# Table of Contents

**Preface** .................................................................................................................................................. xvi

## Section 1

### E-Government and Social Inclusion – Concepts

#### Chapter 1
E-Government and Social Inclusion: Concepts ................................................................. 1

*Arun Mahizhnan, National University of Singapore, Singapore*

#### Chapter 2
Different Divisions: A Taxonomy and Examination of the Role of E-Government in the Digital Divide .......................................................... 10

*Frank Bannister, Trinity College Dublin, Ireland*

*Denise Leahy, Trinity College Dublin, Ireland*

#### Chapter 3
Democratising E-Democracy: A Roadmap for Impact ................................................... 25

*Francesco Molinari, University of Siena, Italy*

*Maggie McPherson, University of Leeds, UK*

*Gurmit Singh, University of Leeds, UK*

#### Chapter 4
ICT: Obstacle or Enabler for Social Inclusion? The Impacts of New Technologies on Governance ... 45

*Sylvia Archmann, European Institute of Public Administration, The Netherlands*

*Astrid Guiffart, European Institute of Public Administration, The Netherlands*

#### Chapter 5
Toward Digital Inclusion: Digital Divides and New Media Literacies ............................. 62

*Giuseppe Anzera, Sapienza Università di Roma, Italy*

*Francesca Comunello, Sapienza Università di Roma, Italy*

#### Chapter 6
Technological Features and the Structuring of Political Participation: A Lens for Investigating Social Inclusion and E-Governance .................................................. 83

*Vassilis Meneklis, University of Piraeus, Greece*
Chapter 7
Democratic Potentials of UN Climate Change Conference Host Government Websites .......................97
   Catherine Candano, National University of Singapore, Singapore & Ateneo de Manila University, Philippines

Chapter 8
Local Government as a Democracy Actor or a Service Delivery Actor: The Supporting Roles for E-Governance Initiatives....................................................................................................................127
   Peter Demediuk, Victoria University, Australia
   Stephen Burgess, Victoria University, Australia
   Rolf Solli, University of Gothenburg, Sweden & University of Borås, Sweden

Chapter 9
E-Government in the OECD: A Comparative Geographic Analysis.....................................................148
   Barney Warf, University of Kansas, USA

Chapter 10
Social Inclusion of Australian Children in the Digital Age........................................................................164
   Anne Daly, University of Canberra, Australia
   Cathy Honge Gong, University of Canberra, Australia
   Anni Dugdale, University of Canberra, Australia
   Annie Abello, University of Canberra, Australia

Section 2
E-Government and Social Inclusion – Cases

Chapter 11
Australia.gov.au: Development, Access, and Use of E-Government....................................................183
   Scott Baum, Griffith University, Australia

Chapter 12
Social Inclusion and OmbudsOffice Websites in Canada.........................................................................199
   Stewart Hyson, University of New Brunswick – Saint John Campus, Canada

Chapter 13
To Participation and Beyond? Developing E-Democracy in Bristol, UK .................................................215
   Paul Burton, Griffith University, Australia
   Stephen Hilton, Bristol City Council, UK

Chapter 14
Government-With-You: E-Government in Singapore..............................................................................229
   Scott Baum, Griffith University, Australia
   Arun Mahizhnan, National University of Singapore, Singapore
Chapter 15
Strategies for Digital Inclusion: Experience from India.................................................................243
   Subhash Bhatnagar, Indian Institute of Management Ahmedabad, India

Chapter 16
E-Governance and Social Inclusion: Community E-Centers in the Philippines........................256
   Francisco A. Magno, De La Salle University, Philippines

Chapter 17
Social Inclusion and the Digital Divide: Case of Korea............................................................271
   Seang-Tae Kim, Sungkyunkwan University, Korea

Related References .......................................................................................................................290

Compilation of References ........................................................................................................320

About the Contributors ................................................................................................................348

Index .........................................................................................................................................355