Table of Contents

Preface..................................................................................................................................................xxvii

Volume I

Section 1
Fundamental Concepts and Theories

This section serves as a foundation for this exhaustive reference tool by addressing underlying principles essential to the understanding of Public Affairs and Administration. Chapters found within these pages provide an excellent framework in which to position Public Affairs and Administration within the field of information science and technology. Insight regarding the critical incorporation of global measures into Public Affairs and Administration is addressed, while crucial stumbling blocks of this field are explored. With 17 chapters comprising this foundational section, the reader can learn and chose from a compendium of expert research on the elemental theories underscoring the Public Affairs and Administration discipline.

Chapter 1
Administration: Making a Connection with the Library’s Strongest Advocate................................. 1
    Rebecca Kelly, Quakertown Community School District, USA

Chapter 2
E-Participation and Citizen Relationship Management in Urban Governance: Tools and Methods................................................................. 11
    Jim P. Huebner, University of Waterloo, Canada

Chapter 3
The Inherent Difficulties and Complexities of Voting Electronically: An Overview ...................... 48
    Dimitrios Zissis, University of the Aegean, Greece
    Dimitrios Lekkas, University of the Aegean, Greece

Chapter 4
E-Government Concept: A Holistic and Eclectic Framework............................................................. 74
    Delfina de Sá Soares, University of Minho, Portugal
    Luís Amaral, University of Minho, Portugal
Chapter 5
E-Governance as a Paradigm Shift in Public Administration: Theories, Applications, and Management

Muhammad Muinul Islam, Jahangirnagar University, Bangladesh
Mohammad Ehsan, University of Dhaka, Bangladesh

Chapter 6
eParticipation in Europe: Current State and Practical Recommendations

Efthimios Tambouris, University of Macedonia, Greece
Ann Macintosh, The University of Leeds, UK
Efpraxia Dalakiouridou, University of Macedonia, Greece
Simon Smith, The University of Leeds, UK
Eleni Panopoulou, University of Macedonia, Greece
Konstantinos Tarabanis, University of Macedonia, Greece
Jeremy Millard, Danish Technological Institute, Denmark

Chapter 7

Alexandru V. Roman, Florida Atlantic University, USA

Chapter 8
The FUPOL Policy Lifecycle

Susanne Sonntagbauer, Cellent AG, Austria
Peter Sonntagbauer, Cellent AG, Austria
Kawa Nazemi, Fraunhofer Institute for Computer Graphics Research (IGD), Germany
Dirk Burkhardt, Fraunhofer Institute for Computer Graphics Research (IGD), Germany

Chapter 9
E-Participation for Equity in Low-Income Neighborhoods: A Conceptual Framework

Albert Padrós, United Nations Human Settlements Programme (UN-Habitat), Kenya

Chapter 10
Towards an Interactive E-Government System in Sub-Saharan Africa: Prospects and Challenges

Charles Conteh, Brock University, Canada
Greg Smith, Nimbus Information Management Solutions, Canada

Chapter 11

Mubarak Alruwaie, Ministry of Public Works, Kuwait
Chapter 12
Sociopolitical Digital Interactions’ Maturity: Analyzing the Brazilian States ........................................... 251
Herman Resende Santos, Universidade Federal de Lavras, Brazil
Dany Flávio Tonelli, Universidade Federal de Lavras, Brazil
Paulo Henrique de Souza Bermejo, Universidade Federal de Lavras, Brazil

Chapter 13
Sustainability Governance in Democracies .................................................................................................. 270
Doris Wydra, University of Salzburg, Austria
Helga Pülzl, University of Natural Resources and Life Sciences Vienna (BOKU), Austria

Chapter 14
Sustainability of E-Government Success: An Integrated Research Agenda .............................................. 294
Ralf Klischewski, German University in Cairo, Egypt
Lemma Lessa, Addis Ababa University, Ethiopia

Chapter 15
Elections and Social Media: An Overview .................................................................................................... 314
Ahmet Sarıtaş, Mehmet Akif Ersoy University, Turkey
Elif Esra Aydın, Mehmet Akif Ersoy University, Turkey

Chapter 16
E-Government Considerations: A Focus on South Africa ........................................................................... 329
Shawren Singh, University of South Africa, South Africa

Chapter 17
Providing Rational and Normative Policy Evaluation with Hedonic Estimation in Developing and Emerging Market Economies ................................................................................................................. 367
Rod Erakovich, Texas Wesleyan University, USA
Gerald Poppe, Upper Iowa University, USA
John F. Shampton, Texas A&M University – Central Texas, USA
Kalpana Pai, Texas Wesleyan University, USA

Section 2
Development and Design Methodologies

This section provides in-depth coverage of conceptual architecture frameworks to provide the reader with a comprehensive understanding of the emerging developments within the field of Public Affairs and Administration. Research fundamentals imperative to the understanding of developmental processes within Public Affairs and Administration are offered. From broad examinations to specific discussions on methodology, the research found within this section spans the discipline while offering detailed, specific discussions. From basic designs to abstract development, these chapters serve to expand the reaches of development and design technologies within the Public Affairs and Administration community. This section includes 13 contributions from researchers throughout the world on the topic of Public Affairs and Administration.

Chapter 18
Evaluation and Metrics of E-Government: From eEurope 2002 to Digital Agenda 2020 ...................... 387
Haroula N. Delopoulos, National and Kapodistrian University of Athens, Greece
Chapter 19
Transitioning to Government Shared Services Centres: A Systems View ........................................ 419
Torbën Tambo, Aarhus University, Denmark
Lars Bækgaard, Aarhus University, Denmark

Chapter 20
Methodology for Risk Assessment and Costs Associated with Risk Occurrence in E-Government Projects.......................................................................................................................... 449
Neven Vrček, University of Zagreb, Croatia
Petra Peharda, University of Zagreb, Croatia
Dušan Munđar, University of Zagreb, Croatia

Chapter 21
Method and Lessons from Evaluating the Impact of E-Participation Projects in MOMENTUM...... 470
Maria A. Wimmer, University of Koblenz-Landau, Germany
Melanie Bicking, Bundesverwaltungsamt, Germany

Chapter 22
Competing from a High Cost Economy: What is the Challenge to Australian Public Policy? .......... 492
Ian Marsh, University of Tasmania, Australia

Chapter 23
Policy Modeling Methodologies........................................................................................................ 512
Dirk Burkhardt, Fraunhofer Institute for Computer Graphics Research (IGD), Germany
Kawa Nazemi, Fraunhofer Institute for Computer Graphics Research (IGD), Germany
Jörn Kohlhammer, Fraunhofer Institute for Computer Graphics Research (IGD), Germany

Chapter 24
Towards an Integrated Research Framework in Public Policy-Focused Investigations............... 525
Alireza Aslani, University of Tehran, Iran

Chapter 25
E-Government Service Research Development: A Literature Review ............................................. 538
M. Mahmudul Hasan, Orebro University, Sweden

Volume II

Chapter 26
Leveraging Broadband for e-Government and Development in Africa: Opportunities and Challenges.......................................................................................................................... 569
Stephen Kwamena Aikins, University of South Florida, USA

Chapter 27
The Methodology of National Innovation System Analysis............................................................ 592
Oleg Golichenko, National Research University Higher School of Economics, Russia
Chapter 28
The Administrative Policy Quandary in Canada’s Health Service Organizations.......................... 622
Grace I. Paterson, Dalhousie University, Canada
Jacqueline M. MacDonald, Annapolis Valley Health, South Shore Health and South West
Health, Canada
Naomi Nonnekes Mensink, Dalhousie University, Canada

Chapter 29
E-Government in the OECD: A Comparative Geographic Analysis............................................. 641
Barney Warf, University of Kansas, USA

Chapter 30
Rethinking E-Government Adoption: A User-Centered Model .................................................. 657
Ajax Persaud, University of Ottawa, Canada
Priya Persaud, University of Ottawa, Canada

Section 3
Tools and Technologies

This section presents an extensive coverage of various tools and technologies available in the field of Public
Affairs and Administration that practitioners and academicians alike can utilize to develop different techniques.
These chapters enlighten readers about fundamental research on the many tools facilitating the burgeoning field
of Public Affairs and Administration. It is through these rigorously researched chapters that the reader is provided
with countless examples of the up-and-coming tools and technologies emerging from the field of Public Affairs and
Administration. With 18 chapters, this section offers a broad treatment of some of the many tools and technologies
within the Public Affairs and Administration field.

Chapter 31
E-Guidelines for the Effectiveness of E-Government Process......................................................... 678
Burçak Şentürk, Marmara University, Turkey

Chapter 32
Medicare and Medicaid Services Online: Government Initiatives Narrowing Online Access
Inequalities........................................................................................................................................ 696
Mary Schmeida, Kent State University, USA
Ramona McNeal, University of Northern Iowa, USA

Chapter 33
Government-With-You: E-Government in Singapore................................................................. 711
Scott Baum, Griffith University, Australia
Arun Mahizhnan, National University of Singapore, Singapore

Chapter 34
Government Services in Outlying Regions.................................................................................... 726
Sehl Mellouli, Université Laval, Canada
Anne Chartier, Université Laval, Canada
Marie-Christine Roy, Université Laval, Canada
Diane Poulin, Université Laval, Canada
Chapter 35
M-Powering: How Mobile Money (M-PESA) Services Promote Realization of a Digital Society in the Kenyan Government ................................................................. 741
    Benard Magara Maake, Kisii University, Kenya
    Naftal Nyarangi Oino, Equity Bank, Kenya
    Fredrick Mzee Awuor, Kisii University, Kenya

Chapter 36
Public Policy Makers: Export Promotion Programmes and Global Competitiveness in Sub-Saharan Africa .................................................................................................. 752
    Gloria Sraha, Victoria University of Wellington, New Zealand

Chapter 37
Authentication Mechanisms for E-Voting ........................................................................ 766
    Emad Abu-Shanab, Yarmouk University, Jordan
    Rawan Khasawneh, Yarmouk University, Jordan
    Izzat Alsmadi, Yarmouk University, Jordan

Chapter 38
Electronic and Mobile G2C Services: Municipalities Provision and Citizens’ Reaction ........ 782
    Maria Exarchou, University of Macedonia, Greece
    Paraskevi Karatzika, University of Macedonia, Greece
    Theodora Zarmou, University of Macedonia, Greece
    Maro Vlachopoulou, University of Macedonia, Greece

Chapter 39
Mobile Government in Jordan: Is It a Step in the Right Direction? ................................ 802
    Sultan Al-masaeed, Brunel University, UK
    Steve Love, Brunel University, UK

Chapter 40
Model Driven Integration of Heterogeneous Software Artifacts in Service Oriented Computing .. 825
    Eric Simon, Laboratoire Informatique de Grenoble, France
    Jacky Estublier, Laboratoire Informatique de Grenoble, France

Chapter 41
    Niclas Meyer, Fraunhofer Institute for Systems and Innovations Research ISI, Germany

Chapter 42
Cloud Computing: IT Governance, Legal, and Public Policy Aspects .................................. 872
    Carlos Juiz, University of the Balearic Islands, Spain
    Victor Alexander de Pous, International Federation for Information Processing (IFIP), The Netherlands
Chapter 43
Towards Healthy Public Policy: GIS and Food Systems Analysis ............................................. 900
  *Julie Yang, York University, Canada*

Chapter 44
Towards a Successful E-Government Implementation ............................................................. 918
  *Mehdi Sagheb-Tehrani, Columbus State University, USA*

Chapter 45
E-Government in Namibia ........................................................................................................ 942
  *Cathrine T. Nengomasha, University of Namibia, Namibia*
  *Wilhelm E. Uutoni, University of Namibia, Namibia*

Chapter 46
Rule-Based Domain-Specific Modeling for E-Government Service Transactions ............... 962
  *Guillermo Infante Hernández, Universidad de Oviedo, Spain*
  *Aquilino A. Juan Fuente, Universidad de Oviedo, Spain*
  *Benjamín López Pérez, Universidad de Oviedo, Spain*
  *Edward Rolando Núñez-Valdés, Universidad de Oviedo, Spain*

Chapter 47
E-Government Adoption in the UK: XBRL Project ................................................................ 975
  *Rania Mousa, University of Evansville, USA*

Chapter 48
Investigating Factors Inhibiting e-Government Adoption in Developing Countries: The Context of Pakistan .......................................................................................................................... 995
  *Muhammad M. Kamal, Brunel University, UK*
  *Ray Hackney, Brunel University, UK*
  *Kashif Sarwar, University of Engineering and Technology (UET), Pakistan*

Section 4
Utilization and Application

This section discusses a variety of applications and opportunities available that can be considered by practitioners in developing viable and effective Public Affairs and Administration programs and processes. This section includes 22 chapters that review case studies, best practices, and ongoing research around the globe. Further chapters discuss Public Affairs and Administration in a variety of settings. Contributions included in this section provide excellent coverage of today’s IT community and how research into Public Affairs and Administration is impacting the social fabric of our present-day global village.

Chapter 49
NARA: A Digitization Case Study .......................................................................................... 1023
  *Kristen Cissne, Fox Rothschild LLP, USA*
Chapter 50
E-Government Adoption and Implementation in Oman: A Government Perspective

Qasim Al-Mamari, Sohar College of Applied Sciences, Oman
Brian Corbitt, RMIT University, Australia
Victor Gekara, RMIT University, Australia

Chapter 51
Innovating and Serving the Poor with Antiretroviral Drug Systems: Advances in the HIV Brazilian Program

Maria Matilde Zraik Baracat, Federal University of Parana, Brazil
Farley Simon Nobre, Federal University of Parana, Brazil

Chapter 52
Adoption of E-Government in Africa: Challenges and Recommendations

Priti Jain, University of Botswana, Botswana
Akakandelwa Akakandelwa, University of Zambia, Zambia

Chapter 53
Comparing E-Government Research in Developed vs. Emerging Economies: A Bibliometric Study

Laura Alcaide Muñoz, University of Granada, Spain
Manuel Pedro Rodríguez Bolívar, University of Granada, Spain

Chapter 54
Developing a Citizen-Centric eGovernment Model for Developing Countries: Case of Kurdistan Region of Iraq

Hamid Jahankhani, Williams College, UK
Mohammad Dastbaz, Leeds Metropolitan University, UK
Shareef M. Shareef, University of Salahaddin, Iraq
Elias Pimenidis, University of East London, UK

Chapter 55
An Investigation of the Critical Factors for Evaluating the Public Value of e-Government: A Thematic Analysis

Kanishka Karunasena, RMIT University, Australia
Hepu Deng, RMIT University, Australia
Kushanthi Sajeewani Harasgama, Monash University, Australia

Volume III

Chapter 56
Assessing E-Government Success Strategies using Internet Search Data

Katherine M. Boland, Rowan University, USA
John G. McNutt, University of Delaware, USA
Chapter 57
E-Government in Less Developed Countries

Riyad Eid, UAE University, UAE
Raja Yahya Alsharief, King Abdul Aziz University, Saudi Arabia

Chapter 58
The Case of the Mexican Mobile Government: Measurement and Examples

Rodrigo Sandoval-Almazan, Universidad Autónoma del Estado de México, Mexico
Yaneileth Rojas Romero, Universidad Autónoma del Estado de México, Mexico

Chapter 59
The Effect of Trust on the Continuance Intention of E-Filing Usage: A Review of Literatures

Santhanamery Thominathan, Universiti Teknologi MARA, Malaysia
Thurasamy Ramayah, Universiti Sains Malaysia, Malaysia

Chapter 60
Taxonomy of IT Intangible Assets for Public Administration Based on the Electronic Government Maturity Model in Uruguay

Helena Garbarino, Universidad ORT Uruguay, Uruguay
Bruno Delgado, Universidad ORT Uruguay, Uruguay
José Carrillo, Universidad Politécnica de Madrid, Spain

Chapter 61
Greek Politicians and the Use of Online Technologies for Citizen Engagement

Savvas Papagiannidis, Newcastle University, UK
Teta Stamati, National and Kapodistrian University of Athens, Greece
Hartmut Behr, Newcastle University, UK

Chapter 62
E-Government Diffusion: Evidence from the Last Decade

Madison N. Ngafeeson, University of Texas Pan American, USA
Mohammad I. Merhi, University of Texas Pan American, USA

Chapter 63
Applying Gap Model for Bringing Effectiveness to e-Government Services: A Case of NeGP Deployment in India

Amritesh, Indian Institute of Technology (IIT) Kanpur, India
Subhas C. Misra, Indian Institute of Technology (IIT) Kanpur, India
Jayanta Chatterjee, Indian Institute of Technology (IIT) Kanpur, India

Chapter 64
Evolving In Step or Poles Apart? Online Audiences and Networking during Poland and France 2011-12 Election Campaign

Karolina Koc-Michalska, Audencia Group, France
Darren G. Lilleker, Bournemouth University, UK
Chapter 65
Relations among Actors in Governmental Projects: The Case of Paraná mGov

Beatriz Barreto Brasileiro Lanza, Companhia de Tecnologia da Informação e Comunicação do Paraná (CELEPAR), Brazil & Universidade Federal do Paraná (UFPR), Brazil
Maria Alexandra Cunha, Pontifícia Universidade Católica do Paraná (PUCPR), Brazil

Chapter 66
Factors Influencing Citizen Adoption of E-Government in Developing Countries: The Case of Jordan

Omar Al Hujran, Princess Sumaya University for Technology, Jordan
Anas Aloudat, University of Jordan, Jordan
Ikhlas Altarawneh, Al-Faisal University, Saudi Arabia

Chapter 67
Online Election Campaigning: Exploring Supply and Demand during the France 2012 Presidential Election

Darren G. Lilleker, Bournemouth University, UK
Karolina Koc-Michalska, SciencesCom – Audencia Group, France

Chapter 68
One-Stop Government Portals: Transformation or Navigation?

Thomas Kohlborn, Queensland University of Technology, Australia
Erwin Fielt, Queensland University of Technology, Australia
Maximillian Boentgen, Westfälische Wilhelms-Universität Münster, Germany

Chapter 69

Christopher Latimer, Framingham State University, USA

Chapter 70
Gate-Keeping and News-Seeking in Print and Online Outlets

Sharon E. Jarvis, University of Texas – Austin, USA
Maegan Stephens, University of Texas – Austin, USA

Section 5
Organizational and Social Implications

This section includes a wide range of research pertaining to the social and behavioral impact of Public Affairs and Administration around the world. Chapters introducing this section critically analyze and discuss trends in Public Affairs and Administration. Also investigating a concern within the field of Public Affairs and Administration is research which discusses the effect of user behavior on Public Affairs and Administration. With 17 chapters, the discussions presented in this section offer research into the integration of global Public Affairs and Administration as well as implementation of ethical and workflow considerations for all organizations.
Chapter 71
Empowering Citizens: A Constructivist Assessment of the Impact of Contextual and Design Factors on Shared Governance ................................................................. 1443
Mary Griffiths, University of Adelaide, Australia

Chapter 72
Factors Influencing Online Poll Participation: An Examination of Perception of Online Polls, Information Literacy, and Political Efficacy in Mainland China ........................................ 1462
Kevin Wenyuan Zhao, The Chinese University of Hong Kong, Hong Kong
Louis Leung, The Chinese University of Hong Kong, Hong Kong

Chapter 73
Drivers, Benefits, and Challenges of Knowledge Management in Electronic Government: Preliminary Examination ................................................................. 1474
Kalsom Salleh, Universiti Technologi MARA, Malaysia

Chapter 74
E-Participation Behavioral in E-Government in Malaysia ........................................ 1490
Maslin Masrom, Universiti Teknologi Malaysia, Malaysia
Edith Lim Ai Ling, Swinburne University of Technology Sarawak Campus, Malaysia
Sabariyah Din, Universiti Teknologi Malaysia, Malaysia

Chapter 75
E-Government in Public Administration in Africa: Systemic Impediments and Perspectives .......... 1506
Guy-Maurille Massamba, The Model Praxis, USA

Chapter 76
Intention to Use E-Government Websites among Universiti Sains Malaysia (USM) Students ........ 1523
Ng Yee Boon, Universiti Sains Malaysia, Malaysia
Thurasamy Ramayah, Universiti Sains Malaysia, Malaysia
Teoh Ai Ping, Universiti Sains Malaysia, Malaysia
May-Chiun Lo, Universiti Malaysia Sarawak, Malaysia

Chapter 77
A Positive Hegemony? Arguing for a Universal Knowledge Regime led by an e-Governance ‘Savvy’ Global Knowledge Enterprise! ................................................................. 1535
Amlan Bhusan, Bhusan Taylor Ltd, UK

Chapter 78
Ensuring Continued Usage of an E-Government Service in Malaysia: The Role of Perceived Usefulness and User Satisfaction ................................................................. 1546
Santhanamery Thominathan, Universiti Teknologi MARA, Malaysia
Thurasamy Ramayah, Universiti Sains Malaysia, Malaysia
Chapter 79
E-Government and Public Service Delivery: A Survey of Egypt Citizens

Hisham M. Abdelsalam, Cairo University, Egypt
Christopher G. Reddick, University of Texas at San Antonio, USA
Hatam A. ElKadi, Cairo University, Egypt
Sara Gamal, Cairo University, Egypt

Chapter 80
The Efficiency of India’s Cities: Is There a Case to Finance Them?

Kala Seetharam Sridhar, Public Affairs Centre, India

Chapter 81
Assessing Jordan’s e-Government Maturity Level: Citizen’s Perspective on Awareness, Acceptability and Usage of e-Government Services

Hussein Al-Yaseen, Al-Ahliyya Amman University, Jordan
Anas Ratib Al-Soud, Al-Ahliyya Amman University, Jordan
Saheer Al-Jaghoub, University of Petra, Jordan

Chapter 82
Campaigning Online, Locally

Azi Lev-On, Ariel University, Israel

Chapter 83
Evaluation of Organizational E-Government Readiness in the Public Sector

Ibrahim A. Alghamdi, REDF, Saudi Arabia
Robert Goodwin, Flinders University Adelaide, Australia
Giselle Rampersad, Flinders University Adelaide, Australia

Chapter 84
Social Media and Youth Interest in Politics in Kenya

Auma Churchill Moses Otieno, Nation Media Group, Kenya
Lusike Lynete Mukhongo, Moi University, Kenya

Chapter 85
Online Health Information: Home Caregiver Population Driving Cyberspace Searches in the United States

Mary Schmeida, Kent State University, USA
Ramona McNeal, University of Northern Iowa, USA

Chapter 86
User Acceptance of eGovernment Services: Analysis of Users’ Satisfaction Level Based on Technology Acceptance Model

Serdar Yarlıkas, Middle East Technical University, Turkey
Ibrahim Arpacı, Middle East Technical University, Turkey
Gülgün Afacan, Middle East Technical University, Turkey
Chapter 87
Language Policy Argumentation and Rhetoric, Pre- and Post-9/11
Janice Snow Rodriguez, Tennessee Foreign Language Institute, USA

Volume IV

Section 6
Managerial Impact

This section presents contemporary coverage of the social implications of Public Affairs and Administration, more specifically related to the corporate and managerial utilization of information sharing technologies and applications, and how these technologies can be extrapolated to be used in Public Affairs and Administration. Throughout the 5 chapters, core tools and concepts are discussed. Equally as crucial, chapters within this section discuss how leaders can utilize Public Affairs and Administration applications to get the best outcomes from their governors and their citizens.

Chapter 88
Esther Ruiz Ben, Institute for E-Government, Germany
Tino Schuppan, Institute of Sociology of the Technical University of Berlin, Germany

Chapter 89
Building Sound Foundations for Smart City Government: The Case of Munich, Germany
Hans Jochen Scholl, University of Washington, USA
Marlen Jurisch, Technical University of Munich, Germany
Helmut Krcmar, Technical University of Munich, Germany
Margit C. Scholl, Technical University of Applied Sciences of Wildau, Germany

Chapter 90
Social Media and e-Participation: Challenges of Social Media for Managing Public Projects
Sebastian Vogt, Justus-Liebig-Universität Gießen, Germany
Bernadette Förster, Institute for Futures Studies and Knowledge Management (IFK), Germany
Rüdiger Kabst, University of Paderborn, Germany

Chapter 91
Cultural Policy, Administration, and Info-Communication Landscape: The Cultural Management Model, Info-Communication Cultural Management (ICCM)
George K. Gantzias, University of the Aegean, Greece
Chapter 92
A Spatial Analysis of Male and Female Unemployment in the USA.............................. 1797
   Edmund J. Zolnik, George Mason University, USA

Section 7
Critical Issues

This section contains 18 chapters, giving a wide variety of perspectives on Public Affairs and Administration and its implications. Within the chapters, the reader is presented with an in-depth analysis of the most current and relevant issues within this growing field of study. Crucial questions are addressed and alternatives offered.

Chapter 93
Understanding E-Governance: A Theoretical Approach.................................................. 1811
   Muhammad Muinul Islam, Jahangirnagar University, Bangladesh
   Mohammad Ehsan, University of Dhaka, Bangladesh & Dalhousie University, Canada

Chapter 94
Evolving Local E-Government: A Cohesive Policy Approach....................................... 1824
   Julie Freeman, University of Canberra, Australia

Chapter 95
Influential Greek Political Blogs: What Are They Talking About?.................................. 1844
   Kostas Zafiropoulos, University of Macedonia, Greece
   Dimitrios Vagianos, University of Macedonia, Greece
   Vasiliki Vrana, Technological Education Institute of Serres, Greece

Chapter 96
Realizing E-Government: Delineating Implementation Challenges and Defining Success..... 1856
   Alexandru V. Roman, California State University – San Bernardino, USA

Chapter 97
Toward a Theory of E-Government Interorganizational Collaboration: Generic Structures for
Cross-Boundary Requirements Analysis............................................................................. 1882
   Luis Felipe Luna-Reyes, Universidad de las Américas Puebla, México
   David F. Andersen, University at Albany/SUNY, USA

Chapter 98
E-Government in Australia: A Usability Study of Australian City Council Websites........... 1905
   Ritesh Chugh, Central Queensland University Melbourne, Australia
   Srimannarayana Grandhi, Central Queensland University Melbourne, Australia
Chapter 99
Towards a Multi-Agent-Based Tool for the Analysis of the Social Production and Management Processes in an Urban Ecosystem: An Approach Based on the Integration of Organizational, Regulatory, Communication and Physical Artifacts in the JaCaMo Framework ................................. 1926
Flávia Santos, Universidade Federal do Rio Grande, Brazil
Thiago Rodrigues, Universidade Federal do Rio Grande, Brazil
Henrique Donancio, Universidade Federal do Rio Grande, Brazil
Iverton Santos, Universidade Federal do Rio Grande, Brazil
Diana F. Adamatti, Universidade Federal do Rio Grande, Brazil
Graçaliz P. Dimuro, Universidade Federal do Rio Grande, Brazil
Glenda Dimuro, Universidad de Sevilla, Spain
Esteban De Manuel Jerez, Universidad de Sevilla, Spain

Chapter 100
Behavioral Intention towards E-Government in Malaysia: A Structural Equation Modeling Approach........................................................................................................... 1951
Ayankunle A. Taiwo, Universiti Teknologi Petronas, Malaysia
Alan G. Downe, Curtin University, Malaysia
Siew-Phaik Loke, UiTM Perak Seri Iskandar Campus, Malaysia

Chapter 101
Nripendra P. Rana, Swansea University, UK
Yogesh K. Dwivedi, Swansea University, UK
Michael D. Williams, Swansea University, UK

Chapter 102
Electronic Medical Records and Public Perceptions: A Deliberative Process ........................................... 1987
Tarik Abdel-Monem, University of Nebraska Public Policy Center, USA
Mitchel N. Herian, University of Nebraska Public Policy Center, USA
Nancy Shank, University of Nebraska Public Policy Center, USA

Chapter 103
A Comparative Study of Governmental One-Stop Portals for Public Service Delivery .................. 2009
Thomas Kohlbom, Queensland University of Technology, Australia
Axel Korthaus, Victoria University, Australia
Christoph Peters, Kassel University, Germany
Erwin Fielt, Queensland University of Technology, Australia

Chapter 104
Implementation of E-Government and Reforms in Public Administrations in Crisis Periods: A Scientometrics Approach......................................................................................... 2028
Laura Alcaide Muñoz, University of Granada, Spain
Raquel Garde Sánchez, University of Granada, Spain
Chapter 105
E-Government Portal Updates’ Evaluation: A Comparative Analysis .................................................. 2046
Leonidas Anthopoulos, Technological Education Institute of Thessaly, Greece
Kleanthis Sirakoulis, Technological Education Institute of Thessaly, Greece

Chapter 106
The Arts as Public Service: A Critical Analysis Exploring the Relationship between the Arts and Wellbeing ................................................................................................................................. 2065
Pauline Etim-Ubah, Birkbeck University, UK

Chapter 107
Cristian Vaccari, University of London, UK & University of Bologna, Italy

Chapter 108
Towards Public Services and Process Integration: A Domain-Specific Modeling Approach .......... 2100
Guillermo Infante Hernández, Universidad de Oviedo, Spain
Aquilino A. Juan Fuente, Universidad de Oviedo, Spain
Benjamín López Pérez, Universidad de Oviedo, Spain
Edward Rolando Núñez-Valdéz, Universidad de Oviedo, Spain

Chapter 109
Anti-Corruption Capabilities of Public E-Procurement Technologies: Principal-Agent Theory ..... 2113
Arjun Neupane, University of Southern Queensland, Australia
Jeffrey Soar, University of Southern Queensland, Australia
Kishor Vaidya, University of Southern Queensland, Australia & University of Canberra, Australia

Chapter 110
New Media in the Process of Shaping Local Democracy: The Case of Poland ............................. 2132
Ilona Biernacka-Ligieza, Maria Curie-Skłodowska University, Poland

Section 8
Emerging Trends
This section highlights research potential within the field of Public Affairs and Administration while exploring uncharted areas of study for the advancement of the discipline. Introducing this section are chapters that set the stage for future research directions and topical suggestions for continued debate, centering on the new venues and forums for discussion. A pair of chapters on space-time makes up the middle of the section of the final 9 chapters, and the book concludes with a look ahead into the future of the Public Affairs and Administration field. In all, this text will serve as a vital resource to practitioners and academics interested in the best practices and applications of the burgeoning field of Public Affairs and Administration.

Chapter 111
Alberto Asquer, University of Cagliari, Italy
Chapter 112
Community-Driven Health-Impact Assessment: A Promising PATH for Promoting Community Learning and Social Responsibility for Health ................................................................. 2169

Maureen Coady, St. Francis Xavier University, Canada

Chapter 113
Identity in a Technological Society: Governance Implications ............................................. 2187

Marc A. Saner, University of Ottawa, Canada
Jeremy Geelen, University of Ottawa, Canada

Chapter 114
New Questions for E-Government: Efficiency but not (yet?) Democracy .............................. 2209

Alexandru V. Roman, Florida Atlantic University, USA
Hugh T. Miller, Florida Atlantic University, USA

Chapter 115
New Professions, New Opportunities: Collection Development in Support of Interdisciplinary Programs ........................................................................................................... 2228

Cynthia Lenox, John Carroll University, USA

Chapter 116
The New Interdisciplinary Fields of Public Policy Engineering and Computational Public Policy ................................................................................................................ 2243

Ashu M. G. Solo, Maverick Technologies America Inc., USA

Chapter 117
The New Interdisciplinary Fields of Political Engineering and Computational Politics .......... 2250

Ashu M. G. Solo, Maverick Technologies America Inc., USA

Chapter 118
The Rationale behind Implementation of New Electronic Tools for Electronic Public Procurement ................................................................................................................ 2258

Nataša Pomazalová, University of Defense, Czech Republic
Stanislav Rejman, AURA, s.r.o., Czech Republic

Chapter 119
The Potential for ICT Tools to Promote Public Participation in Fighting Corruption .......... 2291

Arjun Neupane, University of Southern Queensland, Australia
Jeffrey Soar, University of Southern Queensland, Australia
Kishor Vaidya, University of Southern Queensland, Australia & University of Canberra, Australia
Sunil Aryal, Monash University, Australia

Index ........................................................................................................................................ 2291

Index ........................................................................................................................................ 2291