

## Electronic government : 11th IFIP WG 8.5 International Conference, EGOV 2012, Kristiansand, Norway, September 3-6, 2012 : proceedings

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### Abstrak

This book constitutes the refereed proceedings of the 11th IFIP WG 8.5 International Conference, EGOV 2012, held in Delft, The Netherlands, in September 2012. The 23 revised full papers presented were carefully reviewed and selected from more than 80 submissions. The papers are organized in topical sections on foundations, adoption and diffusion, open government and transformation, infrastructure and technology, evaluation, and citizen perspective, social inclusion, and social media.