

MATURITY OF E-PORTALS: EVALUATION OF THE ECOHESION RESEARCH

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ABSTRACT

This article outlines an alternative methodology for the assessment of electronic portals in the domain of European fund management.

The topic can attract widespread interest since the present European legislation prescribes that all Member States shall provide digital fund management services for beneficiaries to reduce their administrative burdens. This concept is labelled as “eCohesion” in the scientific discourse. According to preliminary studies eCohesion may bring about an outstanding burden reduction if the concept is implemented on its highest level of sophistication. A recent international research revealed that the efficiency of online portals depends on a series of functional and procedural factors. These factors form the basis of a specific maturity model that can assist portal owners to exploit the burden reduction potential of eCohesion.

This paper has two main aims. First, to analyse the relations of the key factors with multivariate statistical methods. Second, to define the main structural components and describe the methodological framework of the maturity model.

Keywords: cohesion policy, e-Cohesion, administrative burden, maturity model