



## Process Virtualization Theory in the Public Sector: A Scale Development Study

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By Christian Lubasch

GRIN Verlag Sep 2012, 2012. Taschenbuch. Book Condition: Neu. 210x148x14 mm. This item is printed on demand - Print on Demand Neuware - Diploma Thesis from the year 2011 in the subject Politics - Miscellaneous, grade: 1.0, University of Mannheim, course: E-Business & E-Government, language: English, abstract: The following diploma thesis is a scale development study in context of the public sector. A set of sound measurement models had to be developed for measuring an initially supplied, not yet quantitatively evaluated, conceptual model of Barth and Veit (2011). As the individual parts of the conceptual model are not of a directly observable nature, scale development techniques had to be used to make them empirically manifest (e.g. DeVellis, 2003; Gerbing and Anderson, 1988). A stringent procedure, based on literature recommendations and best practices was followed, as the development of reliable and valid scales is not trivial. Therefore, a generalized scale development procedure and its corresponding subparts were derived of a large amount of available publications from different fields of research like information systems, operations management, psychometrics, etc. Two specific processes of the public sector, namely the civil marriage and residency change, were used as context for phrasing meaningful sentences and...



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