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CONCEPTUAL FRAMEWORK FOR CONTEXT-BASED E-GOVERNMENT INTEROPERABILITY DEVELOPMENT

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Abstract

Purpose *– The aim of the paper is to analyse the development aspects of e-government interoperability as dynamic, multidimensional and context-based organisational capability and to propose a conceptual framework for contextualisation of e-government interoperability development research and practice.*

Design/methodology/approach *– Methods of systemic analysis along with the comparative analysis and generalisation were used to define the concept of e-government interoperability, classify the leading methods applied in its development and determine the contextual factors that might impact e-government interoperability research and practice.*

Findings *– To meet the requirements of the implementation processes of contemporary e-government solutions, interoperability is understood and examined as the mix of dynamic, multidimensional and context-dependant dynamic capabilities of diverse public sector organisations to reach common goals through alliance and integration of their business processes and technological systems. The conceptual framework for context-based e-government interoperability development is proposed in this paper. It integrates three contextual layers important for dynamic capabilities such as processes, asset position and path-dependency with the main contextual factors that has been indicated as highly important in the recent e-government research.*

Research limitations/implications *– This paper is a theoretical study of the essential e-government interoperability aspect – its context-dependability – that determines not only the adaptability level of various related political, managerial and technological methods, but also the rigour of research in the field. However, the presented conceptual framework for context-*

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based e-government interoperability development is of the high abstraction level and integrates only the main perspectives, principles and elements of interoperability contextualisation. It should be further supplemented with concrete operationalisational context factors extracted from the empirical research in the domain.

***Practical implications** – The proposed conceptual framework for context-based e-government interoperability development suggests policy makers, public managers and related private sector organisations to assess technical and evolutionary fitness of dynamic organisational capabilities for interoperability before starting any cross-organisational e-government initiative or adopting any leading method for interoperability enforcement taken from different than its deployment context. It should be done through the analysis of related processes, asset position and path-dependency factors of all participating parties. It is also recommended to incorporate these principles of context analysis in the research of e-government interoperability phenomena and its enforcement methods.*

***Originality/Value** – This research addresses a complex issue of e-government interoperability contextualization and offers a conceptual framework which not only embraces the main context factors identified in the previous e-government research, but also integrates the contextualization approach from the theory of dynamic organizational capabilities that are the core of contemporary e-government interoperability concept.*

***Keywords**: e-government interoperability, dynamic organizational capabilities, contextualisation, interoperability framework, enterprise architecture.*

***Research type**: viewpoint, literature review.*

1. Introduction

Leading countries in the development of electronic government (e-government) are continuously searching for methods and tools to improve this process and reduce the risk of failure. At the beginning, these methods and tools mostly addressed technological issues of information and communication technologies (ICTs) projects in the public sector. However, their application has not led to the expected outcomes, especially in implementation of complex electronic public services and back-office systems that involved several public sector organisations. Hence, the importance of non-technological factors has been increasingly realised.

Currently technological as well as non-technological issues are integrated into various methods used to enhance ICTs projects in the public sector that require high level of interoperability between participating parties and their infrastructure. Using these tools for the development of e-government, interoperability is a complex endeavour in itself and is influenced by various different contextual factors. Governments from the countries that are trying to achieve the breakthrough in public sector reform based on ICTs usually tend to use the same methods as the leading countries do. Yet these attempts are often unsuccessful due to the overlooked differences in institutional, cultural and social contexts.

The context is defined as "the set of circumstances in which phenomena (e. g. events, processes or entities) are situated" and provided with opportunities as well as constraints (Griffin, 2007). Contextualisation of research is understood as being aware of these circumstances and linking different kind of relevant information, events, processes and attitudes to study and understand better the phenomenon by consequently improving the interpretation of research results (Rosseau *et al*, 2001; Johns, 2006). Contextualisation has to be an integral part of the overall research design starting from hypothesis building, sampling, choice of research methods, data gathering, its analysis and reporting (ibid). Omitting the context or taking it for granted often leads to the studies that are difficult to interpret and replicate by other scholars and might lead to the unpredictable distortions of "universal" theories when trying to apply them in different than the original contexts (Johns, 2006). It suggests that various contextual factors should be analysed in interaction. It might lead to more interesting insights and would be helpful in explaining the variations of contextual impacts impossible when analysing each factor in isolation (ibid).

Usually a research on various issues of e-government development, including its interoperability, is carried out within the boundaries of a particular country, government agency or initiative but offers generalising results supposing they could be replicated by the researchers and applied by the practitioners from different environments. The classical examples might include vast majority of e-government development models (Layne *et al*, 2001; Wescott, 2001; Andersen *et al*, 2005; Davison *et al,* 2005; Gottschalk, 2009; Klievink *et al*, 2009; Limba, 2011), attempts to identify success and failures of e-government initiatives (Dwivedi *et al,* 2011; Mishra *et al*, 2011; Rudzkienė *et al*, 2009; Petrauskas, 2012), studies of e-government interoperability frameworks or research on alignment of ICTs and business goals in government through such tools as enterprise architecture (Guijarro, 2004; Guijarro, 2005; Janssen *et al*, 2005; Janssen *et al*, 2007; Charalabidis *et al,* 2009).

Though there are examples that analyse contextual factors important for e-government and interoperability (Fountain, 2001; Heeks, 2005; Hjort-Madsen 2007; Dunleavy *et al,* 2008), they are quite scattered, rarely replicated to test the significance of the same contextual factors and do not explain enough the impact of context on the interoperability issues, especially, through the lenses of dynamic organisational capabilities that are the core of the latest conceptualisations of e-government interoperability (Pardo *et al,* 2012).

Thus, the aim of the paper is to analyse the development aspects of e-government interoperability as dynamic, multidimensional and context-based organisational capability, and to propose a conceptual framework for contextualisation of e-government interoperability development research and practice. Methods of systemic analysis along with the comparative analysis and generalisation are used to define the concept of e-government interoperability, classify the leading methods applied in its development and determine the contextual factors that might impact e-government interoperability research and practice.

The first part of the paper is dedicated for the definition of e-government interoperability through the lenses of dynamic organisational capabilities theory and the analysis of interoperable government development tools like interoperability framework

and enterprise architecture. In the second part the contextualisation principles and the main findings from the dynamic organisational capabilities theory and e-government research is overviewed. Finally, the conceptual framework for the context-based e-government interoperability development is proposed, explaining its main components and limitations.

2. E-Government Interoperability: Definition, Objectives and Development Tools

2.1. E-Government Interoperability as Dynamic, Multidimensional and Context-Based Organisational Capability

The concept of electronic government (e-government) is gradually changing from just being the usage of various information and communication technologies (ICTs) to achieve qualitative transformation of public sector through organisational change and development of new skills (European Commission, 2003). It is becoming increasingly oriented towards creation of open, flexible and collaborative public administrations capable to sustain the leading positions of their countries in today's knowledge-based economy (European Commission, 2010). The fundamental goal – qualitative transformation of government performance – remains the same, but the attempts to achieve its objectives has proved that mere integration of business processes and/or information systems of government units into larger assemblies (Gottschalk *et al*, 2008) is not enough. What is more important is the capacity of diverse public sector organisations to collaborate on technological as well as on higher social levels of interaction.

Therefore, the significance of e-government interoperability as a mix of dynamic, multidimensional and context-based organisational capabilities of diverse public sector organisations to reach common goals through alliance and integration of their business processes and ICTs systems for smooth information sharing (Pardo *et al*, 2008; European Commission, 2009) is increasing. As a dynamic capability, it proves the ability to purposefully create, extend or modify existing resources, routines and capabilities in order to successfully implement e-government initiatives through necessary changes (Cresswell *et al*, 2008). E-government interoperability is also multimensional covering the aspects of policy, management and technology through such capability categories as business architecture, governance and leadership, strategic management, operational management, policy management, cross-organisational collaboration and technological readiness (Pardo *et al,* 2012). Finally, e-government interoperability is highly context-dependant (ibid), and the success of e-government initiatives in the public sector of different countries might depend on different organisational capabilities that are created and practiced in different historical, political, economical, organisational and cultural environments.

Currently e-government interoperability is enforced through various managerial tools that are based on usage and development of relevant dynamic organisational capabilities, and aimed to change different maturity levels of interoperability like computer, processes, knowledge, value and goals (Gottschalk, 2009).

2.2. Tools for the Development of E-Government Interoperability: Overview of Interoperability Framework and Enterprise Architecture Approaches

Currently, two approaches are mainly used by government for enforcement of e-government interoperability: standards and architecture (Lallana, 2008). Standards approach is usually based on the development of *national interoperability framework* which is defined as a set of standards and guidelines that are recommended to be used by all participants of any e-government initiative (Guijarro, 2004; Overeem *et al,* 2007; Charalabidis *et al*, 2008; Charalabidis *et al*, 2009; Saekow *et al*, 2009). Rigid procedures accepted by all stakeholders have to be present for selection of standards, their periodical revision and exclusion from the framework if needed (Lallana, 2008).

An architectural approach towards enhancement of e-government interoperability is usually based on the development of *national enterprise architecture*. Enterprise architecture is a strategic planning framework oriented towards alignment of business goals and ICTs investments (Hjort-Madsen, 2006; Guijarro, 2007; Lallana, 2008; Valtonen *et al,* 2009). It serves as a tool for formal description of relations between all elements of modern organisation such as structure, business processes, people, data and ICTs (ibid). Enterprise architecture is used as a guideline for decision-making in ICTs investments, as it defines the current state of organisation, its vision and the roadmap how to move from the current to the desired one (Janssen, 2009). Though enterprise architecture is usually used within the boundaries of a single organisation, its usage in the domain of e-government interoperability means that all levels of government and respective agencies are a part of the enterprise and are included in the architecture (Hjort-Madsen, 2006).

The structure of the enterprise architecture determines the multi-layer approach towards interoperability. Each layer from the enterprise architecture can have one or more links to the political, legal, organisational, semantic or technological interoperability (see Figure 1). These links mean that development of the enterprise architecture on organisational level should follow the principles of interoperability declared within as well as outside the boundaries of the enterprise. The business level of the enterprise architecture uses the guidelines from political, legal, organisational and semantic interoperability. Systems and technology layers are mostly related to technological interoperability.

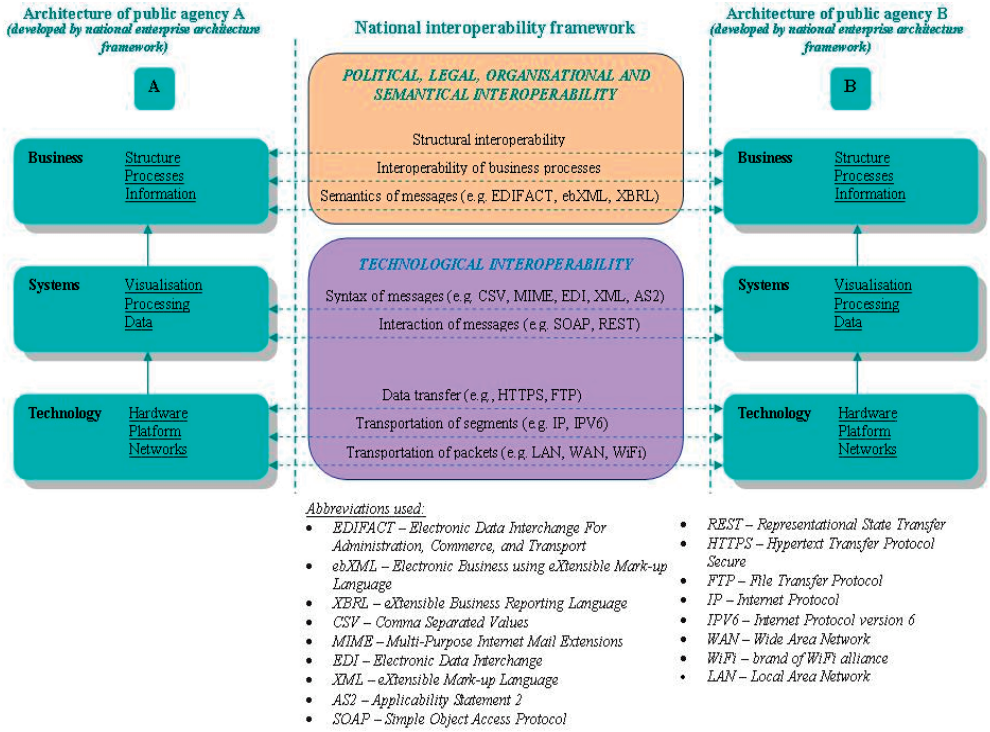


Figure 1. Linkage between enterprise architecture and interoperability framework
Source: Adopted from Malotaux *et al,* 2009)

There are four possible scenarios for the development of e-government interoperability: a national interoperability framework oriented towards technological interoperability, a national interoperability framework consisting of all levels of interoperability, a hybrid approach using enterprise architecture along with a national interoperability framework, and a national enterprise architecture (Lallana, 2008). Which scenario has to be followed depends on goals, capabilities, and resources of a particular government (ibid).

Usage of such tools as enterprise architecture or interoperability frameworks for the development of e-government interoperability is a complex endeavour that faces various bureaucratic challenges and is often led by the resistance to compliance with recommended standards and guidelines (Hjort-Madsen, 2007; Lallana, 2008; Hjort-Madsen *et al*, 2009; Veit *et al*, 2009). Thus, the analysis of important contextual factors becomes of a central importance for the successful development and application of these tools.

3. Contextualisation in the State-of-Art Research on E-Government Interoperability

3.1. Context Analysis in the Theory of Dynamic Organizational Capabilities

The original definition of dynamic capabilities, proposed in 1997, went along with 3Ps approach of *p*rocesses, asset *p*ositions, and *p*aths (Teece *et al,* 1997). The first element of this approach is mainly focused on learning processes because they allow the dynamics of organisation to increase, foster exchange of inter-organisational knowledge and are considered as a source of dynamic capabilities. Zollo and Winter have identified three types of organisational learning processes as experience accumulation, knowledge articulation, and codification by emphasizing the importance of the explicitness in learning, as it helps to build better and more evolutionary fitting dynamic capabilities (Zollo *et al*, 2002). Gary P. Pisano has identified two types of learning usually used for gaining or improving dynamic capabilities: learning before doing and learning by doing (Pisano, 2000). Learning and knowledge management are very important in e-government projects, especially those that require a high level of interoperability. However, there is not much evidence of how public institutions develop or improve their dynamic organisational capabilities to implement complex ICTs projects by using different learning mechanisms identified above. It would be difficult to find evidence how public agencies accumulate and codify their experience, articulate knowledge inside and outside organisational boundaries and whether they apply learning before doing or learning by doing approach.

Another element from 3Ps approach is asset position. Concerns over movements of asset value also put limits on the development of dynamic capabilities. Technological assets are related to intellectual property rights, and the better the technology that organisation possesses, the better opportunities it has. Other assets include complementary assets, financial assets, reputation assets, structural assets, institutional assets and organisational boundaries.

Paths are another constraint for dynamic capabilities evolution, as where the firm can strategically go is limited to what it has learned or experienced in the past (Pisano, 2000), as well as to the level of *organisational imprint* at the newborn organisation when capabilities are mostly assimilated from individuals with different backgrounds and working experiences (Argote *et al*, 2000; Narduzzo *et al,* 2000). This is the so called *path-dependency* that has already been shown to have a high impact on the decisions of leaders and executives when selecting or deselecting dynamic capabilities with the best evolutionary fit for their organisation (Helfat *et al,* 2007).

The assessment of a firm's dynamic organisational capabilities is a function of these 3Ps. Two yard-sticks are used to assess the dynamic capabilities: technical fitness and evolutionary or entrepreneurial fitness (Helfat *et al,* 2007; Teece, 2007). Technical fitness measures the effectiveness of capabilities functioning, whereas evolutionary fitness shows

how well dynamic capabilities are helping an organisation to survive and compete in changing environment (ibid).

Since e-government interoperability is increasingly considered as a mix of dynamic organisational capabilities, research on organisation and reinforcement of e-government interoperability phenomenon should take into account the underlying processes, asset position and path dependency of all involved public sector organisations and evaluate the technical and evolutionary fitness of the tools used for interoperability development.

3.2. Perspectives of Context in E-Government Development Research

3.2.1. Developed vs. Developing Countries

The comparative studies in e-government research usually choose objects with similar or the same political, economical, organisational and societal characteristics as the units of analysis. For example, Janssen and Hjort-Madsen have used self-developed analysis framework to compare the adoption of national enterprise architecture in two similar countries like the Netherlands and Denmark (Janssen *et al*, 2007). Luis Guijarro has analysed the similarities and differences of the approaches towards e-government interoperability by examining the cases of United Kingdom, France, Germany, Denmark and the USA (Guijarro, 2007). United Nations in their handbook of e-government interoperability frameworks development attempt to address the audience from the developing as well as developed countries but refers only to the best practice of countries with already several years of experience in the field (United Nations, 2007). Yet recent, highly-contextualised and one of the largest available comparative studies on growth of e-government conducted by Dunleavy *et al* observes exclusively developed countries like the USA, Japan, the United Kingdom, Canada, Australia, Netherlands and New Zealand (Dunleavy *et al,* 2008).

The aforementioned study by Dunleavy *et al* could be considered as a good illustration of e-government research contextualisation. Though oriented towards developed countries, it uses a context-oriented framework for comparative analysis that could be applied to explain singularities of e-government development in developing countries, as well. It is grounded in theory of modern bureaucracy and new public management paradigm and uses two explanatory variables of government institutional arrangements and the power of ICTs industry on government agencies, along with performance of government ICTs systems as dependant variable (Dunleavy *et al,* 2008). Though the impacts of government institutional arrangements on performance of government ICTs systems were not as strong as it has been expected by the researchers, the influence of ICTs industry's power has proved to be significant. The leading countries succeeded in maintaining the intense competition among their ICTs vendors, retained important capabilities for managing and developing ICTs solution and avoided becoming dependant on big ICTs companies in the market (ibid).

Although such context-similar comparative analysis is unarguably valuable in searching for universal e-government development and implementation approaches, there

is a tendency to transfer e-government research findings and best practices from mature to less mature settings more frequently than vice versa (Heeks, 2005). Therefore, more profound inquiries of the organisation and outcomes of transfer of e-government practices between essentially different contexts are needed.

Heeks has identified three inter-related layers of e-government context which affect the success of any e-government project: invention context, design context and deployment context (Heeks, 2005). The invention context represents the domain of various already-invented and re-usable e-government technologies. The design context represents the environment where there is an attempt to adopt an already existing technology or approach, whereas the deployment context is the context where designed technology is being utilized. The deployment context is changed by the technology, as well as its operation is constrained by the users (ibid).

3.2.2. Lenses of Institutional Theory

Another way for contextualisation of e-government research is through the lenses of institutional theory that is more and more often applied to analyse implementation, adoption and usage of ICTs in public as well as private sectors (Orlikowski *et al*, 2001; Teo *et al,* 2003).

Based on neo-institutional theory, Jane Fountain has developed technology enactment framework for understanding the impact of the institutional arrangements existing in the public sector organisations on the perceptions, understanding, implementation and usage of ICTs by the public managers (Fountain, 2001). A clear distinction was made between organisation and institution in the framework that serve as a medium for the ICTs enactment. Organisational forms are treated as instruments for the execution and control of the business processes of production or service provision. Institutions are understood as rules, requirements, norms and beliefs through which organisations receive their legitimacy and authorization to act. Organisations and institutions serve as a mechanism for the transformation of objective technologies (e. g. Internet, off-the-shelf software) into enacted technologies that reflect the perceptions of their users. Organisations and institutions are also being shaped by the operational context and might also change the organisational and institutional setting in which they are embedded as well as determine the character of the final outcomes (ibid).

Aby Jain has used Max Weber's theory of bureaucracy, that is also considered to be a part of institutional theory (Scott, 2008), to examine two possible directions of e-government development (Jain, 2004). The first direction tends to see e-government as a tool to reform bureaucracy through challenging bureaucratic elements such as stove piped processes, organisation of information by the agency, poor collaboration and information sharing (ibid). The second direction considers the failure of e-government development due to the high level of bureaucracy that is not only linked to negative factors such as corruption, inefficiency, concentration on power or poor decision-making, but also condition different complex institutional arrangements.

Another example of e-government research using institutional theory is a study by Hjort-Madsen who has developed an analytical framework for the analysis of the adoption of federal enterprise architecture in the USA (Hjort-Madsen, 2007). The framework was made up from three components of institutional field, organisational isomorphism and innovative forces. Using this framework, Hjort-Madsen has identified three types of enterprise architecture adopters in the USA federal agencies: accepters, improvers, and transformers (ibid). Accepters are organisations that had only formally adopted enterprise architecture, usually with rich history and high autonomy. Improvers are the organisations that understand the benefits of enterprise architecture; however, it has not radically changed their daily activities and has only improved ICTs development process. Transformers are the organisations that suffered from some kind of external shock and have chosen enterprise architecture as a tool to effective transformation of their business through the ICTs.

3.2.3. Examination of Micro-Factors

Other authors have more focused their research on the micro level factors impacting one particular aspect of e-government development. As well as Dunleavy *et al* (Dunleavy *et al,* 2008), in his research Scholl emphasized the role of government sourcing policy to the organisational capabilities for the development of complex e-government systems (Scholl, 2006). According to Scholl, the higher level of outsourcing, the higher possibility to achieve vendor lock-in and loose independence from the vendors. He suggested that at least systems' integration need to be done at least partially inside the agencies. Even if ICTs development can be seen as a commodity-type of good and be practiced in full outsourcing mode, the capabilities of planning, managing and adopting developed ICTs solutions still need to be practiced by public institution itself (ibid). Heeks also argues that the number of "public hybrids", i.e. employees having education and expertise in both technological and business domain, positively effect the outcomes of e-government (Heeks, 2006).

Hinnant *et al* have studied the linkage between individual perceptions of self-efficacy of public servants to use ICTs and their perception of ICTs effects on the overall operation of their institution (Hinnant *et al*, 2002). Their survey of 2000 USA state government program managers from across all 50 states has proved the positive linkage between computer self-efficacy and available training in ICTs within the organisation, the significance of ICTs to complete their managerial tasks and perceptions of ICTs impacts on improvement of organisational processes. Quality of organisation's ICTs strategic plans and management are also positively related to perceptions of ICTs (ibid).

Kim and Bretschneider argued that managerial capability of ICTs manager through the interaction with support from administrative authorities and financial support have an impact on overall ICTs capacity of local government agencies (Kim *et al*, 2004). Their interviews with government managers revealed that managerial capabilities are not as important to overall ICTs capacity of municipality as are support from administrative authorities and finances. After the research, authors have also emphasized that municipalities with higher ICTs capacity see the recommendations from state government as a barrier for

further progress, whereas less capable municipalities have treated the support from state government as an important contribution to foster e-government development (ibid).

4. Integration of Dynamic Organisational Capabilities Theory Into the Context-Based E-Government Interoperability Research

Based on the analysis of the existing research studies examining the role of context in the development of e-government and its interoperability, they could be classified into the following categories: (1) research with a solid base in theories like institutionalism, organisational theory, innovation, economics and other, (2) research that offers original context analysis frameworks based on theoretical and empirical studies, and (3) research testing hypothesis that some separate factors are important for the particular e-government initiatives.

However, the problem that there is no consensus on the basic principles, methods and factors of the contextualisation persist in the domain. Usually prevailing studies are one-time and rarely replicated to test the significance of the same contextual factors in order to support or reject the conclusions from the original research, making the present knowledge about context rather scattered than accumulative. Another problem is that although the importance of context for the development of e-government is gradually being admitted, search for explanations of its impact on the interoperability issues is still rare, especially through the lenses of dynamic capabilities.

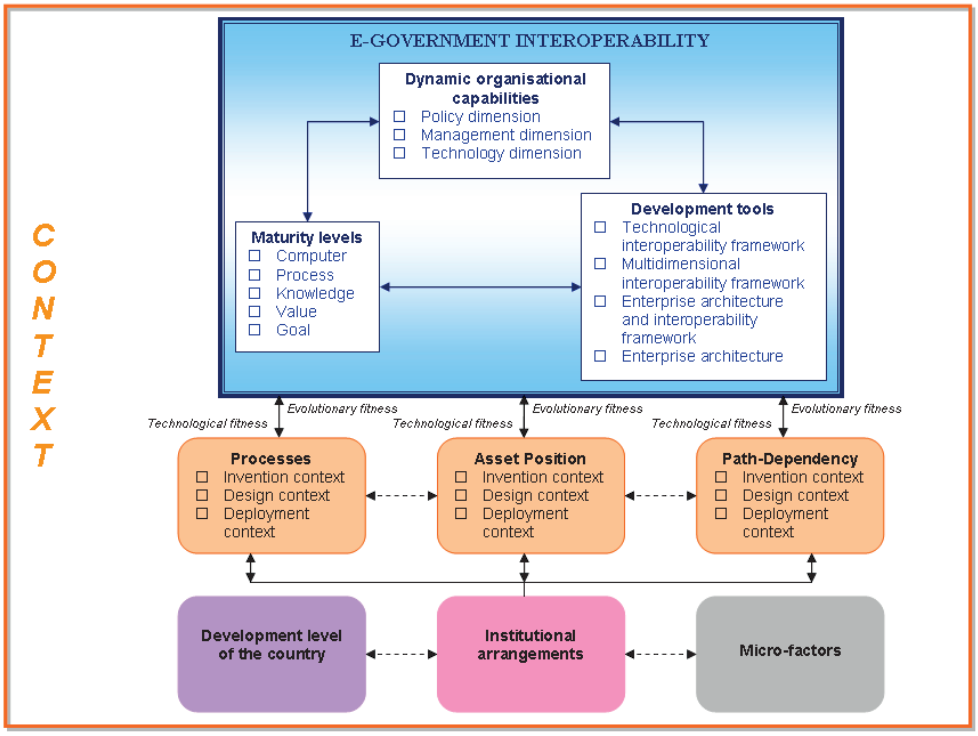
Therefore, in this paper a conceptual framework, integrating existing context body of knowledge from the e-government research with the contextual aspects of dynamic organisational capabilities theory, is proposed (see Figure 2). In this framework e-government interoperability is treated as the mix of dynamic organisational capabilities from three different dimensions of policy, management and technology. These dynamic organisational capabilities support as well as are developed through special tools like interoperability framework, enterprise architecture or the mix of them. The capabilities for interoperability and its development tools have an impact on the maturity of computer, process, knowledge, value and goal interoperability: the higher is the maturity, the more sophisticated are dynamic capabilities and supporting tools and visa versa.

The nature of dynamic capabilities for interoperability, adaptability of its development tools and the maturity level of interoperability are highly dependent on the existing context conditions. These determine the technical and evolutionary fitness of all structural elements of e-government interoperability phenomenon and indicate the scale of changes needed to ensure their effectiveness and suitability to speed-up the overall progress in e-government based public sector reform.

There are three contextual dimensions of processes, asset position and path-dependency coming from three different types of invention, design and deployment context. It is important to evaluate the similarities and differences of processes, asset position and path-dependency in these three different context layers, especially in the

case of e-government interoperability best practice adoption in different than its original setting.

Processes, asset position and path-dependency of dynamic capabilities for e-government interoperability are influenced by the factors indicating the development level of a country, institutional arrangements of public as well as private sector organisations and micro-criteria of the organisation. There is an inter-relation between all these contextual dimensions, and changes in one contextual layer might cause the changes in the other, thus changing the overall context of e-government interoperability.



Source: Composed by author

Figure 2. Conceptual framework for context-based e-government interoperability development

The purpose of this framework is not to offer particular contextual factors that have to be included in the research on e-government interoperability development, but rather to suggest using the similar contextualisation approach that would take into account all the presented context dimensions and their inter-relationships. The future research could further analyse the importance of each of these dimensions and try to explain how they could be operationalised to meet different needs of practitioners and research community.

5. Conclusions

The concept of e-government is gradually re-defined from being just a tool to increase the quality of public sector performance towards making it the key instrument in creation of the public administration that would be open, agile and collaborative inside as well as in its relations with constituents and social partners. Only such networked government is capable to resolve the global challenges and sustain the national and regional competitiveness.

Consequently, the significance of interoperability in the development of complex cross-governmental ICTs solutions is increasing, but it is still often analysed only from the technological perspective that does not fit into the current conception of e-government. E-government interoperability in the broadest sense should be defined as a mix of dynamic, multidimensional and context-dependant organizational capabilities. This would enable the ability of public sector organisations to purposefully create, extend or modify existing resources, routines and capabilities in order to successfully implement e-government initiatives through necessary changes.

This holistic approach towards interoperability also highlights the importance of context that has been already identified as one of the key factors for the success or failure of e-government initiatives. Thus, the demand for new formal methods that would make the context an integral part of interoperability research and practice emerges. They should combine both the existing context body of knowledge from the e-government research and the new approaches from the dynamic organisational capabilities theory.

In this paper the conceptual model for context-based e-government interoperability development is proposed. It explains the complex structure of e-government interoperability phenomenon through the elements of dynamic capabilities, various development tools and respective maturity levels. According to the model, the context should be assessed from three inter-related perspectives of processes, asset position and path-dependency. The assessment should be based on the analysis of factors indicating the development level of the country, its institutional arrangements and organisational criteria. The application of this model could lead to more interesting research insights and serve as a basis for selecting the best suitable methods for interoperability enforcement to meet the needs of a particular case.

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KONCEPTUALUS E. VALDŽIOS SĄVEIKUMO PLĖTROS KONTEKSTO ANALIZĖS MODELIS

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Santrauka. *Kontekstas yra vienas iš svarbiausių e. valdžios sąveikumo elementų, ir tinkamas jo poveikio įvertinimas lemia ne tik susijusių politinių, vadybinių bei technologinių metodų efektyvumą, bet ir mokslinių tyrimų, atliekamų šioje srityje, rezultatų patikimumą. Šiame straipsnyje, taikant sisteminės analizės, palyginamosios analizės ir apibendrinimo metodus, išanalizuoti esminiai e. valdžios sąveikumo, kaip dinaminių, daugiamačių ir itin nuo konteksto priklausomų organizacijos gebėjimų komplekso, plėtros proceso bruožai bei taikomos priemonės, ir pasiūlytas konceptualus e. valdžios sąveikumo plėtros konteksto analizės modelis. Jame svarbiausi dinaminių organizacijos gebėjimų teorijoje naudojami konteksto lygmenys yra sujungiami su kritiniais e. valdžios moksliniuose tyrimuose vertinamais išorinės ir vidinės aplinkos kriterijais. Siūlomas konceptualus e. valdžios sąveikumo plėtros konteksto analizės modelis pasižymi aukštu abstrakcijos lygmeniu, todėl ateityje, remiantis šioje srityje atliekamais empirinių tyrimų rezultatais, reikėtų jį detalizuoti konkrečiais ir tiksliai pamatuojamais konteksto faktoriais. Modelis yra orientuotas tiek į e. valdžios sąveikumo politiką kuriančius bei įgyvendinančius viešojo ir privataus sektoriaus atstovus, tiek ir į šį tyrimų lauką formuojančią mokslinę bendruomenę. Jo pagrindu rekomenduojama verinti techninį bei evoliucinį dinaminių organizacijos sąveikumo gebėjimų tinkamumą tiek prieš inicijuojant tarp-organizacinius e. valdžios sprendimų projektus, tiek ir planuojant adaptuoti priešakinius e. valdžios sąveikumą įgalinančius metodus valstybėse ar organizacijose, kurių e. valdžios plėtros procesas dar nėra pakankamai susiformavęs. Šis vertinimas turėtų apimti visų suinteresuotųjų grupių procesų, resursų bei formavimosi trajektorijų analizę, įtraukiant ir tokias e. valdžios sričiai svarbias perspektyvas kaip institucinė sandara, valstybės išsivystymo lygis bei įvairūs organizaciniai faktoriai. Į šiuos e. valdžios sąveikumo konteksto analizės principus derėtų atsižvelgti ir atliekant e. valdžios sąveikumo reiškinio bei jį įgalinančių metodų mokslinius tyrimus.*

Reikšminiai žodžiai: *e. valdžios sąveikumas, dinaminiai organizacijos gebėjimai, konteksto analizė, sąveikumo pagrindai, organizacijos architektūra.*