# Table of Contents

Foreword ............................................................................................................................................ xix

Preface ................................................................................................................................................ xx

Acknowledgment .............................................................................................................................. xxx

## Section 1

### Research and Learning

**Chapter 1**  
The Development of E-Government Capabilities: Framework for Government .......................... 1  
*Jae Yong Lee, The London School of Economics and Political Science, UK*

**Chapter 2**  
*Helena Pereira da Silva, Federal University of Bahia, Brazil*  
*Lídia de Jesus Oliveira Loureiro da Silva, University of Aveiro, Portugal*

**Chapter 3**  
The E-Governance Concerns in Information System Design for Effective E-Government Performance Improvement ............................................................................................................................... 48  
*Kam Hou Vat, University of Macau, Macau*

**Chapter 4**  
Sociocultural Context of E-Government Readiness: Selected Problems ........................................ 70  
*Lech W. Zacher, Kozminski University, Poland*

**Chapter 5**  
National Culture and E-Government Readiness ............................................................................ 87  
*Zlatko J. Kovačić, The Open Polytechnic of New Zealand, New Zealand*

**Chapter 6**  
Financial Analysis of the ICT Industry: A Regulatory Perspective .................................................. 105  
*Somesh K. Mathur, IIT Kanpur, India*
Section 2
Tools and Techniques

Chapter 7
The Promise and Potential of Streaming Media Technology ...................................................... 137
Mindy Anneli Lassila, Indian and Northern Affairs Canada, Canada

Chapter 8
Integration of Predated Notifications of Personal Actions for HR-Planning in ERP-Systems .......... 155
Peter Cissek, University of Magdeburg, Germany
Jorge Marx Gomez, University of Oldenburg, Germany

Chapter 9
Enhancing Accessibility to E-Government Processes ................................................................. 169
Stefan Richter, Institute for Software Systems in Business, Environment, and Administration, Germany
Norbert Kuhn, Institute for Software Systems in Business, Environment, and Administration, Germany
Stefan Naumann, Institute for Software Systems in Business, Environment, and Administration, Germany
Michael Schmidt, Institute for Software Systems in Business, Environment, and Administration, Germany

Chapter 10
Patterns for Designing E-Government Programs ........................................................................ 189
Majed Ayyad, Nextlevel Technology Systems, Palestine

Chapter 11
Collaborative Learning: An Effective Tool to Empower Communities ....................................... 209
Hakikur Rahman, Institute of Computer Management & Science, Bangladesh

Section 3
Applications and Services

Chapter 12
Knowledge Management for E-Government Applications and Services .................................... 239
Penelope Markellou, University of Patras, Greece
Konstantinos Markellos, University of Patras, Greece
Eirini Stergianeli, University of Patras, Greece
Eleni Zampou, University of Patras, Greece
Chapter 13
E-Participation: Informing and Transforming Local Government Decision Making....................... 258
   Peter Demediuk, Victoria University, Australia
   Rolf Solli, Goteborg University, Sweden

Chapter 14
E-Democracy .................................................................................................................................. 271
   Jo-An Christiansen, Athabasca University, Canada

Chapter 15
Local E-Government Management: A Wider Window of E-Governance ........................................ 295
   Hakikur Rahman, Institute of Computer Management & Science, Bangladesh

Chapter 16
E-Business Perspectives through Social Networks................................................................................ 324
   Mahesh Raisinghani, Texas Women’s University, USA
   Elon Marques, University of Dallas, USA

Section 4
Case Studies

Chapter 17
eGovernance: ICT and the Essential Roles of Knowledge Management and Learning
Organization Behavior for Good Governance ............................................................................................ 335
   Jaro Berce, University of Ljubljana, Slovenia
   Sam Lanfranco, York University, Canada

Chapter 18
Antecedents and Consequences of the Risk Taking Behavior of Mobile Commerce Adoption in Lebanon ........................................................................................................................................ 354
   Rima Charbaji, American University of Beirut, Lebanon
   Karim Rebeiz, American University of Beirut, Lebanon
   Yusuf Sidani, American University of Beirut, Lebanon

Chapter 19
   Bernhard Seliger, University Witten/Herdecke, Germany