USER PARTICIPATION IN PUBLIC E-SERVICE DEVELOPMENT

- Guidelines for including external users

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1. Public e-services
   - Deals with the provision of electronic services (e-services) by public administrations to the surrounding society, e.g. citizens and business organisations
   - In the thesis, public e-services are viewed as technical artifacts used to provide and consume service via e.g. the Internet

2. User participation
   - Deals with the idea of future end users being actively present in various design related activities in the systems development process
   - There is a general consensus within the information systems research community that user participation is an important component in order to develop “good” information systems that will be used once implemented
   - In the thesis, user participation is viewed in terms of design schools representing different forms and degrees of user participation
THE RESEARCH PROBLEM

- Public administrations tend to view development of public e-services from an inside out perspective without a clear view of the prospective users’ prior knowledge and needs.
- The principle of co-value is missing and as a result, public e-services are not used to the extent expected by external users.
- User participation has been put through in e-government research as an enabler for increased user centredness in public e-service development.
- However, existing research provides little real advice for public administrations regarding how to actually put user participation into practice in terms of:
  - Can user participation from the general IS field be applied in public e-service development?
  - What conditions may affect external users possibilities to participate?
  - What recommendations for putting user participation into practice in public e-service development can be formulated?
How can user participation contribute to public e-service development?

- Paper 1: Towards a roadmap for user involvement in e-government service development
- Paper 2: Exploring user participation approaches in public e-service development
- Paper 3: Exploring citizens’ possibilities to participate in public e-service development
- Paper 4: Public e-service development: understanding citizens’ conditions for participating
- Paper 5: Understanding business employees’ conditions for participating in public e-service development
- Paper 6: Experiences from and attitudes towards applying user participation in public e-service development

What conditions affect external public e-service users’ willingness and ability to participate in existing approaches?

What recommendations for putting user participation into practice in public e-service development can be formulated?
RESULTS AND CONTRIBUTIONS

- A set of guidelines showing how user participation can contribute to public e-service development
  - When is a certain user participation design school more favourable than another?
  - What user characteristics should public administrations look for when aiming for a certain user participation design school?
  - What challenges must be taken into consideration given a specific approach?
ADDITIONAL RESULTS AND CONTRIBUTIONS

- Individual contributions from the included papers, e.g.
  - Goal graphs highlighting important method fragments for the user participation design schools, UCD, PD, and UI, and how these schools fit into a public e-service development context
  - Challenges to be addressed when choosing between user participation schools for public e-service development
  - Validated challenges related to external public e-service users’ willingness and ability to participate in public e-service development
  - Validated challenges related to public administrations’ conditions for putting user participation into practice