Chapter 10
Proposing a Knowledge Amphora Model for Transition towards Mobile Government

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ABSTRACT

As an important project for Turkey to achieve Information/Knowledge Society Strategic Goals, the e-Government Gateway currently focuses on the delivery of public services via a single portal on the Internet. In later stages, other channels such as mobile devices will be available for use, underlying a transition towards mobile and ubiquitous government services. In order to provide a supportive base for this transition, the authors develop a modeling of knowledge amphora (@), and link this conceptual model with the e-government gateway. Based on Knowledge Science concepts such as ubiquity, ba (physical, virtual, mental place for relationship-building and knowledge-creation), ma (time-space in-between-ness), reflection and refraction, the modeling of Knowledge Amphora incorporates the interactions @ the Internet and mobile devices that contribute to cross-cultural information transfer and knowledge creation. The paper presents recent electronic and mobile government developments of E-Government Gateway Project in Turkey as an application example of this philosophical and theoretical modeling. The contributed Ubiquitous Participation Platform for Policy Making (UbiPOL) project aims to develop a ubiquitous platform allowing citizens to be involved in policy making processes (PMPs). The resulting work is a practical case study as that develops new m-government operations.

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INTRODUCTION

The e-Government Gateway Project is a major milestone for achieving the Information/Knowledge[1] Society Strategic Goals set by Turkey. Here, e-government basically means provision of public services through electronic means, which implies faster and cheaper access to these services. In order to facilitate access to electronic public services by citizens and enterprises, it will be ensured that these e-government services are reached from a single portal and via multiple channels such as mobile phones. Users will be able to access the system with smart cards or imprinted digital certificates for a secure transaction.

In this paper, we aim to provide a modeling of ubiquitous knowledge amphora (@) that can be linked with the e-Government Gateway Project in Turkey. This model can then provide the theoretical base and philosophical vision to pave the way for the necessary transition from e-government to m-government in Turkey. The outline of the paper is, mainly, first the development of the conceptual modeling for knowledge amphora, then the background information about the e-Government Gateway Project, finally a discussion about mobile government and citizen-oriented e-government initiatives as a part of e-Government Gateway Project. So the paper is a mix between theory/philosophy and a practical case study, aiming to bridge these two. Thus, this piece of work can be considered as not only both academic and practical, but also neither fully academic nor fully practical. One of the main contributions of this paper is then providing a novel cognitive lens covering the knowledge creation process and philosophy, applying and demonstrating to a real case example of e-government and mobile government development in Turkey.

The paper is structured as follows. After a brief introduction on knowledge in e-government services, the next section provides a philosophical discussion on knowledge creation, the following section briefly covers Turkish e-government activity in Turkey, and the final section provides an application of the theoretical framework into an actual case, interlinking a philosophy with practice.

KNOWLEDGE IN E-GOVERNMENT SERVICES

Within the scope of "e-services and mobile applications"; generally, importance of knowledge and knowledge management is recognized in the literature on e-government and public transformation. For example, Reid, Bardzki and McNamee (2004) underline the importance of communication and culture in addition to knowledge-sharing processes and appropriate infrastructure establishing a knowledge-enabled environment to effect (local) government reform. More generically, Cooper, Lichtenstein, Smith (2009) highlight the challenging nature of knowledge transfer among stakeholders to consider and resolve various needs and concerns for success of Internet-based (Information and Communication Technologies (ICT) support) services. Meanwhile, interoperability of different e-government initiatives actually refers (internally or externally) "to the process of ensuring that information systems, procedures and culture of an organization are managed with the aim to maximize opportunities for the exchange and re-use of information" (Brusa, Caliusco, & Chiotti, 2007, p. 35). Furthermore, benefiting from common understandings for the stages of e-government services (such as Layne & Lee, 2001), Fraser et al. (2003)[2] apply a perspective of knowledge into these common stages. (p.14)

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