

EIZ Seminar

Dear Sir/Madam,

We cordially invite you to attend an **ONLINE** EIZ Seminar on **Wednesday, December 3, 2025**, at **2:00 p.m.**, when **Carolyn Zwilling** (Eurac Research) and **Davide Maffei** (Eurac Research) will deliver the following lectures:

Presentation of the book *Digitalization and Regional Autonomies* (Carolyn Zwilling)

User Satisfaction with Local e-Government Portals: The Role of Digital Identity in Government-as-a-Platform Systems (Davide Maffei)

Zoom details

Link: <https://us06web.zoom.us/j/81652023259?pwd=F9aZijJ1T6PzwHIH8O7px2rRJ C2o.1>

Meeting ID: 816 5202 3259

Passcode: 606778

Presentation of the book *Digitalization and Regional Autonomies*

The digital transformation is advancing worldwide at an increasing pace and has long since permeated all areas of citizens' lives. What impact does this have on the legislative and administrative competencies of federal states or regions? One of the most pressing questions is whether states with federal or regional structures inevitably experience a centralization of competencies. Can the autonomous spheres of action of subnational entities be preserved, or does a centralization of responsibilities necessarily occur? In addition to a general legal classification of digital change and its challenges, the case studies of Italy, the Autonomous Province of Trento, the Autonomous Province of Bolzano–South Tyrol, Austria, the Federal State of Tyrol, Germany, and Estonia illustrate interesting instruments and methods for preserving, adapting, and further strengthening autonomy within the broader context of global digitalization. The comparative assessment underscores that effective digital governance requires both coordinated steering and meaningful involvement of subnational authorities.

User Satisfaction with Local e-Government Portals: The Role of Digital Identity in Government-as-a-Platform Systems

Evaluating and improving e-Government remains challenging, particularly when user satisfaction and the interplay between national and local digital solutions are considered. The Government as a Platform (GaaP) paradigm (O'Reilly, 2011) helps explain how shared infrastructures enable national systems to support locally tailored services, fostering innovation and efficiency, but also blurring responsibilities among portal and platform owners. In GaaP ecosystems, core functions such as digital identity systems are provided centrally, while local administrations build specialized services on this foundation. This shapes user experience in e-Government portals, where identity verification strongly affects satisfaction. Its seamless integration can obscure boundaries between national and local components, complicating portal evaluation and limiting the ability of portal owners to address user concerns. This study investigates how national e-ID solutions influence user satisfaction with local e-Government portals, focusing on the Italian case. Using the public portal myCIVIS of the Autonomous Province of Bolzano, over 2,000 questionnaire responses are analyzed through structural equation modeling, and the findings are complemented with content analysis of open-ended answers. The study contributes to understanding how portal owners can improve user satisfaction within GaaP environments.

About the lecturers

Carolyn Zwilling is Senior Researcher and Coordinator at the Institute for Comparative Federalism at Eurac Research in Bolzano/Bozen (Italy). She has studied law at German and Italian universities and passed the Bar Exam in Germany in 2003. Since 1998, her research at the Institute has focused on South Tyrol's complex autonomy system as well as on Italian constitutional law with special focus on the regional level. Her special interest lies in the European Union's influence on the development of South Tyrol's autonomy, for example, in the legal instrument to promote cross-border cooperation within the Brenner area, the EGTC Euroregion Tyrol-South Tyrol-Trentino. Her recent consultancy activity for the Autonomous Province of Bolzano focuses on the influence of the digitalization process on the autonomy system.

Davide Maffei is a Researcher at the Institute for Public Management at Eurac Research in Bolzano/Bozen (Italy). He holds a BA in Political Science and a BSc in Management and Economics from the University of Innsbruck (Austria), as well as an MA in Management, Communication and IT from the MCI Innsbruck. He is currently a PhD candidate at the University of Innsbruck. His research focuses on place branding and place identity. He also works on e-government and the Government as a Platform (GaaP) paradigm, as well as on spending reviews aimed at analyzing public expenditure patterns.