

Evaluating the quality of e-democracy processes: An empirical study in the Greek context

A significant number of studies have appeared on how Information and Communication Technologies (ICTs) have a strong impact on e-democracy, which, in a few words, is the online citizen engagement and participation in public policy making. However, only few studies focus on the quality aspect of e-democracy. This paper aims to investigate how e-democracy processes are perceived by the citizens and to define the main quality characteristics of an e-democracy system. Answering these questions will contribute to the identification of topics and issues that have to be prioritized in an e-democracy service delivery system. Based on our literature review, a four-dimensional quality framework is used to evaluate quality of e-democracy processes. This framework comprises the following dimensions: *coordination*, *control*, *sharing*, and *transparency*. “Coordination” is the capability of public administrations to accomplish together the delivery of their services to citizens. “Control” refers to how the activation and delivery of e-democracy services are controlled. With the term “sharing” we mean the way in which public administrations handle and share citizen data with other administrations. Finally, “transparency” is the ability of public administrations to improve citizens’ perceived trust. The framework is validated through an empirical research conducted among Greek citizens. Using principal component analysis, our findings show that sixteen quality characteristics are grouped into four components, namely the four dimensions of the aforementioned framework. Additionally, the benefits of e-democracy and the obstacles to enhance its quality are identified and analyzed.