Foreword

Technological advancements have transformed the delivery of goods and services in both the private and public sector. As a result of these advancements, electronic government services are steadily growing in popularity and importance. E-government enables agencies to provide quicker, more efficient services at a fraction of the cost associated with traditional government-to-constituent interaction. Thanks to Web 2.0 technologies, constituents are now able to interact with government agencies in real-time. E-applications supported by innovations such as social networking and mobile computing enable citizens to participate in local, state, and federal public sector initiatives seamlessly.

As e-government initiatives mature, several enabling and driving factors have emerged. Thanks to advancements in technology, reductions in cost, improved transaction processing, and the dissemination of supporting innovations e-government, diffusion is steadily growing. Despite these enablers, there are several challenges to the continued diffusion of electronic government. Cyber-security threats and citizen cynicism present a consistent challenge for e-government developers and service providers. It is the combination of these driving and resisting factors that makes e-government adoption research so intriguing.

This book addresses a timely topic in an innovative way. E-government services will continue to transform the way we interact with government. Electronic government is an international phenomenon that is helping to flatten the world. This book includes a plethora of insightful revelations from credible researchers from across the globe.

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