Welcome to the second issue of volume eight in the *International Journal of Electronic Government Research*. This issue presents readers with five papers that are focused on subjects surrounding the adoption of e-government services and associated implementation factors that can influence citizens use of e-government systems. Factors such as trust, risk, security and privacy are highlighted in more than one paper. In addition, issues surrounding the usability aspects of e-government websites and quality of services provided are other dominant themes that keep emerging in the research presented in this issue. The papers presented in this issue clearly suggest that research into e-government adoption is an area that requires much more thought. The findings of the first paper in particular confirms that e-government adoption cannot be fully comprehended using commonly used technology adoption theories, but rather, it requires a combination of other external factors to be considered together. On the other hand, the significance of service quality for e-government adoption and use cannot be understated. This aspect is highlighted in the third and the fourth papers. In particular, how public sector organisations align their e-government projects can contribute significantly towards the success of e-government service delivery and the quality of the services provided. Finally, one of the concepts proposed to overcome adoption and diffusion challenges discussed in this issue is the introduction of third party intermediary organisations to facilitate citizens’ engagement. This concept is discussed in the final paper offered in this issue and presents an interesting area for further research.

The first paper in this issue of IJEGR is by Mohammad Alryalat, Yogesh K. Dwivedi, and Michael D. Williams. This paper is titled “A Conceptual Model for Examining E-Government Adoption in Jordan.” This study proposes and discusses a conceptual model for examining factors affecting e-government adoption in Jordan. It evaluates existing empirical studies that examine e-government adoption in the context of developing and under-developed countries. The paper follows a comprehensive
analysis of studies and constructs utilised in e-government adoption research. Interestingly, the results of this study identifies that a number of factors were influencing e-government adoption beyond those identified in previous studies and theoretical models. External factors such as trust, risk, security and privacy have been highlighted and consequently integrated with the Unified Theory of Adoption and Use of Technology model in the context of e-government adoption in Jordan. The theoretical and logical arguments and prior empirical validation of the constructs and their relationships allow the authors to justify the proposed integrated model and the formulation of associated hypotheses.

The second paper is titled, “A Census of State Portal and Agency Homepage Design in the United States.” This paper by Scott L. Jones reports on the results of a census of design trends of 300 state government portal and agency homepages within the United States. The results of this study offer many insights to government web designers on usability related issues. The study also offers some lessons for researchers interested in comparing the findings with other populations, and future researchers who wish to study changes in homepage design over time. This study reports that only a limited number of design elements were common in state portal and state agency homepages in the United States and their designs were often lacking in terms of following standard design principles.

The third paper is by Salah Alhyari, Moutaz Alazab, Sitalakshmi Venkatraman, Mamoun Alazab, and Ammar Alazab. In this paper titled, “Six Sigma Approach to Improve Quality in E-Services: An Empirical Study in Jordan” the authors investigate the applicability of the six Sigma approach in improving electronic services quality. The paper attempts to measure customers’ satisfaction and quality levels achieved in e-services in the context of public sector organisations in Jordan. Using the main criteria from the six sigma approach, Website Design, Reliability, Responsiveness, Personalization, Information Quality, and System Quality, the authors discuss how the related usability issues that impact citizens adoption of e-government services can influence satisfaction.

The fourth paper presented by Fatma Bouaziz and Jamil Chaabouni is titled, “A Framework to Analyze the Alignment of E-Government Projects.” This paper discusses how information systems and technology alignment in the context of e-government can play a significant role towards its success. Through empirical evidence based on a number of existing case studies in e-government implementation by Tunisian public administration, the authors discuss how a dynamic approach to alignment can be adopted to facilitate partial alignment of horizontal integration of e-government projects. Further, in their findings, the authors also discuss the importance of political support to overcome the various challenges faced in e-government projects.

Finally, in the fifth paper, Faris Al-Sobhi, Vishanth Weerakkody, and Ramzi El-Haddadeh present their study titled, “Building Trust in E-Government Adoption through an Intermediary Channel.” This paper examines the influencing role that intermediaries can play in helping to facilitate the adoption of electronic government services. This exploratory study is undertaken in Medina in Saudi Arabia to explore how third party intermediary organisations can help in building trust, reduce digital divide and improve accessibility of public services to citizens. Results obtained from this study emphasize the role that intermediaries can play in overcoming these potential challenges.
Vishanth Weerakkody is a Senior Lecturer in the Business School at Brunel University. His current research interests include social inclusion and process transformation in the public sector. He has published over 100 peer reviewed articles and guest-edited special issues of leading journals on these themes and chairs a number of related sessions at international conferences. He is the Editor-in-Chief of the International Journal of Electronic Government Research and he has edited a number of books on public sector service transformation and e-government.

Ramzi El-Haddadeh is a full time faculty member in the Business School at Brunel University, UK. He has published his work in peer reviewed and well acclaimed journals and international conferences. His current research interests include social inclusion, ICT adoption and diffusion and information security management in the public sector. He has guest-edited special issues of a number of international journals, and co-chairs a number of tracks on public sector research at international conferences.