Governmental agencies are a major player in improving the life of citizens by chalking out well defined strategies and providing services to citizens. With the evolution of modern Information and Communication Technologies (ICTs) governments started adopting technological support to better provide these services to citizens, which led to the evolution of e-governance. E-Government projects are huge undertakings and require serious political commitment, clear vision and robust long term strategy. Most public and private agencies are already using Information and Communication Technologies in some form to collect, organize and disseminate information. Despite this, the stakeholders may lack ICT expertise and accessibility to better utilize these services. As a result, human factors is an important aspect when designing and implementing e-government projects, however, the technologies that underpin and enable such implementations are equally important.

The topic of this special issue is multidisciplinary which covers a range of fields including information systems, human computer interaction, computer supported cooperative work, organizational science as well as ICT4D.

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In the first paper, Phannachet Na Lamp-hun and Vilas Wuwongse propose adopt document standardization and computation by using ontology and rule checking mechanisms to facilitate data transfer among e-government stakeholders relatively easy. They have discussed the collaboration process of provincial budgeting in Thailand to analyze their proposed approach.

In the next contribution, Hisham Abdel-salam and his colleagues present results from an empirical study conducted in Egypt to highlight the factors that influence the effectiveness of e-government initiatives.

In another paper, Emad Abu-Shanab and Ameen Al Azzam discuss the role of trust in adoption of e-government initiatives. They have highlighted this by presenting the empirical results from a study carried out in Jordan.

The paper by Bert Mulder and Martijn Hartog discusses the results from a study carried out in The Hague, The Netherlands to identify the level of e-democratic support in political issues. They conclude that a Dutch city with a population of 450,000 inhabitants handles approximately 300 democratic issues per annum, with a marked difference between the population of The Hague and the general population.

Outsourcing may seem to be a viable option to some governmental organizations for e-government initiatives rather than establishing their own technology departments. So in the next contribution, Dalibor Stanić and Mirko Vintar discuss the implications of outsourcing of information technology projects by municipalities in Slovenia. The findings provide interesting insights into public sector outsourcing.

The evaluation process of e-government initiative is quite important to understand the success rate. Tina Jukić and her colleagues present a hybrid model for the evaluation process of e-government websites in the next contribution. The development of this model has been carried out by involving the ministry of public administration of Slovenia.

Taking the concept of evaluation further, the last contribution by Izzat Alsmadi and his colleagues present a set of metrics to evaluate e-government websites.

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