

ICEGOV

2024 PRETORIA
SOUTH AFRICA

17th International Conference
on Theory and Practice of
Electronic Governance

1-4 OCTOBER 2024

www.icegov.org

PAPER SUBMISSION DEADLINE
21 APRIL 2024

CALL FOR PAPERS & WORKSHOPS

TRUST AND ETHICAL DIGITAL GOVERNANCE
FOR THE WORLD WE WANT

ORGANISERS

UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG



UNU
EGOV

SUPPORTERS



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1. INTRODUCTION



NOTE:

This document has important clickable links. Please use them.

In our interconnected world driven by data, algorithms, and automation, the 2024 ICEGOV focuses on discussing **“Trust and Ethical Digital Governance for the World We Want.”** This theme highlights the pressing need to re-examine the roles of citizens, industry, academia, and governments in developing trust and advancing ethical practices in digital governance. Our current time, in particular due to the recent surge in AI offerings, is marked by fear, distrust, misinformation, and power imbalances, urging us to confront these challenges within digital governance. Creating a more equitable and just world requires re-evaluating existing power dynamics contributing to societal divisions and exclusion. Integrating ethical principles into the design and understanding of technological advancements is crucial to ensure digital governance serves the public good while building trust among citizens and institutions.

Ethical considerations encompass various pressing issues, including the ethical intersection of climate-related matters and recent artificial intelligence developments. Assessing both the positive and negative impacts of technology is vital. We need to harness technology’s potential to address sustainability challenges while mitigating its adverse effects. A central principle guiding this conference is the commitment to leave no country behind, to inclusivity, and to ensure that ethical digital governance is the norm in all nations, regardless of their socio-economic status or technological capabilities. In a connected world, collaboration across borders is vital, encouraging alliances between regions, such as global North-South and South-South collaboration, to create an environment where shared knowledge and resources contribute to sustainable governance models whilst ensuring accountability.

The ICEGOV 2024 aims to explore these critical themes, fostering dialogue, collaboration, and actionable strategies. **The goal is to pave the way for a future where trust, ethics, and sustainable governance are the pillars of the digital world we aim to create.** Through exchanging ideas and building partnerships, this conference strives to chart a path towards an inclusive, ethical, and trustworthy digital future, positively impacting societies worldwide.

ICEGOV 2024 brings together academia, governments, international organisations, industry, civil society and post-graduate students to share the latest research, insights

and experiences in the theory and practice of Digital Governance. The conference promotes interactions amongst all stakeholders, including researchers, policy-makers, government officials, elected representatives, innovators, and educators from both developing and developed countries. It is a discussion forum where people can exchange ideas for cooperating and promoting public policy and development at the local, state, federal, and global levels.

Following 16 previous editions¹, the conference has established itself a significant and structured source of in-depth, rich research, policy insight, and networking that reaches audiences on a national and international scale. It is ranked as one of the leading conferences in Digital Governance. Coordinated by the United Nations University (UNU-EGOV), ICEGOV brings a state-of-the-art programme where international organisations and the United Nations system are a major driving force. The conference also makes a significant contribution towards the 2030 SDGs.

¹ Macau (2007), Cairo (2008), Bogotá (2009), Beijing (2010), Tallinn (2011), Albany (2012), Seoul (2013), Guimarães (2014, 2022), Montevideo (2016), New Delhi (2017), Galway (2018), Melbourne (2019), Online (2020), Athens (2021) and Belo Horizonte (2023).

In general figures, the conference community includes more than **2000** authors from **96** countries, who together have contributed towards **1464** published papers covering a vast majority of topics, regions, and people of the world. On average, every edition attracts around **180** paper submissions and is attended by representatives from academia (60%), government (20%), industry and international organisations (15%), and civil society (5%), with over **7000** people having attended the conference thus far.

2. IMPORTANT DATES

Paper submission deadline	21 April 2024
Workshop submission deadline	21 April 2024
Paper decision notification	10 July 2024
Workshop decision notification	10 July 2024
Scholarship application period	11 - 21 July 2024
Scholarship decision notification	24 July 2024
Authors' registration deadline	25 August 2024
A1-posters submission deadline	17 September 2024
Doctoral Colloquium	1 October 2024
Workshops	1 October 2024

3. SUBMISSION TRACKS (PAPERS)

Papers can be submitted to various Tracks (12) or to the Doctoral Colloquium, all of which are described in more detail below. Paper categories are tied to the different Tracks (see 4. Paper Categories). All papers are submitted through **EDAS - Conference and Journal Management System** via its submission page:

SUBMISSION EDAS



A tutorial is available to assist you in preparing and submitting your paper for ICEGOV 2024. A detailed publication workflow detailing the whole process, from preparing the paper to its publication in ACM's Digital Library, is also available. You may consult it to understand the several stages your paper will go through, if accepted.

Tutorial



**Publication
Workflow**



TRACK 1 | Trust and Ethical Digital Governance for the World We Want

The rapidly changing technology advances charged with Artificial Intelligence (AI) and Generative AI (GenAI) accelerate disruptions and innovations. The rapid adoption of these technologies without careful design and governance principles, ensuring ethical and human rights considerations, can have a huge implication in trust in the digital and physical society. The potentially transformative power of these technologies is yet to be determined and could fundamentally change the way societies function and the way technology is governed. This Track invites papers that deal with issues related to advancing trust, ethical uses, transparency and accountability in digital governance, without inhibiting the development of new technologies for a better world we want. The track further welcomes empirical studies of government organisations' work and experimentation with enhancing digital participation and inclusiveness in the governance of emerging technologies. The track welcomes alternative and creative methods and experimentations to reflect the voices and digital participation of all stakeholders from the global landscape (North-South, South-South, East-West, Tech-Gov, etc) in shaping governance considerations. Alternative methods may include those that cross the boundaries of traditional bureaucracy and show the potential of participatory design, eParticipation, collaborative online initiatives, and crowdsourcing in the public sector to collect policy-relevant information, knowledge, opinions, proposals, and ideas from citizens and public value co-creation with citizens and businesses. The Track also welcomes conceptually oriented papers that further the field's understanding of emergence and anticipation related to ethical digital governance.

TRACK 2 | Privacy, security, and ethics in Surveillance Society

Privacy, security, and ethics are increasingly important topics in digital governance. For example, with more affordable technologies for handling significant volumes of data being available, government organisations worldwide are striving for more data-driven

operations. Data from various types of infrastructure (IoT), as well as data on citizens and their behaviours, is sometimes discussed in terms of being the “new oil” in society. With this kind of data, new and improved public services can potentially be created. However, increased use and manipulation of various data types also bring ethics-related questions regarding citizens’ right to privacy and security of information. This Track welcomes papers that, in one way or another, address privacy, security, and/or ethics in digital governance. The track welcomes empirical studies and conceptual papers on various issues related to privacy, security, and/or ethical use and safeguarding of data. We particularly welcome papers that investigate and illustrate how privacy, security, and/or ethics can be addressed and dealt with in digital governance.

TRACK 3 | Digital innovations and technology for climate emergency and responses, post-crisis actions

Climate Change presents a fundamental existential threat to the world. Approximately 3.6 billion people live in areas highly susceptible to climate change, most representing systematically marginalized communities. The 2024 conference contextualises digital governance in terms of the World We Want. Digital technologies and data-driven interventions can support the structural changes needed to avert and, at the very least, mitigate human-induced catastrophes and adverse effects. Governments, the private sector, civil society, and scholars have been developing and implementing various tech-based and data-driven initiatives to respond to challenges arising from converging crises, including health, social, economic, and climate crises. However, concerted efforts to dispute climate change data are contributing to the erosion of trust in mitigation strategies such as energy transition. This track is dedicated to presenting and discussing the relationship between technology and climate crises, including the use of digital technology as a tool to understand and manage crises and disasters, and the ways in which technology exacerbates or contributes to climate change. This cross-cutting topic aims to promote the achievement of sustainable development goals, mainly SDG 13. The Track invite papers that will discuss the role of emerging technologies, cases of application, strengthening trust in climate data, international digital cooperation, and interventions to understanding and managing crises and disasters to create resilient and sustainable responses, centring people and the environment.

TRACK 4 | Digital transformation and innovation in the Public Sector

Emerging technologies, be it language models underpinning AI, machine learning, algorithmic decision-making, biometric identification systems, new forms of automation, or autonomous networks, require new approaches to digital governance. Discussions are needed for digital transformation and innovation initiatives at government agencies of different levels and domains, their drivers and motivations, technical and non-technical enablers, the processes and strategies they adopted, the barriers and challenges they faced, their critical success factors, and their impact on various aspects of performance. This Track focuses on new and replicable ways to use emerging

technologies to revolutionize how digital public services are provided and produced by transforming the administration's organizational, semantic, and technological aspects. This may include process re-engineering, the application of "once-only" principles to data and systems, establishing paperless and "beyond bureaucracy" practices, innovative service delivery ecosystems, deployment of AI, automation of internal operations, improvement of productivity, skills and competencies of the public servants or improving access to government information and public services by citizens and businesses. The track also considers research on the innovative governance models and strategies related to emerging technologies in the industry, such as the ESG (Environmental, Social, and Governance) strategy, or the collaboration with other governance entities in the industry. Open innovation, including Civic-Tech innovations, requires new ways of governance, collaboration, co-design, and co-development. This Track also invites papers analysing, exploring, and anticipating main trends in public services delivery and governments operations.

TRACK 5 | Migration and Cross-border Digital Governance

Issues of border and migration governance have received increasing attention as migration flows and dynamics, rights, implications and regulation become globally more intense and controversial. Remote work and the growth in the number of 'digital nomads' further allow for settling in one country but working in another or globally. This has cross-border tax, service, and other regulatory implications for governments. Issues of interest under this theme include the role of technology and digital solutions in creating more flexible and efficient pathways for regular migration, such as for digital nomads; enhancing migrants' access to essential services; the role of digital media and online platforms in gauging and forging societal perceptions of migration; strengthening international cooperation on migration and its consequences; harnessing potential digital solutions for effective migration management and governance; and practical uses of technological innovations to enhance border management, including through the ethical use of biometrics and other digital tools. This Track invites innovative, exploratory, and critical contributions about existing and new roles, paradigms, and solutions for governance actors in harnessing digital transformation in relation to migration and migration administration.

TRACK 6 | New perspectives of digital governance measurement, assessment, and monitoring

The existence and application of assessment instruments increase the likelihood of success of digital governance and digital transformation initiatives at local, regional, national, and international levels. Also, it crosses various domains such as healthcare, education, justice, security, environmental planning, and more. Within this context, this track delves into examining frameworks, methodologies, and tools designed for gauging, evaluating, and overseeing multiple facets of digital governance and transformational progress. These facets encompass a broad spectrum, including but not limited to service

delivery, the interoperability of legal-organizational semantic technologies, data quality, maturity in digital skills, citizen engagement, preparedness of infrastructure, the impact of digital governance on citizens and societies, the adoption of online services, digital inclusivity, the accessibility of government data, the execution of digital governance strategies, and subsequent action plans. Furthermore, this track extends an invitation to submissions that offer reflections, enhancements on, or transformation of the prevailing assessment methodologies currently employed by nations or international organizations, focusing on the effectiveness of e-government policies over past decades and the Global South perspective in measuring digital governance.

TRACK 7 | Future-ready Digital Workforce and Infrastructure Development

The digital technology changes call for workforce development strategies, re-alignment, and upskilling backed by robust digital infrastructure development. In both developing and developed economies around the globe, digital workforce development for a new economy should be a high priority and consider this as an opportunity to revisit their current strategies and assess the gap. The new advances in digital technologies require different skill sets. This track invites governments' efforts and practical and theoretical studies to build their human resources assets for the future-ready digital society and their support requirements for digital infrastructure. These may range from educational and training models, or work environment transformation, including culture changes, agile and adaptable skills building, and overcoming challenging issues, such as illegal workforce uses, unfair employment conditions, diverse workforce landscape with the gig economy, workplace harassment and safety for the future-ready workforce enhancements. Regional differences in requirements and efforts to develop the new economy workforce can be compared and discussed in the track. This track also invites papers that discuss the technical enablers of digital governance, such as digital public infrastructure, connectivity, digital ID, cloud, and other components to unlock the transformative potential of digital technologies for sustainable development.

TRACK 8 | Smart Sustainable Cities and Communities for People

The term 'smart city' has become a synonym for innovation in urban areas. Over the past decades, scholars, the private sector, and international institutions have explored the potential of implementing digital technologies in urban spaces to deliver services, improve the economy, and make cities a better place to work and live. Despite significant developments, many implemented solutions are technology-driven, and the humanistic approach has received less attention. In this regard, some challenges must be overcome to put the people at the centre of smart city development, prioritising humanity, inclusivity, and sustainability to leave no one behind in the digital transformation. It is also necessary to connect the smart cities' approach to the New Urban Agenda and the climate emergency to develop concrete recommendations for regional and local governments. Moreover, it is crucial to create contextualised solutions and recommendations since the cities are different between them, countries, and regions.

This track calls for papers that discuss how people are placed at the centre of smart city efforts, such as local e-governance, digital infrastructures, local innovation systems, rural domain, traditional governance, and indigenous knowledge systems. Furthermore, it addresses the development in smart cities policy models and technology innovations in the areas of energy, transportation, health, education, public safety, structures, natural environment, and business, community-based infrastructure resilience, urban informatics. Smart grids, sensors, the Internet of Things (IoT), Artificial Intelligence (AI), and Big Data Analytics, as well as smart devices and their novel use in public management, are also included in this track.

TRACK 9 | Social media and digital platforms

The massive adoption of social media and digital platforms by organisations and citizens has been affecting many social activities and the relationship between government and society. This dissemination increased information spread and interaction, facilitating governmental communication and service delivery. At the same time, potential negative impacts on the population increased the government's concerns with the challenges of monitoring and regulating such platforms. Based on this context, the Track accepts papers with theoretical and practical contributions, new methods of analysis, case studies, and other perspectives related to the use of digital media by governments and society. This Track welcomes papers investigating the role of social media and digital platforms in enhancing and promoting government activities, including communication and engagement strategies and the use of social media data. It also invites studies on the operation of social media and digital platforms, such as algorithm mechanisms, filter bubbles, and their influence on democracy, social movements, and trust in governments. Topics of interest include but are not limited to the use of social media and digital platforms in public policies, such as education and health policies; adoption of social media and digital platforms to communicate and engage with society; regulation and initiatives to fight against misinformation, disinformation, fake news, and deep fakes; impacts of digital media on democracy, trust and citizens' rights; and the use of digital media data for crisis and emergency management, such as geolocation and AI-based interventions.

TRACK 10 | Public and Private Sector Governing Digital Economies

ICEGOV 2024 welcomes the participation of representatives from industry and the public sector to present recent trends and developments, innovative products or services, practical experiences, or research and development efforts related to the conference theme. Moreover, in this edition, the track speaks to new economic models and industry developments and their implications for governance. New digital economies are presenting new opportunities for socio-economic development and growth, but are also creating new issues for policy and regulation – such as new forms of competition and inequality. This Track welcomes policy and practice papers designed to enable outreach and impact, stemming from case studies, research projects, or other significant

digital governance attempts by the public or private sector, written to include non-academic audiences. Submitted papers should be structured to facilitate policy-making and industry consideration, enclosing relevant findings and recommendations for the theory and practice in digital governance. Papers should provide enough background for the readers to understand the problem and convince them about the importance of the topic. At least one of the authors of a paper submitted to this Track must be from the respective fields: industry or public sector.

TRACK 11 | Focus on the Global South Digital Transformation

This Track creates space for dedicated conversations that focus on the unique challenges and opportunities faced by nations and actors in and of the Global South relating to digital transformation. Consideration in these contexts is often framed in terms of what is wrong or missing, and the list is long: issues of digital inclusion and access for marginalised populations; challenges in implementing effective basic e-government services, which is further deferred by the general lack of formal digital identities; lack of robust regulations and enforcement mechanisms for data governance, including inadequate data protection frameworks; digital literacy and skills gap in policy, administration, and also amongst populations; limited resources for implementing robust cybersecurity measures and responding to cyber incidents; inadequate regulatory frameworks leading ethical and governance concerns; limited preparedness and infrastructure for mainstreamed digital trade and e-commerce; digital geopolitics and digital sovereignty concerns; etc. However, there are also positive aspects and opportunities that may be considered, such as growing youthful populations; cultural diversities and indigenous knowledge systems that may be harnessed for creativity and innovation; digital leapfrogging opportunities, as has been seen in examples of the rapid uptake of mobile and fintech technologies; locational advantages such as natural resource endowments and renewable energy resources; South-South cooperation such as the BRICS which can lead to mutually beneficial partnerships and collective solutions to developmental challenges; and so forth. The Track invites innovative papers, theoretical or practical, that offer developmental, political economy, socio-technical, social justice, anthropological, decolonial, and other perspectives and analyses – including from the humanities, arts, and social sciences – on digital governance potentialities in the Global South.

TRACK 12 | Early Research Track

The conference welcomes submissions of short papers describing early research or ongoing work, presenting new project ideas, initial results, open questions, and development plans, among others. The paper should contribute to Digital Governance research and practice. Papers accepted for this Track will be presented at Paper Sessions and published in the conference proceedings. Additionally, the authors will be invited to develop an A1-sized poster that will be exhibited permanently during the conference for all participants. This will stimulate discussion, create research-practice and research-

policy connections, provide feedback to the authors, and nourish opportunities for international, multi-disciplinary, and cross-sectoral collaboration.

Doctoral Colloquium

The Doctoral Colloquium is a full-day event on **1 October 2024**. Submissions to this Track are exclusive to PhD students currently working on their doctoral thesis who would like to present their ongoing research paper on any topic related to the conference theme or tracks. The paper should explain the research problem, the motivation behind it, the research questions, and the research methodology. It should also include the scientific and technical challenges, the respective research results obtained so far, and any planned developments. Although the PhD supervisor can co-author the paper, the student must be the first author. When submitting the paper, a letter of endorsement from the supervisor(s) is mandatory (it can be in the last page of the document and must include the name and affiliation of the student). Papers are reviewed by the respective Chairs, leading Professors in the field with vast experience in accompanying doctoral students. The session is chaired by them and aims at improving the students' peer-to-peer and professional networks. At the same time, students will obtain useful feedback regarding their ongoing doctoral work and research.

4. PAPER CATEGORIES

The conference welcomes paper submissions in three categories: **RESEARCH**, **ONGOING RESEARCH**, and **SHORT**. Each paper category is described in more detail below, including recommended sections and structure. Additionally, each paper category is linked to a set of conference Tracks (see table below). **Note that the Programme Committee Chairs can downgrade a paper after the review process if it is found that the paper does not fit the category chosen by the author(s) during submission.**

All accepted papers will be presented at designated Paper Sessions during the conference. Papers submitted to the Doctoral Colloquium by PhD students will be presented during a special, all-day long session one day before the conference itself. The presentation time varies depending on the paper category, but always including an additional 5 minutes for questions by the audience (Q&A).

- Research: 15 minutes + Q&A
- Ongoing Research: 15 minutes + Q&A
- Short: 10 minutes + Q&A
- Doctoral Colloquium: 20 minutes + Q&A

Additionally, all authors of short papers will be invited to create an A1-size poster presenting their work. Each poster will be printed by the organisers for free and will be in a permanent exhibition during the conference. The Poster Exhibition's inauguration will occur at the same time as the Welcome Reception. Authors of short papers will be requested to be next to their poster for Q&A and further networking during this period.

CATEGORY	PAGES MIN - MAX	THEMATIC TRACKS (T1-T9, T11)	PUBLIC AND PRIVATE SECTOR (T10)	EARLY RESEARCH TRACK (T12)	DOCTORAL COLLOQUIUM
RESEARCH	8 - 12	✓			
ONGOING RESEARCH	5 - 8	✓			✓
SHORT	2 - 4		✓	✓	

4.1. Research papers

These are papers that document complete research in one or more aspects of Digital Government, with proven or potential capability to advance the state of research in the field. Research papers should be similar to journal submissions, albeit shorter, and feature completed analysis and documentation of achieved results. Research papers must address topics listed in the Tracks 1-9 and 11 and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 300 words)
- Introduction
- Background / Literature Review
- Methodology / Research Framework / Design Approach
- Results / Findings / Developments / Applications
- Discussion
- Conclusions / Further Work
- References

4.2. Ongoing research papers

These are papers that describe ongoing research work that is yet to be completed, in one or more aspects of Digital Government, with proven or potential capability to advance the state of research in the field. Ongoing research papers could take various forms: for example, they can be theoretical (presenting promising frameworks), empirical (with some preliminary results), or present a design of novel and useful concepts and/or artefacts (no testing required). Ongoing research papers must address topics listed in the Tracks 1-9, 11 and Doctoral Colloquium and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 300 words)
- Introduction
- Background / Literature Review / Methodology / Research Framework
- Results / Findings / Developments / Applications

- Discussion / Conclusions / Further Work
- References

4.3. Short papers

These are papers mostly composed of work in progress, recent developments or presentations of new ideas and initiatives with the potential to contribute to Digital Government research and practice. Short papers must address topics listed in the Tracks 10 and 12 and should, indicatively, include the following sections (more as a reference than as exact titles):

- Title
- Abstract (up to 150 words)
- Introduction / Background / Aims and Objectives of the study
- Approach / Results
- Conclusions / Further Work
- References

5. WORKSHOPS

As per the past editions, the conference welcomes the submission of Workshop proposals. The workshops accepted will take place on **1 October 2024** and are planned as 2-hours long sessions: three in the morning and three in the afternoon. Workshops are submitted through a form available on the conference website.

Workshops



The major goal of the workshops is to draw attention to topics that are not explicitly discussed in the main conference sessions but are still pertinent to the conference theme and tracks while introducing more interactive techniques to engage the participants. Workshops should not be solely used for the presentation of research work (e.g. reports or papers); they should also seek to facilitate networking with worldwide experts, researchers, practitioners, government officials, and policymakers, among others, as well as an engaging debate. Because the workshop is designed to be participatory rather than passive, the organiser must incorporate activities that encourage participation and engagement from the attendees.

6. PUBLICATIONS AND AWARDS

6.1. Conference Proceedings

All accepted papers will be published in the conference proceedings on the condition that at least one author attends the conference and presents the paper. Currently, the ICEGOV acceptance rate is 41%. It is expected that the proceedings will be published by ACM International Conference Proceedings Series (ICPS) in digital format only. This series provides a mechanism for publishing the contents of high-quality conferences in

the ACM Digital Library (DL), thereby increasing their visibility among the international computing community. ACM has published over 45 000 research papers from over 1350 conferences. All ICPS-published articles are assigned DOIs, enhancing discovery, enabling persistent reference linking and archiving in digital preservation repositories, and ensuring perpetual access. Additionally, the published papers will be indexed in **Scopus**, **Web of Science**, **Google Scholar**, and **DBLP - Computer Science Bibliography**, among others.

- Title: ICEGOV '24: Proceedings of the 17th International Conference on Theory and Practice of Electronic Governance
- Editors: Soon Ae Chun, Geci Karuri-Sebina, Erico Przeybilovicz
- Conference location: Pretoria, South Africa
- Conference date: 1-4 October 2024

6.2. Best Paper Awards

The goal of the ICEGOV Best Paper Awards is to acknowledge excellent research performed by the authors whose papers have been accepted and presented at the conference. The winners in the different categories are announced during the closing ceremony by the Awards Committee Chair. For more information regarding the eligibility criteria and selection process, download the ICEGOV Best Paper Awards Policy.

Best Paper
Awards Policy



7. UNU-EGOV SCHOLARSHIPS

As part of its mission, the United Nations University (UNU-EGOV) provides a number of Scholarships for attending ICEGOV. These scholarships are aimed mostly at students, especially those originating from low-income, lower-middle-income, and upper-middle-income economies (emerging countries). The goal is to facilitate their attendance at the conference, allow them to present their research work, and help grow their academic and professional networks. However, any author of an accepted paper can apply. Since 2014, a total of 265 Scholarships have been awarded to authors of accepted papers originating from 56 countries. Of all scholarships, 85% were awarded to authors from emerging countries. More information about the UNU-EGOV Scholarships is available on the conference website.

Scholarships



8. PROGRAMME & REGISTRATION

The complete conference programme, including speakers, panellists, organisations, accepted papers, etc., will be gradually announced in the upcoming months on the [conference website](#) and UNU-EGOV's social media channels - [LinkedIn](#) and [Facebook](#).

We look forward to meeting you in Pretoria in October 2024!

The ICEGOV 2024 Programme Committee Chairs



Soon Ae Chun
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