# Table of Contents

**Preface** .................................................................................................................................................. xiv

**Chapter 1**  
Reconfiguring Performance Information Linking with Accountability:  
Reporting and Internal Management ...................................................................................................... 1  
  Étienne Charbonneau, École Nationale D'administration Publique, Canada  
  Younhee Kim, East Carolina University, USA

**Chapter 2**  
E-Gov and Transparency in NJ Counties: Providing Information to Citizens ........................................ 20  
  Deborah Mohammed-Spigner, NJ Common Cause, USA  
  Daniel Bromberg, Western Carolina University, USA  
  Marc Fudge, California State University, San Bernardino, USA  
  Neil Coleman, New Jersey Taxpayers' Association, USA

**Chapter 3**  
Transparency Issues in E-Governance and Civic Engagement ............................................................... 44  
  Sherri Greenberg, The University of Texas at Austin, USA  
  Angela Newell, The University of Texas at Austin, USA

**Chapter 4**  
Measuring and Improving Information-Based Government Websites:  
A Suggested Framework ............................................................................................................................. 65  
  Laura Wesley, Industry Canada, Canada

**Chapter 5**  
Online Political Participation in the 2008 U.S. Presidential Election:  
Examining the Democratic Divide........................................................................................................... 85  
  Taewoo Nam, University at Albany, State University of New York, USA  
  Djoko Sigit Sayogo, University at Albany, State University of New York, USA
Chapter 6
Power and Identity among Citizens in Networked Societies: Towards a Critical Study of Cultural E-Governance

Jakob Svensson, Karlstad University, Sweden

Chapter 7
A Systems Theory Approach to Electronic Voting Complexity

Dimitrios Zissis, University of the Aegean, Syros, Greece
Dimitrios Lekkas, University of the Aegean, Syros, Greece
Argyris Arnellos, University of the Aegean, Syros, Greece

Chapter 8
Educational and Democratic Potential of Digital Games in e-Government

Erkki Patokorpi, IAMSR, Åbo Akademi University, Finland
Sami Leppimäki, IAMSR, Åbo Akademi University, Finland
Franck Tétard, IAMSR, Åbo Akademi University, Finland

Chapter 9
Managing Interactional Performance in E-Government

Françoise Simon, Research Center on Mediations, University of Haute-Alsace, France

Chapter 10
Social Networks, Civic Participation, and Young People: A Literature Review and Summary of the Educational Challenges

Sonia Lara, University of Navarra, Spain
Concepción Naval, University of Navarra, Spain

Chapter 11
Innovative Processes and Managerial Effectiveness of e-Procurement in Healthcare

Ubaldo Comite, University of Calabria, Italy

Chapter 12
European Public E-Procurement: The Italian Experience

Pietro Previtali, University of Pavia, Italy

Chapter 13
Civic Engagement and E-Governance in Gauteng: Grounds for Universal Household Broadband Internet Service

Lucienne Abrahams, LINK Centre, University of the Witwatersrand, South Africa
Mark Burke, LINK Centre, University of the Witwatersrand, South Africa
Lauri Elliott, Conceptuallee, Inc., USA
Warren Hero, Gauteng Provincial Government, South Africa
Chapter 14
Implications of e-Government in Botswana in the Realm of e-Participation: Case of Francistown
Vako Mbako, University of Botswana, Botswana
Kelvin Joseph Bwalya, University of Johannesburg, Center of Knowledge & Information Management, South Africa
Tanya Du Plessis, University of Johannesburg, Center of Knowledge & Information Management, South Africa
Chris Rensleigh, University of Johannesburg, Center of Knowledge & Information Management, South Africa

Chapter 15
Impact of Internet Use on Civic Engagement in Chinese Rural Areas: A Preliminary Research
Jian-Chuan Zhang, Northern Illinois University, USA
Ying Qin, China Internet Network Information Center, China

Chapter 16
Rural E-Governance through the “Panchayati Raj” Institutions in India: Prospects and Challenges
Malathi Subramanian, Amity University, India

Chapter 17
E-Engaging India: E-Democracy Strategies for Empowerment and Civic Participation
Kavita Karan, Southern Illinois University, USA

Chapter 18
E-Government Policy Implementation in Brunei: Lessons Learnt from Singapore
Mohammad Habibur Rahman, Universiti Brunei Darussalam, Brunei
Patrick Kim Cheng Low, Universiti Brunei Darussalam, Brunei
Mohammad Nabil Almunawai, Universiti Brunei Darussalam, Brunei
Fadzliwati Mohiddin, Universiti Brunei Darussalam, Brunei
Sik-Liong Ang, Universiti Brunei Darussalam, Brunei

Chapter 19
Elucidating Online Structure for Democratic Legitimacy: Case of Local Government Online Structure in Java-Indonesia
Djoko Sigit Sayogo, University at Albany, State University of New York, USA
Taewoo Nam, University at Albany, State University of New York, USA

Chapter 20
Citizen Participation through Municipal Websites: A Global Scorecard
Alicia Schatteman, Northern Illinois University, USA
Deborah Mohammed-Spigner, NJ Common Cause, USA
George Poluse, Kent State University, USA
Chapter 21
Stepwise E-Participation: Good Practice from the Regional Level in Europe

Francesco Molinari, University of Siena, Italy
Mateja Kunstelj, University of Ljubljana, Slovenia
Ljupčo Todorovski, University of Ljubljana, Slovenia

Chapter 22
Open Governance, Civic Engagement, and New Digital Media

Eleni-Revekka Staiou, University of Athens, Greece
Dimitris Gouscos, University of Athens, Greece

Chapter 23
Social Media Corporate Policies for Government Organizations: Lessons Learnt from the United Arab Emirates

Salem Al Shair Al Suwaidi, Emirates eGovernment, United Arab Emirates
Ibrahim Ahmed Elbadawi, Emirates eGovernment, United Arab Emirates

Chapter 24
TT Connect: The Gateway to Enhanced Service Delivery

Charlene M. L. Roach, The University of the West Indies, Trinidad & Tobago

Chapter 25
A Glimmer of Hope for Mass Media in Liberal Democracy: istanbulrumazinligi.com

Vildan Mahmutoğlu, Galatasaray University, Turkey

Chapter 26
Debate on E-Debate: Between Acceptance and Refusal

Ewa Krzątała-Jaworska CRPS-CESSP, University of Paris 1 Panthéon-Sorbonne, France

Chapter 27
Conceptualization of Trust in the e-Government Context: A Qualitative Analysis

Hisham Alsaghier, Griffith University, Australia
Rahim Hussain, University of Dubai, United Arab Emirates

Compilation of References

About the Contributors

Index