

## TABLE OF CONTENTS

DOI: 10:24989/ocg.v.338.01

<b>1. Smart Cities.....</b>	<b>19</b>
<b>From Smart Cities to Smart Regions: Regional Economic Specialization as a Tool for Development and Inclusion .....</b>	<b>21</b>
Karina Radchenko	
<b>The Environmental Impact of Shopping via the Internet .....</b>	<b>33</b>
Oliver Sievering	
<b>Partnership and Governance for Smart Cities.....</b>	<b>43</b>
Catalin Vrabie	
<b>2. eGovernment I .....</b>	<b>55</b>
<b>Thinking German IT Consolidation to the end - An Approach to User Training in the context of IT Consolidation .....</b>	<b>57</b>
Carolin Hilgers	
<b>The Introduction of HR Knowledge Exchange System and Expert Network in Hungarian Civil Service to Support the Reorganisation of Personnel Management.....</b>	<b>67</b>
Zoltán Hazafi, Nikolett Pintér	
<b>Learning from ITIL for Efficient Internal Services of Authorities.....</b>	<b>81</b>
Anne Diedrichs	
<b>3. eGovernment II .....</b>	<b>91</b>
<b>Measuring The Development of the Hungarian Electronic Administration .....</b>	<b>93</b>
Anna Orbán	
<b>Usability Of Digitized Citizens' Services – A Heuristic Evaluation based on Experiences with Usability Labs within the Implementation of the German Online Access Act .....</b>	<b>103</b>
Laura Stasch, Anna Steidle	
<b>The Network Information Systems Directive (EU) 2016/1148: Internet Service Providers and Registries .....</b>	<b>111</b>
Domenica Bagnato	
<b>4. Privacy and Data Protection .....</b>	<b>123</b>
<b>Insight into the Perception of Personal Data among Law Students.....</b>	<b>125</b>
Vivien Kardos	

<b>Data Protection Maturity: An Analysis of Methodological Tools and Frameworks .....</b>	135
Tamás Lapos, Gáspár Frivaldszky	
<b>Privacy Challenges in Children’s Online Presence – From the Developers’ Perspective .....</b>	149
Csaba Krasznay, Judit Rácz-Nagy, László Dóra	
<b>5. Cyber Security .....</b>	<b>159</b>
<b>Cyber Security Master’s Degrees in the United Kingdom: A Comparative Analysis .....</b>	161
Anna Urbanovics, Peter Sasvari	
<b>Identity in the Age of Social Networks and Digitalisation .....</b>	173
Daniele Fiebig	
<b>Building An Effective Information Security Awareness Program.....</b>	189
Ildikó Legárd	
<b>6. Economic and Social Impact of eGovernment I.....</b>	<b>201</b>
<b>How is ICT Shaping the Refugee Governance Landscape in Transitional Bangladesh? .....</b>	203
Zakir Hossain	
<b>Social Media as a Channel for Public Sector Transformation via Online Mentoring .....</b>	217
Nadine Baumann, Christian Schachtner	
<b>Impacts of Computerization and Digitization: Some Health Issues.....</b>	231
László Berényi, Péter László Sasvári	
<b>7. Economic and Social Impact of eGovernment II .....</b>	<b>243</b>
<b>Social Impact of E-Government in Urban Marketing.....</b>	245
Stefany Cevallos	
<b>System Dynamics Modelling of Public ICT Platforms .....</b>	251
Róbert Somogyi, Norbert Radnó, András Nemeslaki	
<b>8. eGovernment and the EU .....</b>	<b>263</b>
<b>Digital Single Market – A New Impetus on EU Social Policy? .....</b>	265
Daniel Zimmermann	
<b>eInvoicing: The Influence of the EU on the Expansion of Electronic Administrative Services.....</b>	277
Katja Posselt	

<b>Status Quo of Electronic Invoice Processing at Municipalities in the Federal State of Baden-Württemberg.....</b>	<b>287</b>
Jasmin Oster, Birgit Schenk	
<b>9. eParticipation .....</b>	<b>301</b>
<b>Put Your Money Where Your Mouth Is - Participatory Budgeting in Romanian Cities .....</b>	<b>303</b>
Nicolae Urs	
<b>Innovating a City through Citizen Participation: Could Interdisciplinary Orientation Play a Role? .....</b>	<b>313</b>
Adriana Zaiț, Andreia Gabriela Andrei	
<b>Moldovan Diaspora's Social Networks: Political Mobilization and Participation .....</b>	<b>323</b>
Ciobanu Rodica, Rosca Mariana	
<b>10. Social Media I .....</b>	<b>335</b>
<b>Regulatory Approaches to Social Media.....</b>	<b>337</b>
Balázs Bartóki-Gönczy	
<b>Social Media – A Two-Edge Sword in Political Campaign: The Case of the Republic of Moldova.....</b>	<b>347</b>
Ina I. Vîrtoșu	
<b>The Role of Social Media in E-Government: Systematic Literature Review and Case of Jordan .....</b>	<b>363</b>
Nemer Aburumman, Róbert Szilágyi	
<b>11. eGovernment in Local Communities .....</b>	<b>381</b>
<b>eServices as a Challenge for Small Municipalities – Slovak Republic Experiences .....</b>	<b>383</b>
Silvia Ručinská, Miroslav Fečko	
<b>Evaluation of Business Models of Urban IOT-Applications for a Medium Sized City .....</b>	<b>393</b>
Ferdinand Fischer, Birgit Schenk	
<b>Digitalization in the Decision-Making Process in the Local Government in the Republic of Moldova (The electronic control of local acts).....</b>	<b>405</b>
Diana Chiriac, Igor Chiriac	
<b>12. Social Media II.....</b>	<b>415</b>
<b>Exit/Entry, Voice/Noise and Loyalty/Apathy in the Era of Social Media Impact of Social Media to Public Sector .....</b>	<b>417</b>
Hiroko Kudo	

<b>Social Media as the Platform for Political Mobilization: Case Study of Kazakhstan .....</b>	<b>431</b>
Assem Kalkamanova	
<b>Social Media Use to Enable Better Research Visibility .....</b>	<b>443</b>
Irina Cojocaru, Igor Cojocaru	
<b>13. eGovernance.....</b>	<b>453</b>
<b>Ten Years of Liquid Democracy Research: An Overview .....</b>	<b>455</b>
Alois Paulin	
<b>Smart City Governance from below: How Hungarian Towns respond to the need for Institutional Design and Digital Capacity Building.....</b>	<b>467</b>
Tamás Kaiser	
<b>Comparative Analysis of Evidence Based Policies in the Era of Digitalization .....</b>	<b>477</b>
András Bojtor, Gábor Bozsó	
<b>14. Relevance for the Danube Region .....</b>	<b>487</b>
<b>15. Indices.....</b>	<b>491</b>
Index of authors .....	493
Index .....	495