Preface ................................................................................................................................................... ix

Section 1
Transparency and Accountability

Chapter 1
The ARRA Websites through the Lens of Digital Accountability and Citizen Engagement .......... 1

M. Ernita Joaquin, University of Nevada – Las Vegas, USA
Thomas J. Greitens, Central Michigan University, USA

Chapter 2
Exploring Determinants of Governmental Transparency: The Case of Municipal Websites as a Tool for Proactive Dissemination ................................................................. 25

Erin L. Borry, University of Kansas, USA

Chapter 3
E-Government for Transparency in Mexico: Advances and Limits in Promoting Open Government and Citizen Engagement ............................................................... 48

Cristina Galindez-Hernández, Cívico Consultores, Mexico
Ernesto Velasco-Sánchez, Cívico Consultores, Mexico

Chapter 4
E-Procurement: Understanding Implementation ................................................................ 72

Daniel Bromberg, Western Carolina University, USA
Karina Saldivar, Rutgers University – Newark, USA
Marc Fudge, Rutgers University – Newark, USA

Chapter 5
E-Disclosure of Campaign Finance Information: Agenda Setting and Policy Change ................. 93

Ramona McNea, University of Northern Iowa, USA
Chapter 6
Courts on Screen: E-Government and the Increase of Judicial Transparency ............................................ 112
Roberto Fragale Filho, Universidade Federal Fluminense, Brazil & Fundação Getúlio Vargas, Brazil

Section 2
Usability and Accessibility

Chapter 7
Accessibility and Usability Issues ............................................................................................................ 128
Eugene Monaco, University at Albany, State University of New York, USA
Stephen Lackey, University at Albany, State University of New York, USA
Edward Skawinski, University at Albany, State University of New York, USA
Rebecca Stanley, University at Albany, State University of New York, USA
Carol Day Young, University at Albany, State University of New York, USA

Chapter 8
Facilitating Knowledge Sharing in E-Governance: Online Spatial Displays as
Translating Devices ................................................................................................................................. 149
Jarkko Bamberg, University of Tampere, Finland
Pauliina Lehtonen, University of Tampere, Finland

Chapter 9
E-Governance in Slovenia: National Assembly and its Website as a Tool for Active Citizen
Participation ........................................................................................................................................... 173
Suzana Žilič Fišer, University of Maribor, Slovenia
Sandra Bašič Hrvatin, University of Primorska, Slovenia
Dejan Verčič, University of Ljubljana, Slovenia
Petra Cafnik, University of Maribor, Slovenia

Section 3
Digital Divide

Chapter 10
The Global Digital Divide and its Impact on E-Governance ................................................................. 189
Michael Howell-Moroney, University of Alabama at Birmingham, USA

Chapter 11
Global Digital Divide: Language Gap and Post-Communism in Mongolia ...................................... 210
Undraabuyan Baasanjav, Temple University, USA

Chapter 12
Internal Digital Divide in Organizations ............................................................................................... 235
Kerstin Grundén, University West, Sweden
Section 4
Local Government Civic Engagement

Chapter 13
Municipal Government and the Interactive Web: Trends and Issues for Civic Engagement .......... 251
  Benedict S. Jimenez, Rutgers University, USA
  Karen Mossberger, University of Illinois at Chicago, USA
  Yonghong Wu, University of Illinois at Chicago, USA

Chapter 14
Small Communities and the Limits of E-Government Engagement: A Northeast Ohio Case Study ................................................................. 272
  John Hoornbeek, Kent State University, USA
  Kent Sowards, Kent State University, USA
  Brian Kelley, Kent State University, USA

Chapter 15
Internet and Citizen Participation: State of the Art, Factors and Determinants at Local Level in Catalonia ......................................................................................................................... 292
  Clelia Colombo, Autonomous University of Barcelona, Spain

Section 5
Public Stakeholder Participation

Chapter 16
  William G. Resh, Indiana University, USA

Chapter 17
Introducing Psychological Factors into E-Participation Research .............................................................. 338
  Noella Edelmann, Danube University Krems, Austria
  Peter Cruickshank, Edinburgh Napier University, UK

Chapter 18
The Internet and Representative Democracy: A Doomed Marriage? Lessons Learned from the Downing Street E-Petition Website and the Case of the 2007 Road-Tax Petition ................................................................. 362
  Giovanni Navarria, University of Westminster, UK
Section 6
Advocacy Group Participation

Chapter 19
ICTs for Empowerment? Disability Organizations and the Democratizing Potential of Web 2.0 in Scotland

Filippo Trevisan, University of Glasgow, UK

Chapter 20
A Longitudinal Study of Political Technology Use by Nonprofit Child Advocacy Organizations

John McNutt, University of Delaware, USA
Janice Barlow, University of Delaware, USA

Section 7
Young People and Use of ICT

Chapter 21
How Young People are Using Communication Technologies as Platforms and Pathways to Engagement: What the Research Tells Us

Christopher Peter Latimer, State University of New York College at Cortland, USA
J. Richard Kendrick Jr., State University of New York College at Cortland, USA

Chapter 22
E-Democracy Postponed: Public Policy Design the Key to UK E-Voting

Mark Liptrott, Edge Hill University, UK

Chapter 23
The Internet as the Public Sphere: Deliberative Democracy and Civic Engagement

Jarice Hanson, Temple University, USA
Alina Hogea, Temple University, USA

Section 8
Social Media Engagement

Chapter 24
Empowering People Using Twitter: The Case of Mexico’s Internet Tax

Rodrigo Sandoval-Almazan, State University of Mexico, Mexico
Mario Arturo Gutierrez-Alonso, Tecnológico de Monterrey, Mexico
Chapter 25
Local Government Use of Web 2.0: Los Angeles County Perspective
Raoul J. Freeman, California State University, USA
Peter Loo, Los Angeles County, USA

Chapter 26
The Obama Effect: The Perception of Campaigning 2.0 in Swedish National Election 2010
Anne Kaun, Södertörn University, Sweden
Carina Guyard, Södertörn University, Sweden

Section 9
Performance Measurement and Citizen Satisfaction

Chapter 27
Performance Measurement and E-Reporting: Exploring Trailblazing Programs
Kathryn Kloby, Monmouth University, USA

Chapter 28
Democracy as the Missing Link: Global Rankings of E-Governance in Southeast Asia
Jacques DM Gimeno, University of Asia and the Pacific, Philippines

Chapter 29
ICT, Unique Identity and Inclusive Growth: An Indian Perspective
K. M. Mital, IILM Institute for Higher Education, India

Chapter 30
From E-Government to E-Governance: Winning People’s Trust
Mohammad Nabil Almunawar, Universiti Brunei Darussalam, Brunei
Patrick Kim Cheng Low, Universiti Brunei Darussalam, Brunei
Mohammad Habibur Rahman, Universiti Brunei Darussalam, Brunei
Fadzliwati Mohiddin, Universiti Brunei Darussalam, Brunei

About the Contributors

Index