide an overview of this tool for collective political action) and mass online deliberation (*Cyril Velikanov and Alexander Prosser* shall discuss on this) to unstructured and dispersed online discussions in social media and the like, which yet can, as *Yuri Misnikov* et al. argue, be used as a relevant source for forming public policy.

Part V (e-Government Trends), finally, provides an overview over the recent trends in technology-supported governance which aim at optimising existing institutional structures and improve the sentiment of citizens towards their governments. To this end, *Grzegorz Makowski* first provides an overview over bureaucratic corruption, arguing that technology-enabled transparency and open government can reduce corruption and increase citizen trust in governmental institutions. A tool for assessing and optimising costs of governmental institutions is presented by *Yannis Charalabidis* et al., which can help governmental decision makers to assess the value of digitalizing services of existing institutions. An interesting example of optimising satisfaction in citizen-to-government interaction is presented by *Sarah Hartmann* et al., who portray the US-American 311 initiative, a multichannel single point of contact to governmental agencies.

Part V, and thus the volume itself, concludes with *Sokratis Katsikas and Stefanos Gritzalis*' critical portrayal of the state of play in terms of digitalization in Greece, which once again emphasises that progress lies not in the mere introduction of digital technologies to modernise traditional institutions, but instead, that transformations must follow a radical/disruptive approach.

Vienna, Austria
Larissa, Greece
San Antonio, TX, USA

Alois A. Paulin
Leonidas G. Anthopoulos
Christopher G. Reddick

Beyond Bureaucracy

Towards Sustainable Governance Informatisation

Paulin, A.A.; Anthopoulos, L.G.; Reddick, C.G. (Eds.)

2017, IX, 375 p. 44 illus., 26 illus. in color., Hardcover

ISBN: 978-3-319-54141-9