EVALUATING THE PUBLIC VALUE OF E-GOVERNMENT SERVICES: ACTOR NETWORK THEORY APPROACH

Government all over the world are working on a broad array of e-services, re-designing services as diverse as tax filing, applying and registering for social security, obtaining birth and marriage certificates, procurement for business, government transactions and customs declaration (Kotamraju & van der Geest, 2012). Studies have shown that different stakeholders benefits from e-government services. However, through objectively evaluating e-government services, the benefits between citizens and governments can be successfully understood and improving areas correctly identified. Recently, researchers have shown interest in IS evaluation and the public value perspective segment taking the lead. This is in support of the view that the prime objective of e-government is to produce public value through effective use of ICT (Moore, 1995; Qiang, 2010). Also, research in the field of IS evaluation has begun to recognize the need for grounding evaluation approaches and studies in the ontology and epistemology of relevant paradigms (Lagsten, 2011). The main aim of this article is to develop a understanding of evaluation of the public value of e-government services using Actor-Network Theory (ANT) perspective. This research mainly focus on two aspects: studying the concept of public value and how it is relevant in evaluating egovernment services and using ANT, to conceptualise the evaluation of public value of egovernment services, that is, using ANT as an ontological foundation to anaylse the relations among actors in evaluating the public value of e-government services.