



VABILO NA 36. RAZISKOVALNI FORUM,
dne 12. december 2012,
ob 13.00 uri v predavalnici 19 na Fakulteti za upravo.

Dnevni red 36. raziskovalnega foruma:

**mag. MIMOZA BOGDANOSKA JOVANOVSKA; predstavitev doktorske disertacije z naslovom:
EVALUATING E-GOVERNMENT THROUGH ANALYSIS OF INTER-ORGANIZATIONAL NETWORKS IN
PUBLIC ADMINISTRATION**

In a relatively short history of e-government, a number of benchmark and evaluation studies have been performed to assess the achieved maturity level of e-government implementation. Most of them have been created with the e-government front office in the focus despite that fact that many researchers refer to back-office as a crucial milestone for e-government development and agree that the back-office benchmarks have a potential to provide very relevant results for maturity level of e-government. The presented research work addresses this issue by proposing a novel methodology for e-government evaluation with the back office in the focus. This methodology relies on the analysis of networks of information flow between the stakeholders involved in the processes of delivery of public services. We study the structure, topology, and quantitative properties of the information-flow networks using standard methods of social network analysis. First, we show that normative acts and procedures for the delivery of public services along with knowledge of public servants provide the necessary basis for establishing virtual inter-organizational networks of document and information flow between the stakeholders involved in the process of service delivery. Further on, we empirically test the proposed methodology in the context of analysis of the consequences of the legislative reforms in four public administration areas in the Republic of Macedonia. By longitudinal analysis of the information-flow networks before and after implementing a reform, we identify network properties that indicate the back-office development.

Vabljeni:

- raziskovalci in učitelji, ostali strokovni delavci, študenti in diplomanti ter ostala zainteresirana znanstvena in strokovna javnost.

Lepo pozdravljeni,

izr. prof. dr. Primož PEVCIN,
Prodekan za znanstveno-raziskovalno dejavnost