Table of Contents

Preface .................................................................................................................................................. xv

Section 1
User-Centric E-Government

Chapter 1
Government ICT Adoption: Global Trends, Drivers, and Barriers ......................................................... 1
  Sujana Adapa, University of New England, Australia

Chapter 2
Municipal Social Media Policy: A Best Practice Model ........................................................................ 15
  Melissa Foster, Northern Illinois University, USA
  Yu-Che Chen, Northern Illinois University, USA

Chapter 3
Citizen-Centric Access to E-Government Information Through Dynamic Taxonomies .................... 37
  Giovanni M. Sacco, Università di Torino, Italy

Chapter 4
Technology Design for E-Governance in Nonprofit Organizations ..................................................... 49
  Saqib Saeed, Bahria University Islamabad, Pakistan
  Markus Rohde, University of Siegen, Germany

Chapter 5
User-Centered Designs for Electronic Commerce Web Portals ............................................................. 59
  Robert Jeyakumar Nathan, Multimedia University, Malaysia
  Norazah Mohd Suki, University of Malaysia Sabah, Malaysia

Chapter 6
Authentication Mechanisms for E-Voting .............................................................................................. 71
  Emad Abu-Shanab, Yarmouk University, Jordan
  Rawan Khasawneh, Yarmouk University, Jordan
  Izzat Alsmadi, Yarmouk University, Jordan
Section 2
Human-Centered E-Government: Effectiveness and Organizations

Chapter 7
Designing and Implementing E-Government Projects: Actors, Influences, and Fields of Play .......... 88
Shefali Virkar, University of Oxford, UK

Chapter 8
E-Government System Design and Port Authorities: A Survey of Approaches and a Case Study
Combining Internet and E-Learning Technologies ................................................................. 111
Jim Prentzas, Democritus University of Thrace, Greece & University of Patras, Greece
Gregory Derekenaris, University of Patras, Greece
Athanasios Tsakalidis, University of Patras, Greece

Chapter 9
An Evaluation Framework to Assess E-Government Systems .............................................. 131
Jaffar Alalwan, Institute of Public Administration, Saudi Arabia
Manoj Thomas, Virginia Commonwealth University, USA

Chapter 10
Measuring Effectiveness of an E-Governance System: A Human-Centric Approach ............. 148
Bijaya Krushna Mangaraj, XLRI School of Business & Human Resources, India
Upali Aparajita, Utkal University, India

Chapter 11
E-Voting System Usability: Lessons for Interface Design, User Studies, and Usability Criteria...... 172
M. Maina Olembo, Technische Universität Darmstadt, Germany
Melanie Volkamer, Technische Universität Darmstadt, Germany

Section 3
Case Studies on Human-Centered E-Government

Chapter 12
Designing Online Information Systems for Volunteer-Based Court Appointed Special Advocate
Organizations: The Case of Florida Guardian ad Litem ......................................................... 203
Charles C. Hinnant, Florida State University, USA
Jisue Lee, Florida State University, USA
Lorri Mon, Florida State University, USA

Chapter 13
Social Media and Citizen Engagement: Two Cases from the Philippines................................. 225
Charlie E. Cabotaje, Center for Leadership, Citizenship and Democracy (CLCD), University of the Philippines, Philippines
Erwin A. Alampay, Center for Leadership, Citizenship and Democracy (CLCD), University of the Philippines, Philippines
Chapter 14
Low Cost and Human-Centered Innovations in Healthcare Services: A Case of Excellence in Italy
Emanuele Padovani, University of Bologna, Italy
Rebecca L. Orelli, University of Bologna, Italy
Vanni Agnoletti, Morgagni-Pierantoni Hospital Forlì, Italy
Matteo Buccioli, Morgagni-Pierantoni Hospital Forlì, Italy

Chapter 15
The Community Manager and Social Media Networks: The Case of Local Governments in Spain
Manuel Pedro Rodríguez Bolívar, University of Granada, Spain
Carmen Caba Pérez, University of Almería, Spain
Antonio Manuel López Hernández, University of Granada, Spain

Chapter 16
Kenya E-Participation Ecologies and the Theory of Games
Vincenzo Cavallo, Cultural Video Foundation, Kenya

Chapter 17
The Effect of Trust on the Continuance Intention of E-Filing Usage: A Review of Literatures
T. Santhanamery, Universiti Teknologi Mara Malaysia, Malaysia
T. Ramayah, Universiti Sains Malaysia, Malaysia

Chapter 18
E-Government and Public Service Delivery: A Survey of Egypt Citizens
Hisham M. Abdelsalam, Cairo University, Egypt
Christopher G. Reddick, University of Texas at San Antonio, USA
Hatem A. ElKadi, Cairo University, Egypt
Sara Gamal, Cairo University, Egypt

Compilation of References

About the Contributors

Index