

NO-STOP GOVERNMENT: EXPECTED BENEFITS AND CONCERNS OF YOUNG ADULT GERMAN CITIZENS

1. Introduction

Despite high private usage of the internet, a study from the Institut der Deutschen Wirtschaft shows that in digitalization matters, Germany lags behind comparable countries significantly. In 2021, 52% of Germans used e-government services, with 47% of them seeing the lack of consistency in services as the main barrier to an increase in usage of online government services [3]. Despite switching to digital government, as of right now citizens are still responsible to initialize the process of receiving a specific governmental service leading to the discussion of delivering public services proactively. This concept is called **no-stop government** [1, 2, 3].

Even though researchers are discussing enablers and barriers of no-stop government implementation from a wide range of perspectives, the citizens' opinions on this topic have not been taken into consideration from existing literature. Therefore, the purpose of this paper is to engage in discussion citizens' stance by exploring the following research question:

RQ: What are the expected benefits and concerns of young adult German citizens regarding no-stop government services?

2. Research Background

2.1 Development towards no-stop government

Digital Government [1, 2, 3]

“the use of information technologies by government agencies capable of transforming relationships with citizens, businesses, and other government entities”

(Digital) Public Service

“Which describes a service provided by government agency to a citizen electronically”

One-Stop Shop

“Citizens reach out to only one point of contact to receive government services”

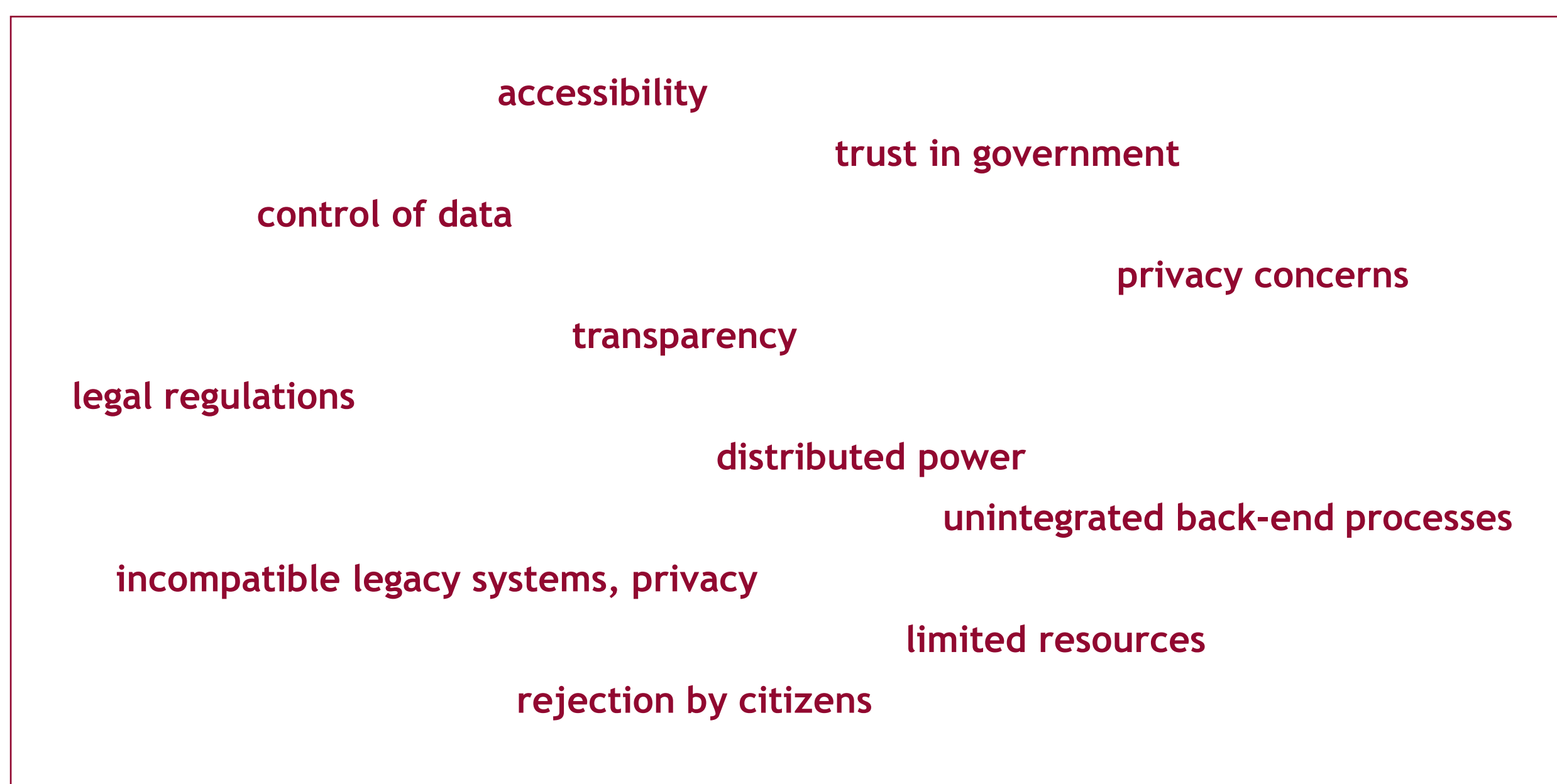
No-Stop Shop

“Proactive provision of services, fully automated services”

2.2 Related Work

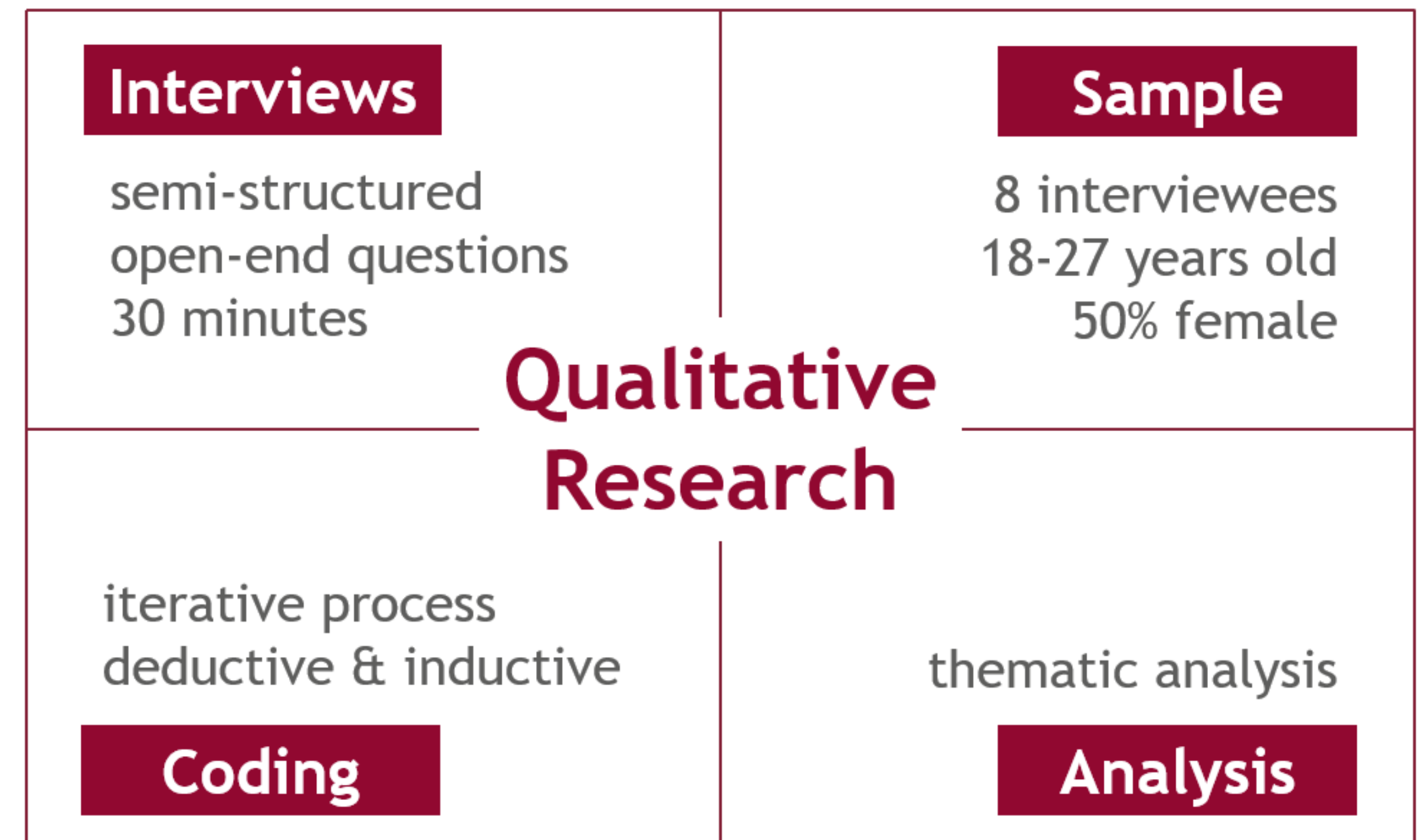
The difficulties in introducing functioning digital government services in general and no-stop government services in particular, as well as the corresponding barriers and enablers, have already been the subject of research in the past.

Barriers:



*Ayachi et al., Chan et al., Distel et al., Meijer et al., Pieterse et al., Scholta et al.

3. Research Design



4. Results

Our findings are structured in two main categories, a) expected benefits and b) expected concerns as an output of coding.

Table 1. List of citizens' expected benefits and concerns regarding no-stop government.

Expected Benefits	Expected Concerns
Time saving	Data privacy
Fewer errors(Citizens)	Data safety
Fewer errors(Gov.)	Decision making
Less effort	Human interaction
No deadlines	Less control
Government grants	Potential outliers
Government reputation	High costs
Government budget	Legislation issues
Data safety	Potential unemployment
Less Discrimination	

5. Discussion

Citizens' stance vs Researchers

The majority of benefits and concerns mentioned by our interviewees coincide with the findings of previous research, for example the time-saving aspect of no-stop government service, but also less paperwork, data privacy issues, data safety, less human interaction, existing laws, high costs of implementation and outdated infrastructure, which were also pointed out by past research and therefore coincides with our results.

Another one of our findings from the conducted interviews is potentially less discrimination through automatization in no-stop government services. Our respondents believe that increasing automation could eliminate discriminatory factors in decision-making. This result is at odds with the research findings of Karl Kristian Larsson, who showed that a fully automatic child support procedure discriminates against low-income households.

6. Conclusions

Implications for Researchers and Practitioners

Researchers could take into consideration citizens' main expected benefits and concerns when discussing further key barriers and enablers of no-stop government services. At the same time, the government can make use of this research of digital public service delivery by correcting interacting processes with citizens and clearly emphasizing the benefits of no-stop government services.

Limitations

In these circumstances, we would like to mention the limitations of our actual research. To start with, our interviewees had some difficulties with fully expressing themselves as they were native German speakers, and it was required for them to use English when providing their answers. We only used one age group to get started with citizens' expected benefits and concerns regarding no-stop government public services.

Future Work

Hopefully, these initial findings trigger the need to take into consideration citizens' experience and expected perspective in using public services through digital communication channels. As an open issue for the future, we would like to conduct more interviews with different age groups to include as many citizens' perspectives as possible on no-stop government implementation.

References

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