



Towards a transdisciplinary evaluation framework for mobile cross-border government services

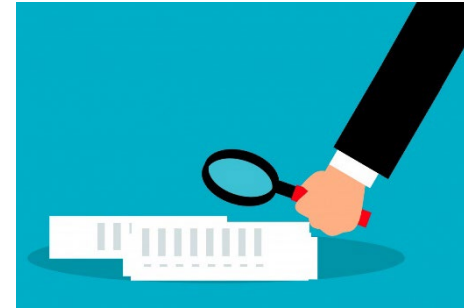
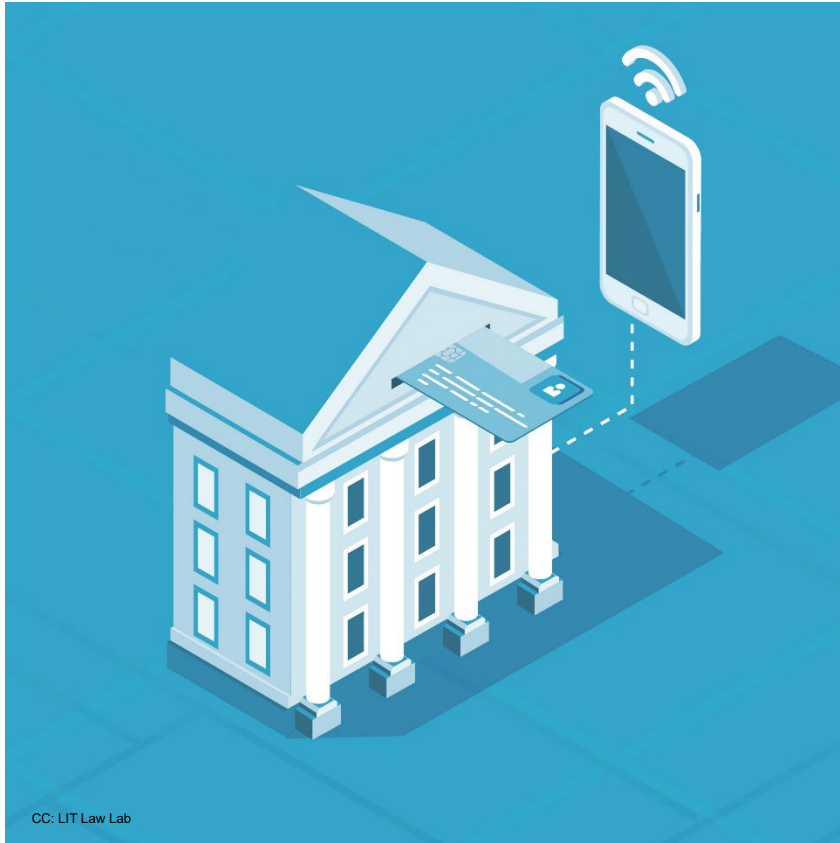
Gregor Eibl, Lucy Temple, Rachelle Sellung,
Stefan Dedovic, Art Alishani and Carsten Schmidt

Linköping, 7.9.2022

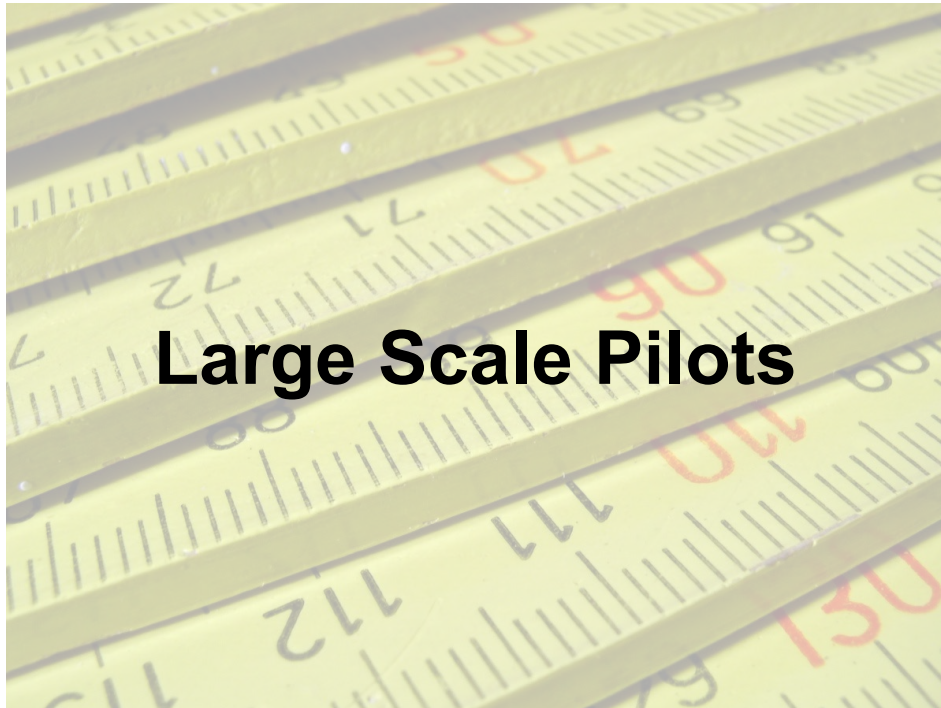


The “**Mobile Cross-Border Government Services for Europe**” (mGov4EU) project pushes forward the practical use of inclusive mobile Government services in Europe, bringing such services in line with EU citizens’ expectations for safe, resilient and sustainable mobile communication. Innovating electronic identity management, storage of data and the exchange of electronic documents are key elements.

Introduction



RQ: How to develop an evaluation framework that is suitable for transdisciplinary digital government projects?



- European showcases to specific real-life challenges involving multiple stakeholders
- Sharing many transdisciplinary characteristics
- Evaluation is required for each of them
- Need for an extensible framework for the evaluation

Method

Literature Review

- Following PRISMA method to narrow down to 73 papers on TITLE-ABS-KEY ((transdisciplin* AND (framework OR model) AND (evaluation OR benchmark* OR assessment))).
- Inductive Coding for 5 papers to derive codes in MAXQDA
- Extracting 1375 segments to codes

Workshops

- Initial alignment workshop online
- Three pilot workshops partly hybrid in 4 phases:
 - Answering 5 W's for each pilot
 - Suggestions of pilot indicators
 - Categorizing towards design and implementation phase
 - Measurements for each indicator

Real-world context

Business

Discipline A

Interdisciplinary
Research

Interaction

Government

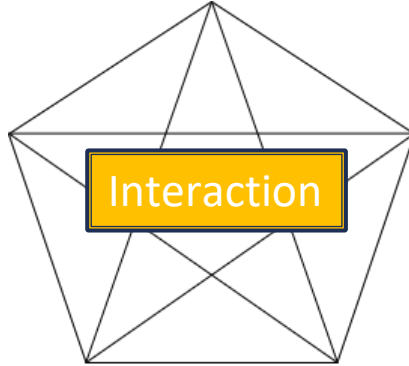
Beyond science

Discipline B

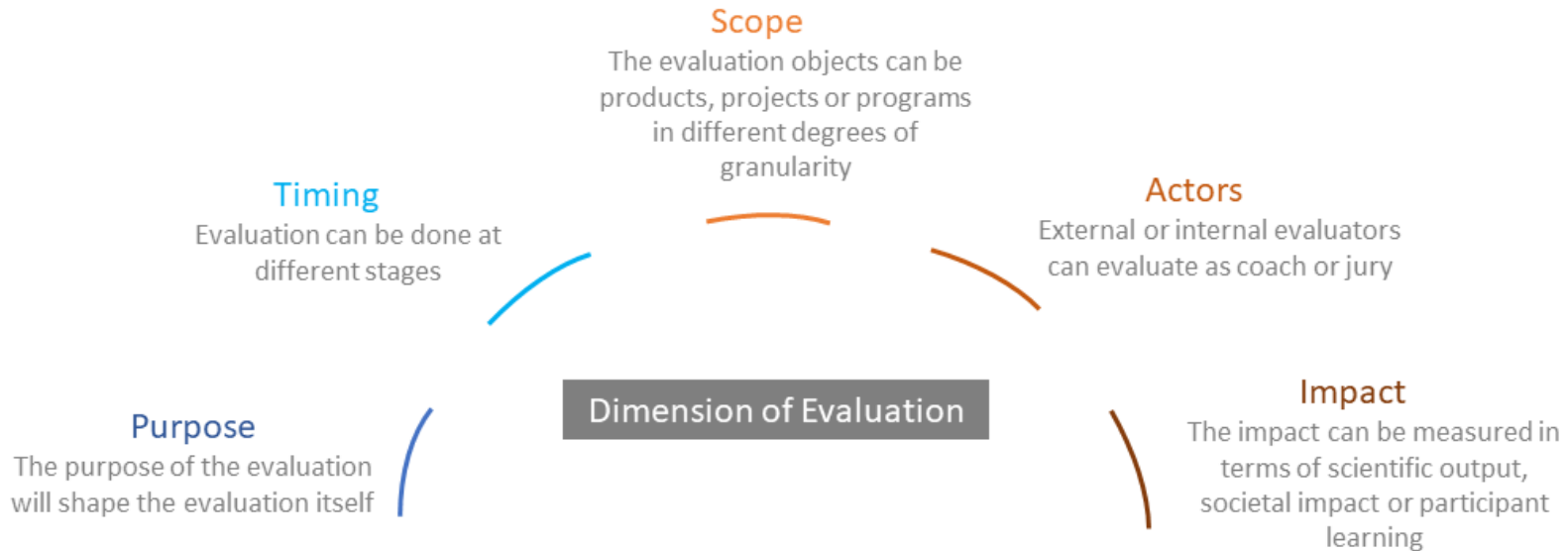
Civil
Society

Inte-
gration

Relevance



Dimensions of Measurement



Discussion



- Identification of key characteristics of Transdisciplinary Research
- Specific contexts require adapted assessment indicators and processes
- For many stakeholders it was surprising to go beyond technical functionality assessments
- Need to go beyond measuring scientific success – emphasizing the need for collaborative action over a knowledge-oriented perspective

Possible next steps



- Testing the model in various government projects
- Collecting qualitative data in the context of case study research
- Developing a general set of indicators suitable for measuring transdisciplinary success
- Development of a process model for the application of the proposed general framework

Next Steps: DGO.2023 (Tartu/Estonia)

Important Dates:

- **January 20, 2023:** Papers, workshops, tutorials, and panels.
- **April 1, 2023:** Application deadline for doctoral colloquium
- **April 15, 2023:** Posters and demo proposals due
- **April 24, 2023:** Poster/demo author notifications
- **May 20, 2023:** Early registration closes

More Information at:

<https://dgsociety.org/dgo-2023/>



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 mGov4EU
Gregor Eibl
University of Continuing Education
Krems
gregor.eibl@donau-uni.ac.at
www.donau-uni.ac.at/en
