It gives me great pleasure in bringing to you the first issue in volume five of the International Journal of Electronic Government Research. This is my first issue of IJEGR as Editor. Having served as an Associate Editor for the journal, it is an honour to assume the role of Editor-in-Chief. First, I would like to take this opportunity to thank the outgoing Editor-in-Chief, Dr. Mehdi Khosrow-Pour and his team at IGI Global for their tireless efforts and outstanding contribution to making IJEGR what it is today; thank you Mehdi. IJEGR has come along way since its inception in 2005 and is now seen by many e-government scholars as one of the premier journals publishing high quality electronic government and public sector related research. The number, quality and diversity of the articles submitted to the journal bear witness to this.

Since the mid 1990s Information and Communication Technology has played an important role in incrementally changing and shifting traditional and bureaucratic government models into the current e-government model where services are delivered according to citizens’ needs. It is around ten years since formal e-government implementation efforts were initiated in most countries around the world. During this decade e-government efforts in many countries have advanced from cataloguing web pages that offer basic information to more complex, value added and inclusive services. Still, the debate concerning the usability, usefulness and trustworthiness of these online services has continued to evolve over this period and received increased attention in more recent times. Furthermore, from a demand perspective extensive efforts are still required to increase citizens’ awareness about the transformation of the delivery of government services and their online availability. Certainly, given this context, evaluating and understanding the issues relating to ‘adoption and diffusion’ of electronic public services from a citizens’ perspective must be seen as imperative for e-government research.

In light of the increased ubiquity of e-government, most countries are eager to increase citizens’ awareness and acceptance of the concept. Research has shown that the level of trust that citizens (users) have on the government or agency offering e-service and the mechanism through which the service is provided is of paramount importance for e-government adoption and diffusion. Hence, it is essential for e-government research to evaluate the characteristics of the government agency and the underlying technology not only from an organizational perspective, but also from a user or citizen-centred perspective.

The theme of the first issue in volume 5 of the International Journal of Electronic Government Research is e-government adoption and diffusion. The issue consists of five articles capturing a diversity of international studies that profile various factors which influence the adoption and diffusion of e-government services from a user or citizens’ perspective. Each article describes unique aspects and elements contributing to e-government adoption and diffusion and provides valuable insights into how different countries have progressed with their e-government efforts. This issue highlights the impact that factors such as e-presence, citizen centeredness, trust, usability, quality of services and socio-economic
and ethnicity related issues have on e-government. While the first article profiles these issues from an international perspective, the succeeding articles explore them at a national level.

The first article in this issue of IJEGR is entitled *Global E-government and the Role of Trust: A Cross Country Analysis*. This article is by Jayoti Das, Cassandra DiRienzo and John Burbridge, Jr. In this article the authors use previous research of cross-country data from 140 countries to empirically examine the impact of ‘trust’ on e-government adoption. The main empirical finding of this research shows that, after controlling the level of economic development and other socio-economic factors, trust as measured by ethnic and religious diversity, is a significant factor affecting e-government usage.

The second article is by Sivaporn Wangpipatwong, Wichian Chutimaskal and Borworn Papastatorn. The article is entitled *Quality Enhancing the Continued Use of E-Government Websites: Evidence from E-Citizens of Thailand*. This article uses a web-based survey and multiple regression analysis to empirically examine the influence of website quality toward the enhancement of the continued use of e-Government websites by citizens. The findings in this article reveal that three main quality aspects enhance the continued use of e-Government websites, with system quality providing the greatest enhancement, followed by service quality and information quality.

The third article is by Roy H. Segovia, Murray E. Jennex and James Beatty and is entitled *Paralingual Web Design and Trust in E-Government*. This article examines whether the use of paralingual web design can overcome possible trust issues in e-government with bilingual populations. The authors use an experiment where active e-government web pages were converted to paralingual format and user reactions surveyed regarding their trust in the content and readability. Results of this research shows that trust was improved for the minority language speakers, while the majority language speakers remained neutral. The findings are significant for societies with large bilingual or multilingual populations, where issues of trust among minority speakers and majority speakers may exist.

The fourth article by Hana Abdullah Al-Nuaim describes e-government efforts in Arab countries through an evaluation of municipalities in six Arab cities. The article is entitled *How “E” are Arab Municipalities? An Evaluation of Arab Capital Municipal Web Sites*. In this article, the author concludes that most Arab cities have been absent in studies of worldwide e-municipal websites. The author uses an evaluation checklist for municipal websites to evaluate the only six Arab capitals with official municipal websites. The findings of this article indicate that these websites were not citizen centred and offered limited interactive services.

The final article in this issue of IJEGR is entitled *Aviation-Related Expertise and Usability: Implications for the Design of an FAA e-Government Web Site*. This article is by Ferne Friedman-Berg, Kenneth Allendoerfer and Shantanu Pai. The authors use a previous usability study conducted by the Federal Aviation Administration (FAA) in Atlantic City of the www.fly.faa.gov website. The article uses the findings from this assessment to make design recommendations for future system enhancements that would benefit users. The authors discuss why usability assessments are an important part of the process of evaluating e-government websites and conclude by highlighting the benefits of such evaluations to the development of e-government websites.

The aforementioned research articles show that E-government has the potential to fundamentally change the way that governments interact and offer services to citizens. They also show that if the demands for e-government services are to be augmented, a number of adoption and diffusion issues need to be considered and dealt with appropriately. Among the most salient issues identified in the research presented in this issue of IJEGR are trust, citizen centeredness, usability, quality of services and socio-economic and ethnicity related factors. As these articles show, this clearly indicates that more research efforts should be focused at both national and international level to identify and understand the impact of these issues on citizens’ acceptance and adoption of the e-government concept.

I hope you will enjoy reading this issue of IJEGR as much as I did putting it together as its new Editor-in-Chief. I certainly learned much from the diverse articles that are offered in the issue.

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