

A Systematic Literature Review for Understanding the Antecedents of the Digital Open Government Matrix

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ABSTRACT

Developed and developing nations are increasingly focused on implementing Digital Open Government (DOG) systems with the purpose of fostering community engagement, citizen participation, accountability, growth and development, better public services, and useful data. Both citizens and government have come to understand the value of DOG, and they are increasingly coordinating and collaborating with each other to improve the public services. The current study highlights the under-researched areas of DOG by offering legal, individual, economic, managerial, organizational, and group perspectives that could influence future DOG practices in either developed or developing countries. The study determines the inclusion and exclusion criteria as well as the quality audit processes associated with the research methods in order to enhance the quality and value of the findings. Finally, the study identifies a number of research gaps that may prove helpful for future studies.

KEYWORDS

Benefits, Challenges, Digital Open Government (DOG) Matrix, Facilitators, Risks, Systematic Review

1. INTRODUCTION

Both citizens and government have come to understand the value of DOG and they are increasingly coordinating and collaborating with each other to improve the public services. Although many studies have explained the valuable benefits and challenges of DOG there is limited literature which provides an overview of the risks, facilitators, challenges, and benefits associated with DOG. This paper sets out to highlight the benefits, risks and challenges associated with DOG based on existing literature that has been carried out in different cultures, regions, contexts, countries and public sector companies. Much of the literature on DOG is composed of conceptual based studies (Bertot et al., 2010; McDermott, 2010). Some of these have focused on informational systems and technologies to capture the power and benefits associated with open data (Kalampokis et al., 2011; Charalabidis et al., 2011; Wirtz, & Birkmeyer, 2015). Others have examined the empirical usage of digital open data (Hausenblas, 2009; Napoli & Karaganis, 2010). Only a few studies have systematically reviewed the literature on DOG, but many have explored definitions of DOG as well as various issues, initiatives and uses of DOG in the context of a handful of western, developed nations (De-Oliveira & Silveira, 2018; Attard et al., 2015; Wirtz & Birkmeyer, 2015). None of these studies has analysed the opportunities, benefits, enablers and challenges of DOG by going beyond global sketches, applications, individual projects and conceptual ideas. Therefore, present study aims to fulfil this research gap by selecting relevant studies through rigorous selection approach.

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The study determines the inclusion and exclusion criteria as well as the quality audit processes associated with the research methods in order to enhance the quality and value of the findings. For example, the study aims to use rigorous research methodology by selecting research papers which have theoretical and practical recommendations as well as explicit contributions. Finally, the study aims to identify several research gaps which may prove helpful for future studies. To the best of the author's knowledge, there is no single piece of work that has comprehensively elaborated upon the benefits, opportunities, enablers and challenges of DOG from the perspective of developed and developing economies. The study considers contrasting theoretical and conceptual research into DOG based on rigorously selected research studies that bear relevance to this purpose. The findings highlight the practices that are best suited to the successful formulation and implementation of DOG system throughout the world. The study aims to identify research gaps which can offer future directions and fruitful thoughts. This study has conducted with the purpose to address three research questions:

- RQ 1: Critically analyse and summarize the existing literature on risks, benefits, and challenges of DOG.
- RQ 2: Comprehensively analyse the quantitative and qualitative findings of related studies in the context of accuracy and values.
- RQ 3: How the benefits, challenges, opportunities, and enablers of DOG can be used by stakeholders and policy makers within developing economies to successfully adopt and Implement DOG systems.

The section two presents research methodology which elaborates the details about rigorous selection criteria for systematic literature review and quality audit of the selected articles. This section also elaborates some well-known databases, which are used to select research studies for systematic review. The section three (i.e. findings and analysis) have summarized the contrast and ambiguity about the concept of DOG, DOG benefits, challenges, opportunities, and facilitators. Finally, the conclusion section has documented the detail about key findings, contribution of present study in comparison with the findings of other studies, and potential grey areas in DOG literature with the purpose to give future directions.

2. RESEARCH METHODOLOGY

Kitchenham (2007) recognizes the systematic reviewing of literature as a repetitive procedure which is used to identify literature that is relevant to research objectives. This study has been developed based on existing work that has been carried out in the contexts of the risks, benefits and challenges of DOG. To achieve this study, a systematic literature review was considered an appropriate approach to collect literature that is relevant to the overall aims and study constructs (Tranfield et al., 2003). A systematic review follows a predetermined review processes to gather, interpret and analyse related studies, by incorporating both automatic and manual search strategies (Attard et al., 2015; De-Oliveira & Silveira, 2018). Moreover, these search strategies and predetermined review procedures help to capture the most recently published and most relevant studies. To conduct a systematic literature review for this study, the author used various digital resources (e.g. Google scholar, IEEE *Xplore* Digital Library, ISI Web, Springer Link, Emerald, Wiley online library and Science direct) to acquire maximum data on the underlying concepts. Present studies have taken the guidance about classification, search strategies, and predetermined review procedures from previous studies (Attard et al., 2015; De-Oliveira & Silveira, 2018; Naeem, 2019). These are systematic literature review studies which have published in good journals because these journals usually publishing studies following the rigorous review process. Therefore, by following their methods as well as adding quality audit have been increased the validity and reliability in the methodological section.

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