Bundling Processes between Private and Public Organizations: A Qualitative Study

Abstract:

Businesses are aching under the burdens entailed by public reporting duties while public administrations are faced with rising cost pressures. Fostered by the diffusion and maturation of information technology, businesses put forth growing demands in regard to the quality, integration and usability of public services. An effective means of meeting these challenges is through the identification and bundling of processes caused by reporting duties. Incorporating corresponding concepts from the business sector, we set out to develop an approach for process bundling tailored to the peculiarities of public organizations. We demonstrate the approach on the example of waste management reporting duties. We aim to provide guidance for practitioners striving to optimize information flows and reduce redundancies within B2G contacts. As a result, both public administrations and businesses may benefit from a more straightforward and cost-efficient provision of public services.

Intellectual Contribution:

Discipline-based Research

Zeitschriftenstitel:

Information Resources Management Journal (IRMJ)