E-Government Research:  
Policy and Management  

Table of Contents

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 in England and Wales .................................................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
Civic Engagement via E-Government Portals: Information,
Transactions, and Policy Making .................................................205
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