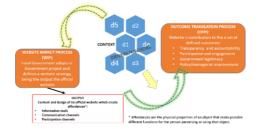
Electronic Government and Electronic Participation H.J. Scholl et al. (Eds.) © 2016 The authors and IOS Press. This article is published online with Open Access by IOS Press and distributed under the terms of the Creative Commons Attribution Non-Commercial License 4.0 (CC BY-NC 4.0). doi:10.3233/978-1-61499-670-5-392

An Exploration into Practice Intelligence in E-Government: A Way Forward

Rosario PÉREZ MOROTE^{a,1,} Carolina PONTONES ROSA^a and Martin REYNOLDS^b ^a Castilla La Mancha University ^b Leeds Beckett University

Abstract: *Practice intelligence (PI)* is a new notion that refers to the learned expertise of sense making of problem spaces and the aligned learned expertise relating to appropriate decision/action in a particular problem space. Exploring Practice Intelligence in E-government research involves to specify and codify into academic knowledge the internal cognitive structures of designing and synthesizing the information used by e-government policy makers and practitioners.

In order to do this, we have defined two different policy processes from the wider set of decisions intervening in management practice: the **Website Impact and Outcome Translation Processes** which represent our object of study:



Objective of the research: To identify PI in the research problem (WIP & OTP).

1. To reach a methodology to structure context for decision making

- 2. To gather academic knowledge on the field of study
- 3. To identify current patterns of professional practice in local government

4. To do the above but applied to different national context and identifying anchors and drivers

5. To propose a methodology to get PI by combining the above (context, academic knowledge and practical expertise) for decision making in each national context.

Methodology

Sub-objectives:



Research phases and expected/obtained results

1st Phase: to map context affecting management practice in the defined processes WIP and OTP. The resulting map of the context will be described for particular national contexts.



2nd Phase: to identify current professional practice /action on e-government (uncompleted)

	OUTPUT'S CONTENT AND DESIGN	Affordances [link to potential outcomes]	
L6 WERSITES CONTENT ANALYSIS	Financial and non-financial Information Construct alionmation (registration, macroeconomics, policies, procedures, Etc.) • Budgetary and cash flows • Financial (cash, liabilitic and results) • Financial (cash, liabilitic and results) • Performance management: indicatos on EEE • Information on the caulity derivides	INFORMATION	P C R U A
	Information on how feedback from consultation was used	CONTACT AND REPORT	RC
	Qualitative characteristics of the information: completeness, timeliness, comparability, understandability, relevance, reliability		EI
	Website Design characteristics: ease of identification, personalization,	PARTICIPATION	N C T E
	navigability, ease of management, language, ease of interaction Technological tools		5
	Web 2.0 tools, Social Media and Other ICT		

 3^{rd} **Phase:** mapping and associating the identified contexts with particular actions/policies/decisions allowing us to specify practice intelligence for specific contexts and also potentially demonstrate how this practice intelligence is changing (future task).

Implications/conclusions

We hope this work to interest other management researchers that the notion of practice intelligence is a fruitful area of work. We see knowledge relating to practice intelligence as adding to our understanding of management and its practice in addition to the long established models and conceptual frameworks developed through academic knowledge. The combination of academic knowledge and PI knowledge hopefully provides new and additional insight into management practices and particularly importantly, how management practices are changing.

References

Buccoliero, L., & Bellio, E. (2010). Citizens web empowerment in European municipalities. *Journal of E-governance*, 33(4), 225-236.

Caba Pérez, C., Rodríguez Bolívar, M. P. & Hernández, A. M. L. (2006). Cultural contexts and governmental digital reporting. *International Review of Administrative Sciences*, 72(2), 269-290.

Cegarra-Navarro, J. G., Pachón, J. R. C., & Cegarra, J. L. M. (2012). E-government and citizen's engagement with local affairs through e-websites: The case of Spanish

Gil-García, J. R., & Pardo, T. A. (2005). E-government success factors: Mapping practical tools to theoretical foundations. *Government information quarterly*, 22(2), 187-216.

Pina, V., Torres, L., & Acerete, B. (2007a). Are ICTs promoting government accountability?: A comparative analysis of e-governance developments in 19 OECD countries. *Critical Perspectives on Accounting*, *18*(5), 583-602.

Yildiz, M. (2007). E-government research: Reviewing the literature, limitations, and ways forward. *Government Information Quarterly*, 24(3), 646-665.