# Table of Contents

Foreword .............................................................................................................................................. xv

Preface ................................................................................................................................................ xvii

Acknowledgment .............................................................................................................................. xxiii

## Section I

### Frameworks for E-Government Development and Implementation

**Chapter I**
Framework for E-Government Portal Development ........................................................................ 1

*Bharat Maheshwari, University of Windsor, Canada*  
*Vinod Kumar, Carleton University, Canada*  
*Uma Kumar, Carleton University, Canada*  
*Vedmani Sharan, Carleton University, Canada*

**Chapter II**
E-Government Interoperability: Frameworks for Aligned Development ........................................ 22

*Peter Gottschalk, Norwegian School of Management, Norway*

**Chapter III**
An Explorative Study of Dynamic Influences on ICT-Led Developmental Impact at Community Level .................................................................................................................................. 33

*Md. Mahfuz Ashraf, University of South Australia, Australia*  
*Jo Hanisch, University of South Australia, Australia*  
*Paul Swatman, University of South Australia, Australia*

## Section II

### E-Governance, Digital Divide and Rural Development

**Chapter IV**
Tracking the Digital Divide: Studying the Association of the Global Digital Divide with Societal Divide .................................................................................................................................. 54

*Marc Holzer, Rutgers, The State University of New Jersey, USA*  
*Aroon Manoharan, Rutgers, The State University of New Jersey, USA*
Chapter V
Making ICT more Meaningful for Governance in the Rural Areas: Role of the Community Knowledge Systems
Charru Malhotra, Indian Institute of Public Administration (IIPA), India
V.M. Charjar, Indian Institute of Technology Delhi, India
L.K. Das, Indian Institute of Technology Delhi, India

66

Chapter VI
Impact of E-Government Implementation on Poverty Reduction in Rural India: Selected Case Studies
Sandeep Kaur, PSG College of Arts and Science, India
N. Mathiyalagan, PSG College of Arts and Science, India

80

Chapter VII
E-Governance: Tool for E-Democracy and Citizen Empowerment in the Horizon of Information Technology Era in Developing Society in India, Nepal and Bangladesh
Subhajit Choudhury, Indian Institute of Technology Guwahati, India
Sudhir Kumar, Vikram University, India

101

Section III
E-Governance and Online Services

Chapter VIII
Application of Natural Language Processing (NLP) Techniques in E-Governance
Siddhartha Ghosh, G. Narayanamma Institute of Technology & Sc., India

122

Chapter IX
Assessing E-Governance Online-Service Quality (EGOSQ)
Anand Agrawal, Researcher and Consultant, India

133

Chapter X
The Success Model of Evolution from Government to E-Governance
Sundresan Perumal, University Utara Malaysia, Malaysia

149

Chapter XI
Technology Acceptance of Free Wireless Internet Park Initiatives
Shafi Al-Shafi, Brunel University, UK
Vishanthy Weerakkody, Brunel University, UK

161
Section IV
E-Government Research

Chapter XII
A Bibliometric Analysis of Electronic Government Research ......................................................... 176
Yogesh K. Dwivedi, Swansea University, UK

Section V
E-Government Practice

Chapter XIII
Towards an E-Governance Grid for India (E-GGI): An Architectural Framework for
Citizen Services Delivery .................................................................................................................. 257
C.S.R Prabhu, National Informatics Centre, India

Chapter XIV
E-Halli: An Opportunity to Become Rural Entrepreneurs................................................................. 264
Swamy Tribhuvananda H.V., Bapuji Institute of Engineering & Technology, India
Gopakumar K., Bapuji Institute of Engineering & Technology, India

Chapter XV
E-Government Implementation in Oman: A Preliminary Investigation ........................................ 272
Moaman Al-Busaidy, Brunel University, UK
Vishanth Weerakkody, Brunel University, UK

Chapter XVI
Telecentres: The New Public Spheres? ............................................................................................... 281
Vineeta Dixit, Department of Administrative Reforms & Public Grievances,
Government of India

Compilation of References ............................................................................................................... 299

About the Contributors ....................................................................................................................... 325

Index .................................................................................................................................................. 330