

Research gaps on public service delivery

Lopes, Nuno Vasco; Sa Soares, Delfina; **Meyerhoff Nielsen, Morten**; Tavares, Antonio ICEGOV '17 : proceedings of the 10th International Conference on Theory and Practice of Electronic Governance : New Delhi AA, India, March 7-9, 2017 2017 / p. 465-474 : ill <https://doi.org/10.1145/3047273.3047388> [Conference proceedings at Scopus](#) [Article at Scopus](#)