Appendix A SCOPUS Search Strings

30 most cited articles containing “Citizen*” in GIQ used for the initial review

(TITLE-ABS-KEY ("citizen*") AND ISSN (0740-624X))

Selected articles are shown in Appendix B

Non-citizens in digital government research

(TITLE-ABS-KEY ("non-citiz*" OR "migrant*" OR "expat*" OR "immigrant*" OR "foreigner*" OR "refug*") AND TITLE-ABS-KEY ("digital public servic*" OR "egov*" OR "public sector digit*" OR "digital gov*"))

Non-citizens smart city research

(TITLE-ABS-KEY ("non-citiz*" OR "migrant*" OR "expat*" OR "immigrant*" OR "foreigner*" OR "refug*") AND TITLE-ABS-KEY ("smart cit*"))

Appendix B - Review table

ID	Titel	doi	Definition	Discussion of term	alternatives terms used	data/unit of analysis	Methodology
1	Defining digital transformation: Results from expert interviews	10.1016/j.giq.2019.06.002	no	no	user, customer	expert opinions	qualitative
2	From e-government to we-government: Defining a typology for citizen coproduction in the age of social media	10.1016/j.giq.2012.06.003	no	no	clients, customer, partner, user	articles	concept
3	Local e-government 2.0: Social media and corporate transparency in municipalities	10.1016/j.giq.2011.10.001	no	no	customers, user	social media pages	quantitative
4	Assessing eGovernment systems success: A validation of the DeLone and McLean model of information systems success	10.1016/j.giq.2007.06.002	no	"The discussed findings and their implications were obtained from one single study that examined some particular eGovernment systems and targeted a specific citizen group in Taiwan. Thus, caution needs to be taken when generalizing these findings and in discussion of other eGovernment	citizen, customer, user	users	quantitative

				categories or user groups."			
5	e-Government Adoption Model (GAM): Differing service maturity levels	10.1016/j.giq.2010.05.006	no	Multilinguality in questionnaire, use term customer, people in questions, use of term residents in methodology section	customer, user, people	users	quantitative
6	Transforming the communication between citizens and government through AI-guided chatbots	10.1016/j.giq.2018.10.001	no	no	customer, user	public servants	qualitative
7	Social media use by government: From the routine to the critical	10.1016/j.giq.2012.06.002	no	no	user	social media pages	quantitative
8	Citizen interaction with e-government: From the streets to servers?	10.1016/j.giq.2004.10.003.	no	no	users	users	quantitative
9	A generalised adoption model for services: A cross-country comparison of mobile health (m-health)	10.1016/j.giq.2015.06.003	no	no	customer, user, people	users	quantitative
10	Citizens' engagement on local governments ' Facebook sites. An empirical analysis: The impact of different media and content types in Western Europe	10.1016/j.giq.2014.11.001	no	no	customers, partners, users, people	social media pages	quantitative
11	User-centered E-Government in practice: A comprehensive model for measuring user satisfaction	10.1016/j.giq.2009.03.005	no	"Furthermore, it is important to bear in mind that there is no such a thing as 'the' citizens. Users of electronic public services are very diverse and heterogeneous (Bertot & Jaeger, 2006; Bicking, Janssen, & Wimmer, 2006). Each user group has its own	users, customers	users	mixed

				preferences towards services and channels. This comes with the observation that a 'one size fits all' approach is no longer feasible (OECD, 2005)." (p. 489)			
12	Connecting citizens and local governments ? Social media and interactivity in major U.S. cities☆	10.1016/j.giq.2013.05.016	no	no	Social Media Audience, participants	social media pages	quantitative
13	Social media adoption and resulting tactics in the U.S. federal government	10.1016/j.giq.2012.12.004	no	no	users	social media pages	quantitative
14	Understanding the complexity of electronic government: Implications from the digital divide literature	10.1016/j.giq.2008.05.004	no	"Lamb and Kling (2003) find that in organizations, "individuals often don't have the opportunity to choose the systems they would prefer to use" and suggest that "when aggregated to predict organization-wide activity [use], a thinlysocialized concept of the user leads to frequent overestimates of ICT use." The implication is that poorly-conceived elaborations of citizens as users will lead to an overestimation of use (or demand)." (p.94)	users, people "Comprehensive strategies for E-Government should not only aim at bridging offer-related divides by supply-side offerings (e.g., PCs in schools or renewing a driver's license online) but need to also focus on demand-related divides (or the differences among people in why, how, and when they use E-Government programs." (p. 95)	articles	concept
15	Close encounters of the digital kind: A research agenda for the digitalization of public services	10.1016/j.giq.2019.03.002	no	"Some scholars warn that automation of this type of service might create public services that are unnecessarily exclusive for 'atypical' citizens (cf. Wihlborg et al., 2016); there is a risk that these systems are designed in a way that implicitly reinforces the norms of some actors in society and excludes others." (p. 431) "Furthermore, new technologies change	public service user	articles	concept

				the public service user (Pollitt, 2012). Indeed, digital public services have the potential to increase access to public services for citizens who have previously found it difficult to interact with the public. Citizens confined to their homes due to disability or illness can interact with the government by themselves without representation by others when using digital services (Pollitt, 2012). However, others may be excluded from public service access by the very same technology (cf. the digital divide)." (p. 431)			
16	Privacy concerns in smart cities	10.1016/j.giq.2016.06.004	no	no	residents, consumers, people, inhabitants	articles	concept
17	Lean government and platform-based governance —Doing more with less	10.1016/j.giq.2012.11.003	no	"Types of customers of public platforms are at least the following groups: ○ citizens in their role of user of services and content or participating in democratic processes" (p. S5)	stakeholders, citizens unequal users, "start providing platforms which can be used by application developers, users, citizens and others" (p. S2) "citizens in their customer role" (p.S2).	articles	concept
18	What determines success of an e-government service? Validation of an integrative model of e-filing continuance usage	10.1016/j.giq.2018.03.004	no	no	user	individuals	quantitative
19	Assessing citizen adoption of e-Government initiatives in Gambia: A validation of the technology acceptance model in information	10.1016/j.giq.2010.09.004	no	"The applications of e-Government in Gambia promises to enhance the delivery of public goods and services to citizens not only by improving the process and management of government, but also by redefining the traditional concepts of	user	e-Government users	quantitative

	systems success			citizenship and democracy." (p. 273)			
20	A two-stage model of e-government growth: Theories and empirical evidence for U.S. cities	10.1016/j.giq.2003.11.004	no	Definition through relation between citizen and government P. 52	user, customer	public servants	quantitative
21	Suggesting frameworks of citizen-sourcing via Government 2.0	10.1016/j.giq.2011.07.005	no	no	citizenry, cyber-readers,	articles	concept
22	The effects of successful ICT-based smart city services: From citizens' perspectives	10.1016/j.giq.2017.05.001	no	no	mobile citizen, human	users	quantitative
23	A promising phenomenon of open data: A case study of the Chicago open data project	10.1016/j.giq.2013.05.012	no	no	civil society, local communities, residents	portal	qualitative
24	Understanding risks, benefits, and strategic alternatives of social media applications in the public sector	10.1016/j.giq.2012.07.002	no	no	target audience, user	public servants	qualitative
25	E-Government: Evolving relationship of citizens and government, domestic, and international development	10.1016/j.giq.2005.11.004	no	no	consumer, user, parents, children, senior citizens, (inmates, prisoners), population, peers, voter, state citizens (US Specific), customer, client	country reports	concept
26	E-governance innovation: Barriers and strategies	10.1016/j.giq.2015.01.001	no	no	user	public servants	qualitative
27	On the barriers for local government releasing open data	10.1016/j.giq.2014.01.003	no	no	user groups, users, actors, students	public servants	qualitative
28	Citizens' trust in government as a function of good governance	10.1016/j.giq.2021.101597	no	no	needy people,	social media users	quantitative

	and government agency's provision of quality information on social media during COVID-19						
29	Social media effects on fostering online civic engagement and building citizen trust and trust in institutions	10.1016/j.giq.2013.11.007	no	no	e-citizens, "free rider"	social media users	quantitative
30	10 year retrospect on stage models of e-Government: A qualitative meta-synthesis	10.1016/j.giq.2009.12.009	no	no	customers, users	articles	qualitative