Preface .................................................................................................................................................. vii

Chapter I
Information Technology and Administrative Reform:
Will E-Government be Different? ...........................................................................................................1
  Kenneth Kraemer, University of California, USA
  John Leslie King, University of Michigan, USA

Chapter II
The Scholarly Literature on E-Government: Characterizing a Nascent Field...............21
  Donald Norris, University of Maryland, Baltimore County, USA
  Benjamin A. Lloyd, University of Maryland, Baltimore County, USA

Chapter III
E-Government Adoption and Acceptance: A Literature Review
and Research Framework .........................................................................................................................42
  Ryad Titah, HEC Montréal, Canada
  Henri Barki, HEC Montréal, Canada

Chapter IV
Worldwide E-Governance: A Longitudinal Assessment of Municipal
Web Sites and the Digital Divide .............................................................................................................98
  Tony Carrizales, Marist College, USA
  Marc Holzer, Rutgers University – Newark, USA
  Aroon Manoharan, Rutgers University – Newark, USA
Chapter V
Local Democracy Online: An Analysis of Local Government Web Sites ...............................................................120
Lawrence Pratchett, De Montfort University, UK
Melvin Wingfield, De Montfort University, UK
Rabia Karakaya Polat, Isik University, Istanbul

Chapter VI
User Help and Service Navigation Features in Government Web Sites .........................140
Genie N. L. Stowers, San Francisco State University, USA

Chapter VII
Repeated Use of E-Gov Web Sites: A Satisfaction and Confidentiality Perspective ........................................158
Sangmi Chai, State University of New York at Buffalo, USA
T. C. Herath, State University of New York at Buffalo, USA
I. Park, State University of New York at Buffalo, USA
H. R. Rao, State University of New York at Buffalo, USA

Chapter VIII
If You Build a Political Web Site, Will They Come? The Internet and Political Activism in Britain ..........................................................183
Pippa Norris, Harvard University, USA
John Curtice, Strathclyde University, UK

Chapter IX
Yu-Che Chen, Northern Illinois University, USA
Daniela V. Dimitrova, Iowa State University, USA

Chapter X
Citizen’s Deliberation on the Internet: A French Case ..........................................................230
Laurence Monnoyer-Smith, University of Technology of Compiègne, France

Chapter XI
E-Government for an Inclusive Society: How Different Citizen Groups Use E-Government Services in Europe ................................................254
Jeremy Millard, Danish Technological Institute, Denmark

Chapter XII
The Utilization of Online Policy Forums on Government Web Sites and the Practice of Digital Democracy ................................................268
Chan-Gon Kim, Rutgers University – Newark, USA
Marc Holzer, Rutgers University – Newark, USA
Chapter XIII
The Evolution of Web Governance in the Federal Government ........................................299
    Julianne Mahler, George Mason University, USA
    Priscilla M. Regan, George Mason University, USA

Chapter XIV
    Jeffrey Roy, University of Ottawa, Canada

Chapter XV
Generational Differences in IT Use and Political Involvement: New Directions .........................................................336
    Mack C. Shelley, II, Iowa State University, USA
    Lisa E. Thrane, Wichita State University, USA
    Stuart W. Shulman, University of Pittsburgh, USA

About the Contributors ........................................................................................................357

Index ..................................................................................................................................361