

Administrative burden reduction over time : literature review, trends and gap analysis

Meyerhoff Nielsen, Morten; Goncalves Veiga, Linda; Carvalho, Nuno Ramos; Barbosa, Luis Soares 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. 140-148 <https://doi.org/10.1145/3047273.3047334> [Conference proceedings at Scopus](#) [Article at Scopus](#)

Research gaps on public service delivery

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