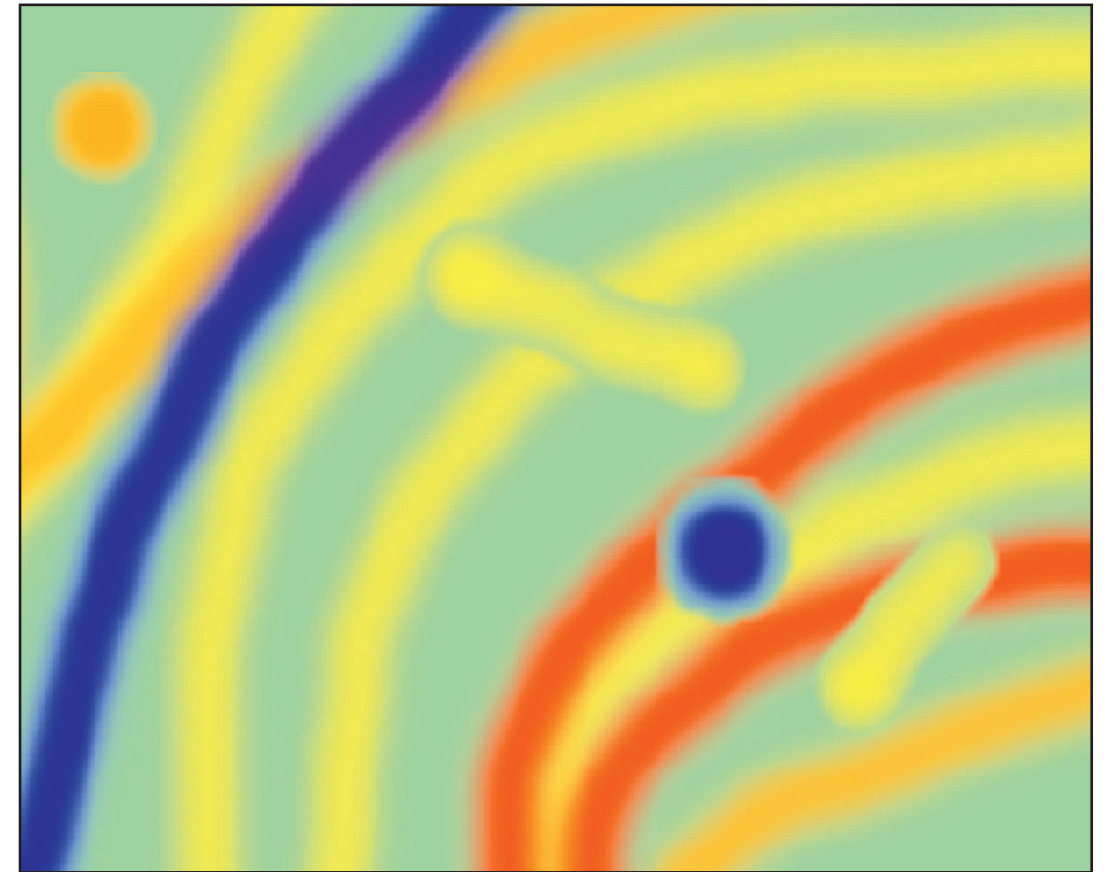


Abstract

This thesis is about the metaphors of the rainbow and the fogbow, investigations and evaluations, public internet monitors, writing women, reflections and discussions about politics, design and democracy. It is also about the ongoing re-structuring of participation in service design within the development of eGovernment. The aim behind the drive towards eGovernment is to modernise administration and make it more efficient. The transformation and modernisation of public services are proclaimed to bring about a change in services based on a 'citizen-centred approach.' In such a process, communication between citizens and public authorities should play an essential role. Themes such as accountability, accessibility and participation all form part of the reconfiguration and at the same time these themes are shaped by the transformation. The papers in this thesis discuss, in different ways, how this reconfiguration is enacted in practice. Theories and methodologies from feminist theories, participatory design and informatics, are used in order to develop broader and more complex understandings of ongoing development within eGovernment.

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Design and reconfiguration of services
and participation in eGovernment

Annelie Ekelin

Department of Human Work Science and Media Technology
Division of Technoscience Studies
Blekinge Institute of Technology