Volume I

Section 1. Fundamental Concepts and Theories

This section serves as a foundation for this exhaustive reference tool by addressing crucial theories essential to the understanding of electronic government. Chapters found within these pages provide an excellent framework in which to position electronic government within the field of information science and technology. Insight regarding the critical incorporation of global measures into electronic government is addressed, while crucial stumbling blocks of this field are explored. With over 38 chapters comprising this foundational section, the reader can learn and choose from a compendium of expert research on the elemental theories underscoring the electronic government discipline.

Chapter 1.1. Historical and Contemporary Perspectives of Media and Citizenship / Terry Flew ........ 1

Chapter 1.2. The First Leg of E-Government Research: Domains and Application Areas 1998-2003 / Kim Viborg Andersen and Helle Zinner Henriksen ................................................................. 8

Chapter 1.3. E-Government in the Information Society / Lech W. Zacher ........................................ 23

Chapter 1.4. E-Government Concepts, Measures, and Best Practices / Shin Young-Jin and Kim Seang-Tae ................................................................. 32

Chapter 1.5. From E-Government to E-Governance / Nicolae Costake ........................................... 58

Chapter 1.6. E-Governance / Srinivas Bhogle ................................................................................. 67

Chapter 1.7. Ecology of E-Governance / Sangeeta Sharma .......................................................... 89

Chapter 1.8. General Requirements for Digital Government / Nicolae Costake .............................. 98
Chapter 1.9. Digital Government in Remote Locations / Janet Toland, Fuatai Purcell, and Sid Huff ................................................................. 111
Chapter 1.10. Digital Government in the USA / Seok-Hwi Song ................................................................................................. 121
Chapter 1.11. Ethics of Digital Government / Naim Kapucu .................................................................................................................. 130
Chapter 1.12. E-Governement, Democratic Governance and Integrative Prospects for Developing Countries: The Case for a Globally Federated Architecture / Jeffrey Roy ......................... 136
Chapter 1.15. E-Government in the United Kingdom / John Hudson .......................................................................................................... 172
Chapter 1.16. E-Government Issues in Switzerland / Jean-Loup Chappelet ......................................................................................... 179
Chapter 1.17. Electronic Democracy at the American Grassroots / Donald F. Norris .................................................................................... 185
Chapter 1.18. E-Mexico: Collaborative Structures in Mexican Public Administration / Luis F. Luna-Reyes, J. Ramón Gil-Garcia, and Cinthia Betiny Cruz ........................................................................... 200
Chapter 1.20. Introducing Mobile Government / M. Halid Kuscu, Ibrahim Kushchu, and Betty Yu ........................................................................... 227
Chapter 1.21. The State of Mobile Government in Turkey: Overview, Policy Issues, and Future Prospects / Mete Yildiz ............................................................................................. 236
Chapter 1.22. Usability Driven Open Platform for Mobile Government (USE-ME.GOV)/ Paul Moore Olmstead, Gertraud Peinel, Dirk Tilsner, Witold Abramowicz, Andrzej Bassara, Agata Filipowska, Marek Wiśniewski, and Pawel Żebrowski .................................................................................. 249
Chapter 1.23. Corruption, Transparency, and E-Government / Herwig Ostermann and Roland Staudinger ........................................................................... 271
Chapter 1.24. Cyber Attacks / Neil C. Rowe ........................................................................................................................................ 283
Chapter 1.25. Different Types of Information Warfare / Aki-Mauri Huhtinen ......................................................................................... 291
Chapter 1.27. A Community Facilitation Model for E-Government: A Case Study in Monitoring Water Quality / Kyle B. Murray and Cory A. Habulin ........................................................................... 306
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 technological developments within the field of electronic government. Research fundamentals imperative to the understanding of developmental processes within information management are offered. From broad examinations to specific discussions on electronic tools, 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 electronic government community. This section includes more than 40 contributions from researchers throughout the world on the topic of electronic government.
Chapter 2.1. E-Government Development and Implementation / Wayne Huang, Yining Chen, and K. L. Wang ........................................................... 497

Chapter 2.2. Digital Government Development / Richard Knepper and Yu-Che Chen .................. 508

Chapter 2.3. Development Stages of Digital Government / Janet Kaaya ........................................ 517

Chapter 2.4. Developing a Global CRM Strategy / Michael Shumanov and Michael Ewing ........ 529

Chapter 2.5. Design of Government Information for Access by Wireless Mobile Technology / Mohamed Ally ................................................................................. 543

Chapter 2.6. “It’s the Mobility, Stupid”: Designing Mobile Government / Klas Roggenkamp ........ 550

Chapter 2.7. A Formalized Design Method for Building E-Government Architectures / Alexandros Kaliontzoglou, Basilis Meneklis, Despina Polemi and Christos Douligeris .................. 569

Chapter 2.8. A Heuristic Model to Implement Government-to-Government Projects / Luis Antonio Joia .................................................................................... 592

Chapter 2.9. Accessible E-Government through Universal Design / Ulrike Peter ......................... 608

Chapter 2.10. Accessing Public Sector Environmental Data and Information: Development and Demonstration of a National Portal / Chris Jarvis and John Kupiec .................. 613

Chapter 2.11. Deconstructing the South African Government’s ICT for Development Discourse / Sagren Moodley ......................................................................................... 622

Chapter 2.12. E-Development in Bangladesh / Mohammed Jabed Sarwar .................................. 632

Chapter 2.13. mCity: User Focused Development of Mobile Services Within the City of Stockholm / Anette Hallin and Kristina Lundevall ................................................................. 642

Chapter 2.14. The Development of Urban E-Government in China / Zi Lu, Jing Zhang, Bing Han, Zhuopeng Deng, and Jie Lu ...................................................................................... 655

Chapter 2.15. Digital Governance and Democratization in the Arab World / Deborah L. Wheeler .................................................................................................................. 676

Chapter 2.16. Digital International Governance / Francesco Amoretti ........................................ 688

Volume II

Chapter 2.17. If You Build a Political Web Site, Will They Come? / Pippa Norris and John Curtice .............................................................................................................. 697

Chapter 2.18. The E-Government Development, IT Strategies, and Portals of the Hong Kong SAR Government / Kevin K.W. Ho .................................................................................. 715
Chapter 2.37. E-Government at Supranational Level in the European Union / Francesco Amoretti .......................................................... 1047

Chapter 2.38. E-Government in Shanghai / Youwen Chen and Rong Yan .................. 1056

Chapter 2.39. E-Service Provision by New Zealand Local Government / John Paynter, Maria Yin Ling Fung .......................................................... 1064

Chapter 2.40. Evaluating Open Source in Government: Methodological Considerations in Strategizing the Use of Open Source in the Public Sector / Christian Wernberg-Tougaard, Patrice-Emmanuel Schmitz, Kristoffer Herning, and John Gøtze .......................................................... 1074

Chapter 2.41. Identifying Effective Funding Models for E-Government / Franklin S. Reeder and Susan M. Pandy .................................................. 1108

Chapter 2.42. Interactive E-Government: Evaluating the Web Site of the UK Inland Revenue / Stuart J. Barnes and Richard Vidgen .................................................. 1139

Chapter 2.43. ICT Considerations for a Municipality in South Africa / Udo Richard Averweg and Siyabonga Manyanga .................................................. 1158

Chapter 2.44. Open Source in Government / David Berry ....................................... 1171


Chapter 2.46. The Role of E-Government in Rebuilding Bosnia-Herzegovina / Meliha Handzic .......................................................... 1206

Chapter 2.47. Soft Success Factors for M-Government / Eugenio Capra, Chiara Fracalanci, and Clementina Marinoni .................................................. 1213

Section 3. Tools and Technologies

This section presents an extensive coverage of various tools and technologies available in the field of electronic government that practitioners and academicians alike can utilize to develop different techniques. These chapters enlighten readers about fundamental research on the many methods used to facilitate and enhance the integration of this worldwide phenomenon by exploring the use of RFID in various governments—an increasingly pertinent research arena. 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 electronic government. With more than 40 chapters, this section offers a broad treatment of some of the many tools and technologies within the electronic government and IT community.

Chapter 3.1. Electronic Voting Machine / Paulo Roberto Santhias and Regis Cabral .............. 1234
Chapter 3.2. Electronic Voting as the Key to Ballot Reform / Rick Gibson and Christopher Brown ................................................................. 1240
Chapter 3.3. E-Voting in the United States / Donald P. Moynihan ........................................................................................................ 1247
Chapter 3.4. A Protocol for Anonymous and Accurate E-Polling / Danilo Bruschi, Andrea Lanzi, and Igor Nai Fovino ........................................................................................................ 1255
Chapter 3.5. Anonymous Code Lists for Secure Electronic Voting over Insecure Mobile Channels / Nico Voutsis and Frank Zimmermann ........................................................................................................ 1270
Chapter 3.6. Biometric Identities and E-Government Services / Murray Scott, Séamus Hill, Thomas Acton, and Martin Hughes ........................................................................................................ 1285
Chapter 3.7. Radio Frequency Identification Technology in Digital Government / Les Pang ............... 1294
Chapter 3.8. The Advancement of Positioning Technologies in Defense Intelligence / Katina Michael and Amelia Masters ........................................................................................................ 1305
Chapter 3.9. Data Mining and Homeland Security / Jeffrey W. Seifert ........................................................................................................ 1323
Chapter 3.10. Distributed Intrusion Detection Systems: A Computational Intelligence Approach / Ajith Abraham and Johnson Thomas ........................................................................................................ 1332
Chapter 3.11. E-Enforcement in Digital Government / Hans de Bruijn and Marieke Koopmans-van Berlo ........................................................................................................ 1354
Chapter 3.12. E-Government and Denial of Service Attacks / Aikaterini Mitrokotsa and Christos Douligeris ........................................................................................................ 1364
Chapter 3.13. E-Government and the Risk Society / Michael Blakemore ........................................................................................................ 1379

Volume III
Chapter 3.15. Maintaining Information Security in E-Government through Steganology / Huayin Si and Chang-Tsun Li ........................................................................................................ 1393
Chapter 3.16. Privacy Rights Management: Implementation Scenarios / Larry Korba, Ronggong Song, and George Yee ........................................................................................................ 1400
Chapter 3.17. Secure Multiparty/Multicandidate Electronic Elections / Tassos Dimitriou and Dimitris Foteinakis ........................................................................................................ 1413
Chapter 3.18. Securing an Electronic Legislature Using Threshold Signatures / Brian King and Yvo Desmedt ........................................................................................................ 1427
Chapter 3.19. A Comprehensive Framework Towards Information Sharing Between Government Agencies / Akhilesh Baja and Sudha Ram ........................................................................................................ 1435
Chapter 3.20. A Flexible Directory Query Language for the Efficient Processing of Service Composition Queries / Walter Binder, Ion Constantinescu, and Boi Faltings .......................... 1451

Chapter 3.21. A Web Query System for Heterogeneous Government Data / Nancy Wiegand, Isabel F. Cruz, Naijun Zhou, and William Sunna .................................................................................. 1471

Chapter 3.22. AJAX in Development of Web-Based Architecture for Implementation of E-Governance / Dilip Kumar Sharma, Gopalji Varshneya, and Ashwani Kumar Upadhyay .............. 1488

Chapter 3.23. Applying ICTs in Juridicial Decision Making by Government Agencies / Marga Groothuis ............................................................................................................................. 1503


Chapter 3.25. Citizens to Netizens: Grass-Roots Driven Democracy and E-Democracy in South Australia / Kate Alport and Clement Macintyre .................................................................................. 1522


Chapter 3.27. E-Participation and Canadian Parliamentarians / Mary Francoli ........................................ 1547

Chapter 3.28. Intelligent Citizenship Assistants for Distributed Governance / Gustavo A. Giménez-Lugo, Cesar Augusto Tacla, Jomi Fred Hübner, and Andrea B. Wozniak-Giménez ........................................................................ 1555

Chapter 3.29. E-Procurement: State Government Learns from the Private Sector / Mark K. Kryskiak, Carla Tucker, David Spitzer, and Kevin Holland ................................................................. 1566

Chapter 3.30. E-Planning / Carlos Nunes Silva ......................................................................................... 1584

Chapter 3.31. Home (Page) Style: Determinates of the Quality of the House Members’ Web Sites / Kevin Esterling, David M.J. Lazer, and Michael A. Neblo ........................................................................ 1591

Chapter 3.32. Integrated Online and Offline Advocacy Campaign Strategy / Alan J. Rosenblatt ... 1607

Chapter 3.33. Information Systems Integration in E-Government / Wing Lam ........................................ 1613

Chapter 3.34. Reconnecting Australia’s Politically Excluded: Electronic Pathways to Electoral Inclusion / Lisa Hill and Kate Alport ................................................................. 1623

Chapter 3.35. Multi-Channel Delivery of E-Services in the Light of M-Government Challenge / Panagiotis Germanakos, George Samaras, and Eleni Christodoulou ........................................................................ 1638


Chapter 3.37. Role of ICT in Establishing E-Government System for Disadvantaged Communities / Hakikur Rahman ........................................................................................................... 1671

Chapter 3.38. ICT as an Example of Industrial Policy in EU / Morten Falch and Anders Henten ............................................................................................................................... 1683

Chapter 3.39. Measuring and Evaluating E-Government: Building Blocks and
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 electronic government programs and processes. This section includes over 50 chapters which review how the growing distribution and the increasing maturity of electronic government applications pose new issues. Further chapters provide a foundation towards the development of a theoretical framework for the implementation of electronic government systems via an extensive literature review. Also explored in this section is the repeated use of government Web sites and the users' satisfaction with these sites. Contributions included in this section provide excellent coverage of today's IT community and how research into electronic government is impacting the social fabric of our present-day global village.

Chapter 4.1. Application for Comprehensive E-Government / Thomas Müllner and Dominik Grimm................................................................. 1753

Chapter 4.2. Building Government-to-Government Enterprises / Luiz Antonio Joia.......................... 1761

Chapter 4.3. Building Innovative, Secure, and Interoperable E-Government Services / A. Kaliontzoglou, T. Karantjias, and D. Polemi ................................................................. 1769

Chapter 4.4. E-Government Adoption and Acceptance: A Literature Review / Ryad Titah and Henri Barki................................................................. 1796

Chapter 4.5. Reusability in Governmental Electronic Services / George Leopoulos and Costas Vassilakis...................................................................................... 1815

Chapter 4.6. Digital Government and Democratic Legitimacy / Peter M. Shane ............................... 1823

Chapter 4.8. E-Government Program of the Belgian Social Security / 
Frank Robben, Peter Maes, and Emmanuel Quintin .......................................................... 1861

Chapter 4.9. E-Government Readiness in East and Southern Africa / 
Stephen M. Mutula and Justus Wamukoya ........................................................................ 1870

Chapter 4.10. E-Government Strategies for Poverty Reduction in Africa / K. M. Baharul Islam 1882

Chapter 4.11. E-Government: Implementation Policies and Best Practices from Singapore / 
Leo Tan Wee Hin, and R. Subramaniam ............................................................... 1892

Chapter 4.12. Electronic Government Implementation: 
A Comparison between Developed and Developing Countries / Yining Chen, H.M. 
Chen, Russell, K.H. Ching, and Wayne W. Huang ...................................................... 1909

Chapter 4.13. Information Use-Control in E-Government Applications / 
Antonio Maña, Mariemma Yagüe, Stamatis Karnouskos, and Habtamu Abie .................. 1926

Chapter 4.14. Managing E-Government Application Evolution: 
A State Government Case / Hsiang-Jui Kung, Hui-Lien Tung, and Thomas Case .............. 1935

Chapter 4.15. Moving Towards E-Government in a Developing Society: 
Glimpses of the Problems, Progress, and Prospects in Nigeria / Princely Ifinedo .................. 1953

Chapter 4.16. Accessibility of E-Government Web Sites / C. James Huang ..................... 1970

Chapter 4.17. Access to and Use of Publicly Available Information / Philip Leith ............... 1977

Chapter 4.18. A Secure Wireless Data Access Service for the Government of Canada / 
Howie Macumber and Bing Cheung ............................................................................. 1991

Chapter 4.19. Repeated Use of E-Gov Web Sites: A Satisfaction and Confidentiality Perspective / 
Sangmi Chai, T. C. Herath, I. Park, and H. R. Rao ...................................................... 2007

Information System / Alison Radl and Yu-Che Chen .................................................. 2026

Chapter 4.21. Trust and Security in Ambient Intelligence: A Research Agenda for Europe / 
Andrea Servida ............................................................................................................. 2045

Chapter 4.22. Adopting and Implementing Telehealth in Canada / 
Penny A. Jennett, Eldon R. Smith, Mamoru Watanabe, and Sharlene Stayberg .............. 2055

Chapter 4.23. African Regional Case of E-Government / Janet Kaaya ............................... 2065

Donna Evans and David C. Yen .................................................................................. 2078

Chapter 4.25. Bridging B2B E-Commerce Gaps for Taiwanese SMEs: 
Issues of Government Support and Policies /
Volume IV
Chapter 4.27. The Dubai E-Government Project / James Piecowye ............................................. 2122
Chapter 4.28. e-ASEAN and Regional Integration in South East Asia / Xiudian Dai ..................... 2131
Chapter 4.29. Effectiveness of E-Government Online Services in Australia / Xuetao Guo and Jie Lu ............................................................................................................ 2139
Chapter 4.30. E-Governance in Australian Local Government: Spinning a Web Around Community / Kevin O’Toole ................................................................................. 2163
Chapter 4.31. Horizontal Process Integration in E-Government: The Perspective of a UK Local Authority / Jyoti Choudrie and Vishanth Weerakkody ...................... 2177
Chapter 4.32. Integration and Enterprise Architecture Challenges in E-Government: A European Perspective / Vishanth Weerakkody, Marijn Janssen and Kristian Hjort-Madsen ...... 2195
Chapter 4.33. Local E-Governement in Japan: IT Utilization Status and Directions / Sadaya Kubo and Tatsumi Shimada ................................................................. 2217
Chapter 4.34. Organisational Challenges of Implementing E-Business in the Public Services: The Case of Britain’s National Mapping Agency / Francesca Andreescu ......................................................... 2231
Chapter 4.35. Web Services in Government Policy: Case Study from UK National Health Service / Matthew W. Guah ................................................................. 2253
Chapter 4.36. Mechanism of E-Government Undertaking in Japan / Yuko Kaneko ............. 2272
Chapter 4.37. Parliament and E-Governance in Finland / Paula Tiihonen .................................... 2284
Chapter 4.38. Development and Use of the World Wide Web by U.S. Local Governments / Carmine Scavo ............................................................................................................. 2289
Chapter 4.39. A Multiagent Service-Oriented Modeling of E-Government Initiatives / Tagelsir Mohamed Gasmelseid ................................................................................. 2296
Chapter 4.40. A Roadmap for Ambient E-Service: Applications and Embracing Model / Yuan-Chu Hwang and Soe-Tsyr Yuan ............................................................. 2316
Chapter 4.42. Certificate Management Interoperability for E-Government Applications / Andreas Mitrakas ............................................................................................................. 2348
Section 5. Organizational and Social Implications

This section includes a wide range of research pertaining to the social and organizational impact of electronic government around the world. Chapters introducing this section illustrate what types of social responsibility issues need to be addressed in electronic government, who must address them, and how they might be addressed. Additional chapters included in this section provide important information on the role that the Internet is now playing in the delivery and take-up of government services by European citizens. Also investigating a concern within the field of electronic government is research on the public sector and innovative e-policies. With more than 38 chapters the discussions presented in this section offer research into the integration of global electronic government as well as implementation of ethical considerations for all organizations.

Chapter 5.1. Aspects of Social Responsibility in the Information Society / Simon Rogerson .... 2542
Chapter 5.2. Balancing Individual Privacy Rights and Intelligence Needs: Procedural-Based vs. Distributive-Based Justice Perspectives on the PATRIOT Act / Kathleen S. Hartzel and Patrick E. Deegan ................................................................. 2557

Chapter 5.3. Citizen Relationship Management / Alexander Schellong ........................................ 2567

Chapter 5.4. Civil Servants’ Resistance towards E-Government Development / Mila Gascó ........ 2580

Chapter 5.5. Social Critiques of Electronic Voting / Andrew Ó Baoill ........................................... 2589

Chapter 5.6. Electronic Surveillance for the Public Good / Liz Lee-Kelley and Ailsa Kolsaker ...... 2597

Chapter 5.7. E-Social Policy and E-Social Service Delivery / Rose Melville ................................. 2610

Chapter 5.8. Legislative Based for Personal Privacy Policy Specification / George Yee, Larry Korba, and Ronggong Song ......................................................................................... 2622

Chapter 5.9. User Attitudes to E-Government Citizen Services in Europe / Jeremy Millard ....... 2634

Chapter 5.10. User Help and Service Navigation Features in Government Web Sites / Genie N. L. Stowers ..................................................................................................................................... 2643


Chapter 5.12. Innovative Local E-Government: The PEOPLE Project / Roberto De Vivo and Marco Magnani ........................................................................................................................... 2677

Chapter 5.13. Citizen-Initiated Contacts with Ontario Local E-Government: Administrator’s Responses to Contacts / Christopher G. Reddick ............................................................................. 2685


Chapter 5.15. The Core Governmental Perspectives of E-Health / Antti Syväjärvi and Jari Stenvall ......................................................................................................................................... 2718


Chapter 5.17. A Comparative Account of Joined-Up Government Initiatives in Dutch and Belgian Social Security / Vincent M.F. Homburg ...................................................................................... 2737

Chapter 5.18. Electronic Voting in Belgium / Pascal Delwit, Jean-Benoit Pilet, and Erol Kulahci .................................................................................................................................................. 2749

Chapter 5.19. Enabling Federated Identity for E-Government / Tanya Candia and Paul Madsen ............................................................................................................................................... 2761

Chapter 5.20. E-Rulemaking / Cary Coglianese ............................................................................... 2769
Chapter 5.21. A Prototype Study on Electronic Rulemaking / 
Gloria T. Lau and Kincho H. Law .......................................................... 2776

Chapter 5.22. Privacy Protection Overseas as Perceived by USA-Based IT Professionals / 
Jaymeen R. Shah, Garry L. White, and James R. Cook.................................................. 2784

Chapter 5.23. The European Commission’s E-Government Initiatives and Public Participation / 
Christian Hunold ........................................................................................................................................... 2798

Volume V

Chapter 5.24. Online One-Stop Government: A Single Point of Access to Public Services / 
Efthimios Tambouris and Maria Wimmer................................................................. 2805

Chapter 5.25. Measuring E-Government in Italy / Marcella Corsi........................................... 2830

Chapter 5.26. E-Government and Multi-Level Governance: A Comparative Examination of 
Catalonia, Spain, and Ontario, Canada / Mila Gascó and Jeffrey Roy .............................. 2842

Chapter 5.27. E-Democracy Policy in Queensland / Monika Henderson, 
Fergus Hogarth, and Dianne Jeans .................................................................................. 2858

Chapter 5.28. Citizen Consultations via Government Web Sites / 
Marc Holzer and Richard W. Schwester........................................................................ 2867

Chapter 5.29. Community-Based Information Networking in Developing Countries / 
Hakikur Rahman .................................................................................................................. 2875

Chapter 5.30. Digital Governance Worldwide: A Longitudinal Assessment of Municipal 
Web Sites / Tony Carrizales, Marc Holzer, Seang-Tae Kim, and Chan-Gon Kim .............. 2884

Chapter 5.31. Open Source Community Portals for E-Government / 
Kwasi Boateng and Beatrice A. Boateng ........................................................................... 2903

Chapter 5.32. Paradigm and Practice: The Innovative Organization to 
Deal with E-Government / Valentina Mele ........................................................................ 2910

Chapter 5.33. Problems of Offline Government in E-Serbia / Simonida Simonovic .......... 2929

Chapter 5.34. Technical and Functional Quality in the Development of 
T-Government Services / Margherita Pagani and Chiara Pasinetti ................................. 2943

Chapter 5.35. Towards Measuring True E-Readiness of a Third-World Country: 
A Case Study on Sri Lanka / Reggie Davidrajuh .......................................................... 2966

Chapter 5.36. Transformed Government: Case Studies on the Impact of E-Government in 
Public Administration / Stuart Culbertson ........................................................................ 2977

Chapter 5.37. E-Business in Developing Countries: A Comparison of China and India / 
Peter V. Raven, Xiaoqing Huang, and Ben B. Kim ......................................................... 3014
Chapter 5.38. M-Government Initiatives at the Local Level: 
The Case of Zaragoza / Luis V. Casaló, Carlos Flavián, and Miguel Guinaliu ................................. 3033

Chapter 5.39. Hot-Spot Geoinformatics for Digital Governance / 
G. P. Patil, R. Acharya, R. Modarres, W. L. Myers, and S. L. Rathbun .................................................. 3048

Chapter 5.40. Privacy-Sensitive Tracking of Behavior with Public Information Systems: 
Moving Beyond Names in a Globalizing Mass Society / 
Chris C. Demchak and Kurt D. Fenstermacher ......................................................................................... 3060

Chapter 5.41. Electronic Government-to-Government Collaboration / Euripidis Loukis ......................... 3074

Section 6. Managerial Impact

This section presents contemporary coverage of the social implications of electronic government, more 
specifically related to the corporate and managerial utilization of information sharing technologies and 
applications, and how these technologies can be facilitated within organizations. Core ideas such as 
training and continuing education of human resources in modern organizations are discussed throughout 
these chapters. Issues, such as utilizing segmentation techniques to identify significant differences in 
managerial beliefs and then associate these belief segments with e-CRM performance, are discussed. 
Equally as crucial, chapters within this section analyze the results of a survey conducted in 2005, in 
which IT executives were asked to describe the skills they felt were critical to keep in house now and 
in 2008. Also in this section is a case which examines the strategic positioning of BizE (disguised), an 
e-commerce start-up that serves small online businesses via an Internet portal.

Chapter 6.1. E-CRM and Managerial Discretion / Tim Coltman and Sara Dollnicar ......................... 3090

Chapter 6.2. Managing IT Outsourcing for Digital Government / Yu-Che Chen ............................... 3107

Chapter 6.3. Managing Security Clearances within Government Institutions / 
Lech Janczewski and Victor Portougal ........................................................................................................ 3115

Chapter 6.4. Managing Information Exchange in E-Government Initiatives / Vincent Homburg ....... 3125

Chapter 6.5. Veteran Service Management and E-Government Service Delivery Performance / 
Assion Lawson-Body, Glenn Miller, and Thomas M. Saddler Jr .......................................................... 3133

Chapter 6.6. Revamping the Administrative Structure and Processes in India for 
Online Diplomacy / R. B. Jain ....................................................................................................................... 3142

Chapter 6.7. Public Administrators’ Acceptance of the Practice of Digital Democracy: 
A Model Explaining the Utilization of Online Policy Forums in South Korea / 
Chan-Gon Kim and Marc Holzer .............................................................................................................. 3150

Chapter 6.8. Digital Government Online Education for Public Managers / 
Marc Holzer, Tony Carrizales, and Younhee Kim .................................................................................. 3173
Chapter 6.9. Accessing Administrations’ Information via Internet in Spain / Agustí Cerrillo i Martínez ................................................................. 3179

Chapter 6.10. Changing IT Skills: The Impact of Sourcing Strategies on In-House Capability Requirements / Christine V. Bullen, Thomas Abraham, Kevin Gallagher, Kate M. Kaiser, and Judith Simon .................................................... 3187

Chapter 6.11. Model Driven Security for Inter-Organizational Workflows in E-Government / Michael Hafner, Barbara Weber, Ruth Breu, and Andrea Nowak ................................................................. 3211

Chapter 6.12. Compliance with Data Management Laws / Jack S. Cook and Laura L. Cook .......... 3227

Chapter 6.13. Content Production Strategies for E-Government / Airi Salminen, Reija Nurmeksela, Antti Lehtinen, Virpi Lyytikäinen, and Olli Mustafärvi ............................... 3244


Chapter 6.16. E-Government and the Construction Industry / O. K. B. Barima ...................................... 3283

Chapter 6.17. A Not Quite Bountiful Thanksgiving at BizE / Janis L. Gogan and Arnold Kamis ............................................................................. 3292

Section 7. Critical Issues

This section contains over 20 chapters addressing issues, such as the digital public sphere, electronic government in business adoption, information security, e-democracy, deliberative democracy, and the digital rights management process, to name a few. 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. Issues, such as the growing threats to intellectual freedom through the loss of the information commons in the U.S., are discussed. Crucial questions are addressed and alternatives offered, such as the main conceptual dimensions of electronic government, while critically assess both the current responses and future prospects of Canada’s public sector. Rounding out this section is an analysis of the extent to which local authorities in England and Wales have responded to the e-democracy agenda by examining their Web sites and assessing their potential to deliver democracy.

Chapter 7.1. Politicians as Patrons for E-Democracy? Closing the Gap Between Ideals and Realities / Harald Mahrer .................................................................................. 3311

Chapter 7.2. Digital Public Sphere: Rhetoric or Reality / Seung-Yong Rho ........................................... 3328

Chapter 7.3. New Threats to Intellectual Freedom: The Loss of the Information Commons through Law and Technology in the US / Elizabeth Buchanan and James Campbell .................. 3341

Chapter 7.5. The Impact of the Internet on Political Activism: Evidence from Europe / Pippa Norris ................................................................. 3371

Chapter 7.6. Realigning Governance: From E-Government to E-Democracy / Donald G. Lenihan ___________________________________________ 3389


Chapter 7.9. Intellectual Property Rights: From Theory to Practical Implementation / Richard A. Spinello and Herman T. Tavani __________________________________ 3442

Chapter 7.10. Best Practices in E-Government / Helmut Drüke ___________________________________________ 3487

Volume VI

Chapter 7.11. Bureaucratic Discretion and Deliberative Democracy / Christian Hunold and B. Guy Peters ___________________________________________ 3500

Chapter 7.12. E-Moderation in Public Discussion Forums / Lyn Carson ___________________________________________ 3517

Chapter 7.13. Theory-Based Models of E-Government Adoption / Craig P. Orgeron ___________________________________________ 3527

Chapter 7.14. The Role Of Government in E-Business Adoption / Barbara Roberts and Mark Toleman ___________________________________________ 3535

Chapter 7.15. Evaluating Methodologies of Financial Cost and Benefit Aspects of E-Government / Ephrem Eyob ___________________________________________ 3552

Chapter 7.16. Business Model Innovation in the Digital Economy / Chung-Shing Lee and Nicholas S. Vonortas ___________________________________________ 3560

Chapter 7.17. An SME Experience of E-Commerce: Some Considerations for Policy Formulation in Australia / Stephen B. Chau and Paul Turner ___________________________________________ 3577

Chapter 7.18. Empirical Study of the Municipalitites’ Motivations for Adopting Online Presence / Susana de Juana-Espinosa ___________________________________________ 3593

Chapter 7.19. Network Robustness for Critical Infrastructure Networks / Anthony H. Dekker and Bernard Colbert ___________________________________________ 3609

Chapter 7.20. Pursuing Radical Transformation in Information Age Government: Case Studies Using the SPRINT Methodology / Peter Kawalek and David Wastell ___________________________________________ 3628

Chapter 7.22. Exploring the Roles of Intermediaries in Collective Memory-Supported Electronic Negotiation: A Theoretical Framework / Nongkran Lertpittayapoom and Souren Paul ......................................................... 3670

Chapter 7.23. Local Democracy Online: An Analysis of Local Government Web Sites in England and Wales / Lawrence Pratchett, Melvin Wingfield, and Rabia Karakaya Polat.............. 3687

Section 8. Emerging Trends

This section highlights research potential within the field of electronic government 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. Discussions exploring issues in Internet governance and personal privacy, which dominate legal theory’s engagement with electronic government, are offered. Another debate which currently finds itself at the forefront of research is the notion of the e-mancipated citizen against the background of current trends in social and political participation of citizens. Found in these chapters, concluding this exhaustive multi-volume set are areas of emerging trends and suggestions for future research within this rapidly expanding discipline.


Chapter 8.2. E-Governement Emerging Trends: Organizational Challenges / Inas E. Ezz ................. 3721

Chapter 8.3. E-Government as a New Frontier for Legal Theory / Keith Culver........................................ 3738

Chapter 8.4. E-Government Development Trends / Monica Zuccarini.................................................. 3747

Chapter 8.5. E-Transformations of Societies / Lech W. Zacher ............................................................... 3754


Chapter 8.7. Challenges and Policy Imperatives for E-Government in Africa / Wole Michael Olatokun ......................................................................................................................... 3777

Chapter 8.8. The Promise of Digital Government / G. David Garson ......................................................... 3786

Chapter 8.9. Towards Building E-Government on the Grid / Ying Li, Yue Chen, and Minglu Li ......................................................................................................................... 3799

Chapter 8.10. Digital Divides and Grassroots-Based E-Government in Developing Countries / Farhad Hossain .................................................................................................................. 3810
Chapter 8.11. The Digitalization of the West European Party Systems / Carlos Cunha and Gerrit Voerman ................................................................. 3819
Chapter 8.12. E-Democracy and E-Economy in Africa / Sirkku K. Hellsten ................................................................. 3838
Chapter 8.13. E-Government Regimes / Francesco Amoretti .............................................................................................. 3846
Chapter 8.15. A Government Insurer Enters the Brave New World / Delyth Samuel and Danny Samson ........................................................................ 3878
Chapter 8.16. Immigration and Digital Government / Constantine E. Passaris ........................................................................... 3890
Chapter 8.17. Issues in E-Commerce and E-Government Service Delivery / Genie N.L. Stowers ................................................................................................. 3900
Chapter 8.18. Motives, Strategic Approach, Objectives & Focal Areas in E-Gov-Induced Change / Hans J. (Jochen) Scholl .......................................................................................... 3916
Chapter 8.19. E-Tourism and Digital Government / Dimitrios Buhalis ............................................................................................. 3934
Chapter 8.20. How Business Changes Government in the Information Age / Jurgen van der Heijden ................................................................................................. 3944
Chapter 8.21. Interoperability on the Road to Enhance Government-to-Business / Giorgos Laskaridis, Penelope Markellou, Angeliki Panayiotaki, and Athanasios Tsakalidis.............................................................................. 3951
Chapter 8.23. Call Centre Evolution in the Digital Government / V. Ambriola, S. Bertagnini, L. Pratesi ................................................................................................. 3980
Chapter 8.25. The Scholarly Literature on E-Government: Characterizing a Nascent Field / Donald F. Norris and Benjamin A. Lloyd ................................................................................................. 4013
Chapter 8.26. New Media and Democratic Citizenship / Bruce W. Hardy and Dietram A. Scheufele ................................................................................................. 4029
Chapter 8.27. Ethics and Privacy of Communications in the E-Polis / Gordana Dodig-Crnkovic and Virginia Horniak ................................................................................................. 4037
Chapter 8.28. How Hard Is It to Red Team? / Ang Yang, Hussein A. Abbass, and Ruhul Sarker ................................................................................................. 4045
Chapter 8.30. Confidence in E-Government: The Outlook for a Legal Framework for Personal Data and Privacy / Georges Chatillon ................................................................. 4085

Chapter 8.31. An Assessment of the Open Government Web Site in Mongolia / Lkhagvasuren Ariunaa ........................................................................................................... 4103

Chapter 8.32. Biometric Authentication in Broadband Networks for Location-Based Services / Stelios C. A. Thomopoulos and Nikolaos Argyreas ........................................................................................................ 4110

Chapter 8.33. Scenarios for Future Use of E-Democracy Tools in Europe / Herbert Kubicek and Hilmar Westholm .................................................................................. 4121

Chapter 8.34. Toward U-Government in Japan / Toshio Obi and Jingle Concon ......................................................................................................................... 4137


Chapter 8.36. The Game of Defense and Security / Michael Barlow ............................................................................................................................ 4168

Chapter 8.37. The Prospects of Mobile Government in Jordan: An Evaluation of Different Delivery Platforms / Ala M. Abu-Samaha and Yara Abdel Samad ........................................................................ 4187

Chapter 8.38. Intelligent Cities / Nicos Komninos ................................................................................................................................. 4205