# Table of Contents

Preface .................................................................................................................................................. xix

Acknowledgment ................................................................................................................................ xxiv

Section 1  
Theoretical and Conceptual Issues

Chapter 1  
Designing, Implementing, and Evaluating User-Centered and Citizen-Centered E-Government ................................................................. 1  
  * Paul T. Jaeger, University of Maryland, USA  
  * John Carlo Bertot, University of Maryland, USA

Chapter 2  
A User-Centric Approach in E-Government Policies: the Path to Effectiveness? .................................................. 20  
  * Pieter Verdegem, Ghent University, Belgium  
  * Laurence Hauttekeete, Ghent University, Belgium

Chapter 3  
Evaluating the Impact of E-Government on Citizens: A Cost-Benefit Analysis ................................................. 37  
  * Tong-yi Huang, National Cheng-chi University, Taiwan  
  * Chung-pin Lee, National Cheng-chi University, Taiwan

Chapter 4  
Effectiveness of E-Government in Delivering Services ....................................................................................... 53  
  * Ronnie Park, Nova Southeastern University, USA

Chapter 5  
An Evaluation Framework for E-Government Projects ..................................................................................... 69  
  * Panos Fitsilis, TEI Larissa, Greece  
  * Leonidas Anthropoulas, TEI Larissa, Greece  
  * Vassilis C. Gerogiannis, TEI Larissa, Greece
Chapter 6
Images of Citizenship: A Content Analysis of Local Government Websites in the United States ................................................................. 91

Michael J. Jensen, University of California, Irvine, USA & Universitat Oberta de Catalunya, Spain

Chapter 7
Innovation in Democratic E-Governance: Benefitting from Web 2.0 Applications in the Public Sector ............................................................................................................................... 110

Ari-Veikko Anttiroiko, University of Tampere, Finland

Chapter 8
Reducing the Administrative Burden by Online Information and Referral Services .......... 131

Josep Lluis de la Rosa, Rensselaer Polytechnic Institute, USA
Mercè Rovira, University of Girona, Spain
Martin Beer, Sheffield Hallam University, UK
Miquel Montaner, Strategic Attention Management, Spain
Denisa Gibovic, Strategic Attention Management, Spain

Section 2
Issues and Challenges

Chapter 9
Transparency and E-Government in Developing Countries: The Case of Latin-American Municipalities ............................................................. 158

Maria del Carmen Caba Pérez, University of Almería, Spain
Manuel P. Rodríguez Bolivar, University of Granada, Spain
Antonio Manuel López Hernández, University of Granada, Spain

Chapter 10
Human Factors in Implementing E-Government in Developing Countries ......................... 184

Marvine Hamner, George Washington University, USA
Doaa Taha, Independent Consultant, USA
Salah Brahimi, Grey Matter International Ltd, USA

Chapter 11

Ross Wolf, University of Central Florida, USA
Ronnie Korosec, University of Central Florida, USA
Chapter 12
Considering the Role of E-Government in Cybercrime Awareness and Prevention:
Toward a Theoretical Research Program for the 21st Century ............................................................ 221
J. Mitchell Miller, University of Texas at San Antonio, USA
George E. Higgins, University of Louisville, USA
Kristina M. Lopez, University of Texas at San Antonio, USA

Chapter 13
Citizen Centric or Government Centric? Perceptions of Risk in New Identity Management Systems ................................................................. 234
Ruth Halperin, London School of Economics, UK
James Backhouse, London School of Economics, UK

Chapter 14
Citizens and Service Channels: Channel Choice and Channel Management Implications .......... 250
Willem Pieterson, University of Twente, The Netherlands

Chapter 15
Comparing Citizens’ Use of E-Government to Alternative Service Channels ....................................... 268
Christopher Reddick, The University of Texas at San Antonio, USA

Chapter 16
Social Tagging to Search and Recommend Government Information .............................................. 283
Janice Warner, Georgian Court University, USA
Soon Ae Chun, College of Staten Island - City University of New York, USA

Section 3
Case Studies

Chapter 17
Engaging Citizens on the Internet: An Assessment of Local Governments in Ohio ..................... 298
Mark K. Cassell, Kent State University, USA
John Hoornbeek, Kent State University, USA

Chapter 18
Assessing e-Government Services: The Case of e-Filing of Personal Income Tax in Malaysia ................................................................. 317
Maniam Kaliannan, Universiti Teknologi MARA, Malaysia
Murali Raman, Universiti Teknologi MARA, Malaysia
Magiswa Dorasamy, Multimedia University, Malaysia
Chapter 19
Factors Influencing Intention to Use E-Government Services Among Citizens In Malaysia

Ooh Kim Lean, Universiti Sains Malaysia, Malaysia
Suhaiza Zailani, Universiti Sains Malaysia, Malaysia
T. Ramayah, Universiti Sains Malaysia, Malaysia
Yudi Fernando, Universiti Sains Malaysia, Malaysia

Chapter 20
Assessing China’s E-Government and Its Impact on Government and Citizen Relationship

Xia Li Lollar, University of Wisconsin-Whitewater, USA

Chapter 21
Exploring Citizens’ Visions of 2020 E-Government in Taiwan: Results from a 2008 Scenario Workshop

Lung-Teng Hu, Taiwan e-Governance Research Center & Shih Hsin University, Taiwan
Don-Yun Chen, Taiwan e-Governance Research Center & National Chengchi University, Taiwan
Kuan-Chiu Tseng, Taiwan e-Governance Research Center & Tamkang University, Taiwan

Chapter 22
Evaluation of E-Government Services: A Citizen-Centric Approach to Citizen E-Complaint Services

Shang-Ching Yeh, National Science and Technology Museum, Taiwan
Pin-Yu Chu, National Chengchi University, Taiwan

Chapter 23
Engaging Citizens Through Local e-Government: An Australian Experience

Peter Shackleton, Victoria University, Australia

Chapter 24
Community Policing in India: Transparency through E-Governance

Sudha Arlikatti, University of North Texas, USA
David Wachira, University of North Texas, USA
Sarah Gregory, University of North Texas, USA

Compilation of References

About the Contributors

Index