Table of Contents

Preface.......................................................................................................................................xvii

Section 1
Politics and Policy

Chapter 1
Politics Hinders Open Standards in the Public Sector: The Massachusetts Open Document Format Decision ...................................................................................................................... 1
Adenekan (Nick) Dedek, Northeastern University, USA

Chapter 2
Democratic Deliberation in Online Consultation Forums: A Case Study of the Casino Debate in Singapore ........................................................................................................................................ 24
Kevin Y. Wang, University of Minnesota-Twin Cities, USA

Chapter 3
Citizen-Centric Service Dimensions of Indian Rural E-Governance Systems: An Evaluation ........................................................................................................................................ 50
Harekrishna Misra, Institute of Rural Management Anand, India

Chapter 4
The Other Side of “Big Brother”: CCTV Surveillance and Intelligence Gathering by Private Police ........................................................................................................................................ 80
David Aspland, Charles Sturt University, Australia

Chapter 5
The Egyptian National Post Organization Past, Present, and Future: The Transformational Process Using ICT .................................................................................................................. 100
Sherif Kamel, The American University in Cairo, Egypt
Chapter 6
A Citizen-Centric Platform to Support Networking in the Area of
e-Democracy

Francesco Molinari, ALTEC S.A. Thessaloniki, Greece
Christopher Wills, Kingston University, UK
Adamantios Koumpis, ALTEC S.A. Thessaloniki, Greece
Vasiliki Mountzi, ALTEC S.A. Thessaloniki, Greece

Section 2
Public Management Issues

Chapter 7
Agile Knowledge-Based E-Government Supported by SAKE System

Andrea Kő, Corvinus University of Budapest, Hungary
Barna Kovács, Corvinus University of Budapest, Hungary
András Gábor, Corvinus University of Budapest, Hungary

Chapter 8
Analysis-Sensitive Conversion of Administrative Data into Statistical
Information Systems

Mariagrazia Fugini, Politecnico di Milano, Italy
Mirko Cesarini, Università degli Studi di Milano-Bicocca, Italy
Mario Mezzanzanica, Università degli Studi di Milano-Bicocca, Italy

Chapter 9
The Significance of Government’s Role in Technology Standardization: Two
Cases in the Wireless Communications Industry

DongBack Seo, University of Groningen, The Netherlands

Chapter 10
Using Web Sites to Improve Fiscal Transparency: The Case of Turkish
Municipalities

Tolga Demirbaş, Uludag University, Turkey

Chapter 11
Vision Impairment and Electronic Government

Reima Suomi, Turku School of Economics, Finland
Irene Krebs, Brandenburgische Technische Universität, Germany
Chapter 12
The Characteristics, Responsibilities, and Future of Chief Information Officers in the Public Sector ................................................................. 274
Rachel Lawry, Deakin University, Australia
Dianne Waddell, Deakin University, Australia
Mohini Singh, RMIT University, Australia

Chapter 13
Abdul Raufu Ambali, University Technology MARA, Malaysia

Section 3
Issues and Constraints

Chapter 14
E-ZPass and the Ohio Turnpike: Adoption and Integration of Electronic Toll Collection .......................................................................................... 327
Eliot Rich, University of Albany, USA

Chapter 15
Exploring IT Opportunities: The Case of the Dutch Elderly Policy Chain ...... 349
Ronald Batenburg, Utrecht University, The Netherlands
Johan Versendaal, Utrecht University, The Netherlands
Elly Breedveld, Erasmus University Rotterdam, The Netherlands

Chapter 16
Emerging Forms of Covert Surveillance Using GPS-Enabled Devices .......... 366
Roba Abbas, University of Wollongong, Australia
Katina Michael, University of Wollongong, Australia
M. G. Michael, University of Wollongong, Australia
Anas Aloudat, University of Wollongong, Australia

Chapter 17
Towards a Customer Centric E-Government Application: The Case of E-Filing in Malaysia ............................................................................ 385
Santhanamery Thominathan, Universiti Teknologi MARA Malaysia, Malaysia
Ramayah Thurasamy, Universiti Sains Malaysia, Malaysia
Chapter 18
ICT and Web 2.0 Technologies as a Determinant of Business Performance ..... 403
Tanja Arh, Jožef Stefan Institute, Slovenia
Vlado Dimovski, University of Ljubljana, Slovenia
Borka Jerman Blažič, Jožef Stefan Institute, Slovenia

Chapter 19
Free Wireless Internet Park Services: An Investigation of Technology Adoption in Qatar from a Citizens’ Perspective .................................................. 429
Shafi Al-Shafi, Brunel University, UK

Compilation of References .............................................................................. 448

About the Editor .............................................................................................. 487

Index .................................................................................................................. 488