# Table of Contents

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

Acknowledgment .................................................................................................................................. xxii

## Section 1
E-Government Development: Methodologies and Approaches

**Chapter 1**
E-Government Systems Development Methodologies, Tools and Platforms ............................. 1
  Jean Vincent Fonou-Dombeu, Vaal University of Technology, South Africa
  Magda Huisman, North-West University, South Africa
  Adegboyega Ojo, United Nations University International Institute for Software Technology, China

**Chapter 2**
E-Government for Social and Economic Development: Asymmetric Information, Institutionalization and Diffusion Challenges ................................................................. 21
  Bongani Ngwenya, Solusi University, Zimbabwe & North-West University-Mafeking, South Africa

**Chapter 3**
Decision Support Systems: An E-Government Strategy to Enhance Human Resources Output in Public Sector Organisations ...................................................... 44
  Bongani Ngwenya, Solusi University, Zimbabwe & North-West University-Mafeking, South Africa

**Chapter 4**
Adopting E-Mailing Systems Technology: Challenges Confronting Government Institutions in Jordan ................................................................. 63
  Ahed S Al-Haraizah, Saudi Electronic University, Saudi Arabia
Section 2
E-Government Adoption: Frameworks and Policy

Chapter 5
E-Government Concept: A Holistic and Eclectic Framework
Delfina de Sá Soares, University of Minho, Portugal
Luis Amaral, University of Minho, Portugal

Chapter 6
Evolving Local E-Government: A Cohesive Policy Approach
Julie Freeman, University of Canberra, Australia

Chapter 7
Enterprise Architectures for E-Government Development
Muhammad Kashif Farooq, Punjab Information Technology Board (PITB), Pakistan
Shafay Shamail, Lahore University of Management Sciences (LUMS), Pakistan
Mian Muhammad Awais, Lahore University of Management Sciences (LUMS), Pakistan

Chapter 8
Legal Framework for the E-Taxation in Turkey
Güneş Çetin Gerger, Celal Bayar University, Turkey

Section 3
E-Government Implementation: Governance and E-Inclusion

Chapter 9
Role of E-Governance in Citizen Centric E-Government
Ganesh Chandra Deka, DGE&T, Ministry of Labour & Employment, Government of India, India

Chapter 10
Managing E-Governance: A Framework for Analysis and Planning
Gianluca Misuraca, European Commission, Institute for Prospective Technological Studies (JRC-IPTS), Spain
Gianluigi Viscusi, University of Milano-Bicocca, Italy

Chapter 11
Towards Inclusive E-Government: The Development of Municipal Contact Centers in Sweden
Irene Bernhard, University West, Sweden
Kerstin Grundén, University West, Sweden

Chapter 12
Malaysia’s Internet Governance Dilemma
Mary Griffiths, University of Adelaide, Australia
Sara Chinnasamy, University of Technology Mara, Malaysia
Chapter 13
Leveraging the Service Paradigm for Producing Next Generation E-Governance Applications ...... 267
Pethuru Raj, Wipro Technologies, India

Section 4
E-Government Projects: Review and Assessment

Chapter 14
Evaluation and Metrics of E-Government: From eEurope 2002 to Digital Agenda 2020............. 290
Haroula N. Delopoulos, National and Kapodistrian University of Athens, Greece

Chapter 15
E-Services Efficiency of Government Organisations in Asia .................................................. 323
Sujana Adapa, The University of New England, Australia

Chapter 16
E-Governance Projects for E-Inclusion in India: An Architectural Assessment Framework .......... 341
Harekrishna Misra, Institute of Rural Management Anand, India

Chapter 17
Rhetoric vs. Realities in Implementation of E-Government Master Plan in Nepal ................... 368
Kiran Rupakhetee, Purbanchal University, Nepal
Almas Heshmati, Sogang University, Seoul, South Korea

Compilation of References ........................................................................................................ 394

About the Contributors .............................................................................................................. 429

Index........................................................................................................................................... 434