# Table of Contents

Foreword......................................................................................................................................................... xvii

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

## Section 1
E-Government & Public Sector Transformation Issues and Strategies

**Chapter 1**
Which Digital State is Now at the Leading Edge? Contrasting Canada and the United States........... 1
   Sandford Borins, University of Toronto, Canada

**Chapter 2**
Policy and Socio-Economic Contexts for IT Based Public Sector Reform in Postcolonial Developing Countries: The Contrived vs. the Actual ................................................................. 17
   James M. Njihia, University of Nairobi, Kenya

**Chapter 3**
Transformation of Management in the Public Sector: Exploring the Strategic Frameworks of E-Government...................................................................................................................... 44
   Spyros Angelopoulos, The University of Warwick, UK
   Fotis Kitsios, University of Macedonia, Greece
   Vasilis Moustakis, Technical University of Crete, Greece

**Chapter 4**
Information Technology and Resistance to Public Sector Reforms: A Case Study in Kenya .......... 59
   Roberta Bernardi, University of Warwick, UK

**Chapter 5**
Government and Inter-Organizational Collaboration as Strategies for Administrative Reform in Mexico .................................................................................................................................................. 79
   Luis F. Luna-Reyes, Universidad de las Américas Puebla, Mexico
   J. Ramon Gil-Garcia, Centro de Investigación y Docencia Económicas, México
Chapter 6
An Examination of Global Municipal Government Privacy and Security Policies......................... 102
   Aroon Manoharan, Kent State University, USA
   Marc Fudge, California State University, USA

Chapter 7
ICT and eGovernance: The Citizen’s Trust Facet........................................................................... 115
   Christos Manolopoulos, Research Academic Computer Technology Institute, Greece
   Dimitris Sofotassios, Research Academic Computer Technology Institute, Greece
   Paul Spirakis, Research Academic Computer Technology Institute, Greece
   Yiannis C. Stamatiou, Research Academic Computer Technology Institute, Greece

Chapter 8
Social Media-Based Communities of Practice for Education in Citizenship and Sustainability ...... 137
   Dimitra Florou, University of Athens, Greece
   Dimitris Gouscos, University of Athens, Greece

Section 2
Applied E-Government

Chapter 9
An Integrated Information System to Support the Management of World-Widely Spread
Educational Resources for the Greek Ministry of Education ............................................................ 158
   John Garofalakis, Research Academic Computer Technology Institute, Greece
   Andreas Koskeris, Research Academic Computer Technology Institute, Greece
   Theofanis-Aristofanis Michail, Research Academic Computer Technology Institute, Greece
   Flora Oikonomou, Research Academic Computer Technology Institute, Greece

Chapter 10
Evaluating the Use of Structured E-Forum Tools in Consultations on Public Policies ............... 174
   Euripidis Loukis, University of the Aegean, Greece
   Alexander Xenakis, Panteion University, Greece
   Pedro Soto-Acosta, University of Murcia, Spain

Chapter 11
A New Model for Transparency and E-Participation: Who Transforms What Policy into Whose
Practice?............................................................................................................................................. 191
   Ronit Purian, Tel-Aviv University, Israel
   Niv Ahituv, Tel-Aviv University, Israel
   Phillip Ein-Dor, Tel-Aviv University, Israel
Chapter 12
Improving Performance and Customer Satisfaction via the Use of Information Technologies in Public Transportation and Logistics Systems ................................................................. 212

Dicle Yurdakul Şahin, Izmir University of Economics, Turkey
Deniz Türsel Eliiyi, Izmir University of Economics, Turkey

Chapter 13
E-Government Developments in Turkey for Supporting Public Sector Transformation .................. 223

Asim Baici, Selçuk University, Turkey
Tunc Medeni, Turksat, Turkey

Chapter 14
Addressing Contextual Influences During ICT Innovation for Public Sector Reform:
The Case of TAXIS .......................................................................................................................... 245

Elpida Prasopoulou, Athens University of Economics and Business, Greece

Chapter 15
Administrative Flexibility and Knowledge in Policy Delivery .......................................................... 260

Nick Letch, The University of Western Australia, Australia

Section 3
Infrastructure for E-Government

Chapter 16
IT Progress Stage and Management Level Growth in Local Governments:
The Modeling of the Japanese Government Using Empirical Surveys ........................................... 278

Sadaya Kubo, Setsunan University, Japan
Tomohide Akebe, Setsunan University, Japan
Keiko Nakagawa, Setsunan University, Japan

Chapter 17
Broadband Infrastructures as a Common Service and the Role of Local Governments .................. 298

Christos Bouras, University of Patras, Greece
Petros Ganos, Municipality of Patras, Greece
Vaggelis Kapoulas, Research Academic Computer Technology Institute, Greece

Chapter 18
Service Oriented Architectural Principles for Interoperable and Secure E-Government Frameworks ................................................................................................................................. 320

Teta Stamati, National and Kapodistrian University of Athens, Greece
Athanasios Karantjias, University of Piraeus, Greece
Drakoulis Martakos, National and Kapodistrian University of Athens, Greece
Chapter 19
Integrating IT Infrastructures in the Public Domain: A Proposition of Influential Factors for Enterprise Application Integration Adoption........................................................................................................349
   Muhammad M. Kamal, Brunel University, UK

Chapter 20
Guidelines for Successful Public Internet Access Points (PIAPs) Implementation .................. 372
   Ali Arifoğlu, METU Informatics Institute, Turkey
   Gülgün Afacan, METU Informatics Institute, Turkey
   Erkan Er, METU Informatics Institute, Turkey

Chapter 21
Data Mining Applications in the Service of E-Government....................................................... 392
   George Stylios, Patras University, Greece
   Dimitris Christodoulakis, Patras University, Greece
   Jeries Besharat, Patras University, Greece
   Maria-Alexandra Vouitsanou, Patras University, Greece
   Ioannis Kotrotsos, Patras University, Greece
   Athanasia Koumpouri, Patras University, Greece
   Sofia Stamou, Patras University, Greece

Compilation of References .............................................................................................................. 408

About the Contributors .................................................................................................................. 454

Index............................................................................................................................................... 466