Index

A
access e-government 35
Accessibility 169, 172, 173, 186, 187
Accuracy 479
actor-network theory 72
administration structure 192
African Virtual University (AVU) 226
An Endogenous Variable 376
An Exogenous Variable 376
appropriate technology 74, 79
a priori 73
articulated knowledge 245, 256
Artificial Intelligence 252
Assistive Technology 188
authentic learning 211

B
Bandwidth 146, 153
bandwidth network 146
Bangladesh Open University (BOU) 223
Basic Universal Rights 23, 47
Bayern Online 393
Betweenness Centrality 326, 332
bio-diversity 218, 226
blended learning 215, 216, 217
blogs 248
Boolean operators 24
bootstrapping method 111
Brazilian Government Portal 38
Broadband over Power Line Communication (BPLC) 149
Broadband over Power Line Communication (BPLC) systems 149
Buffer 154
bureaucratic cultures 5
business–IT alignment 8
business-oriented capabilities 1, 17
Business-Oriented Capability 20
Business Systems Thinking 11, 20

C
chief information officer (CIO) 11
Citizen-centered government 281
citizen-centric 48, 49, 51, 62
citizen-oriented assessments 299
Citizen Participation
262, 263, 265, 266, 270, 271, 280, 284, 289, 293
civil society 62, 63
Closed Circuit Television (CCTV) 175
Closeness Centrality 326, 327, 332
Collaborative Governance 407
collaborative knowledge management 228
collaborative learning 209, 210, 211, 212, 213, 214, 215, 216, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 232, 234, 235
collaborative learning (CL) 214
collegial relationships 53
commercial cellular phone systems 141
Commissioners 207
communications infrastructure 149, 151
communicative partnership 74
community alliances 264
community-based performance management 259
Community Building 407
community driven networks 219
Community Engagement 262, 270
Index

community gardens 264
Community of Practice 408
Community Plan 261, 262
component e-government 71
Comprehensive Website Evaluation 494
computer networking 142
Computer Supported Collaborative Learning (CSCL) 222, 235
construct confidence intervals 111
constructive technology assessment 73
contemporary e-government 2
contemporary literature 7
culture of knowledge sharing 73
cultural ability 72, 75, 79, 80
cultural capitals 77
cultural spheres 78
cultural variables 94, 96, 97, 98, 99, 100, 101
culture of knowledge sharing 73
Customers 207
cyber-citizenship 22, 44

D
DEA (Data Envelopment Analysis) 109
DEA technique 110
decentralized authority 53
democracy 72, 74, 76, 77, 78, 79, 81, 84, 85
democratic society 271, 272, 284, 286, 287, 293
democratic system 336
design-choice-learning 268
Designing Technical Architecture 11, 20
developing economies 209
device profile 179, 186
Device Profile 188
digital communication systems 142
digital divide 25, 26, 27, 28, 29, 30, 31, 33, 34, 35, 36, 39, 40, 44, 46, 47
digital divide research 33
Digital divides 75
digital economy 49, 54, 61, 66, 68
Digital Era Governance (DEG) 2
Digital government (DG) 241
digital inclusion 21, 22, 23, 24, 25, 26, 27, 28, 30, 31, 32, 33, 36, 37, 38, 40, 41, 42, 43, 44, 45
Digital Inclusion 21, 22, 25, 26, 47
director general (DG) 11
Distance Learning 232, 233, 235
Distributed Learning 230, 232, 236
district development committee (DDC) 304
DMU (Decision Making Unit) 107
Document Repository 188
domestication 73
domestic market 106
domestic setting 73
DRM strategy 149

E
E-Billing 479
E-Citizen 47
eco-friendly solutions 217
economic advancement 138
economic development 99
economic growth 107, 109, 120, 121
economic variables 137
E-democracy 271, 272, 275, 283, 284, 286, 287, 288, 289, 290, 291, 292, 293
E-Democracy 271, 293
e-democracy gap 39, 45
e-democracy methodologies 275, 283, 285, 286
educational institutions 71
E-Engagement 293
E-Federalism 393
efficiency index 111
E-Government 156, 165
e-government applications 239, 240, 241
e-Government applications 213
e-government area 72
e-government capabilities framework 1
e-Government environment 90, 91
e-Government functions 213
e-Government index 90
E-Government Management 295, 322
e-government model 73
### Index

- **government bureaucracy** 1
- Government Collaboration Patterns 408
- government information 22, 27, 28, 31, 32, 33, 34, 35, 37, 39, 42, 43, 47
- government portals 22, 29, 43
- Government Resources Planning (GRP) 196
- Government Service Interoperability 408
- Government to Business (G2B) 198, 241, 270
- Government to Citizens (G2C) 198, 241
- Government-to-employees (G2E) 241, 242, 270
- Government-to-Government (G2G) 198, 241, 270
- gross domestic product (GDP) 10, 307
- GUIDO prototypical system 177

### H

- Hansard Society 278
- hardware platforms 170
- health and primary education(HEALTH) 110
- hierarchical structures 62
- hierarchical system 304
- high-tech economies/societies 76, 85
- home networks 141
- HR-administration 155, 168
- HR-division 162, 163, 164, 165, 166
- HR-philosophy 157
- HR-planning 155, 156, 157, 158, 159, 161, 162, 163, 164, 165, 166, 167, 168
- HR-planning process 158, 161
- HR-structure 155, 157, 159, 162, 165, 168
- human capital management 156
- human resource development 90
- human resource management (HRM) 155, 158

### I

- ibidem 72, 74
- ICT connectivity 90
- ICT efficiency 117, 119, 133
- ICT-enabled eGovernance action plan 335
- ICT goods 107, 112, 118
- ICT infrastructure 40
- ICT operator 107
- ICT policy 89, 101
- ICT productivity 109, 117, 119, 133
- ICT regulator 107, 118, 119
- ICT strategies 75
- ICT technologies 51, 58, 106
- ICT treatment 72
- ICT Usage 105, 106, 107, 109, 110, 112, 117, 118, 123
- ICT users 107
- immediate social need 218
- indexing languages 24
- index language 25
- Indian and Northern Affairs Canada (INAC) 137
- indigenous technology 75
- informal knowledge 245, 257
- information and communication technologies (ICT) 49, 68, 105, 106, 121, 156, 240, 336
- information and communication technology (ICT) sector 105
- information architecture 35
- information asymmetry 34
- information-communication technologies (ICTs) 70
- information economy 228
- Information Infrastructure 323
- Information Literacy 23, 25, 33, 36, 42, 44, 46, 47
- information management division (IMD) 11
- information planning division (IPD) 11
- information resources 58
- information societies (IS) 70
- information systems (IS) 2, 48, 54
- information systems (IS) fields 2
- information technology (IT) 1, 88, 106
- Informed Buying 11, 20
- infrastructure(INFR) 110
- Initiatives 207
- Institutional Base and Infrastructure 493
- institutional e-portfolio 51, 60, 61
- Intangible Assets 408
- Intangibles 400, 408
- Interactive Voice Response System (IVRS) 40
- Interdependence Costs 393
Contents

Index 553

Intergovernmental Competition 393
Intergovernmental Tracking System 34
international community 27
International Federation of Library Associations and Institutions (IFLA) 23
Internet 465, 466, 468, 478, 479
Internet-enabled service processes 194
Internet Protocol (IP) 141
IS-based e-governance 58
IS capabilities model 2, 5, 7, 10, 12, 16
IS Classes 85
IS designers 57
IS development 70, 76
IS field 55
IS/IT governance 1, 5, 6, 10, 13, 14, 16, 17
IS work 54, 55, 56, 57, 58
IT activities 5, 16
IT management 6, 14, 16, 17
IT-oriented capabilities 1, 7, 14, 15, 17, 20
IT-Oriented Capability 20
IT outsourcing 5, 6, 7, 10, 11, 12, 13, 14,
15, 16, 18, 19, 20
IT outsourcing-dependent 5
IT performance 5

K
Key demographic 137
KM basic definitions 239
KM conceptual model 239, 241, 247
KM definitions 241
KM technologies 252
KM types 241
knowledge age 48, 65, 67
knowledge based technology 106
knowledge creation 55, 58, 59, 64
knowledge management 239, 240, 241,
242, 245, 247, 254, 255, 256
knowledge management (KM) 239, 240,
335, 336, 337, 339,
knowledge portfolios 48, 49, 51, 63, 64
knowledge society 48, 60, 61, 62, 63

L
labor market efficiency(LME) 110
learning-based e-governance system 59
learning organization (LO) behavior
335, 336, 337
learning parasol 214
Library and Information Science Abstracts
(LISA) database 21, 22
Lifelong Learning 236
Life Situations 393
LISA database 29, 31, 35
LISA search 24
literature review 23, 27
Local E-Government 295, 318, 322
Local Government 322
Local Government Institutions 322
local government systems 298, 299, 314
Local Tourist Industry 494

M
macro economy(MACROTS) 110
Macro level 192
mail-client 176
Malmquist analysis 112
Malmquist index 105, 107, 108, 109, 111,
112, 120, 127, 131
Management Buyout (MBO) 433
Media Player 154
mental models 72, 80
Mental models 72
Mission 201, 206
mobile devices 138, 140
mobile technologies 149, 150

N
National Center for Digital Certification
(NCDC) 197
national cultural differences 92, 103
national culture 87, 89, 93, 94, 95, 96, 98,
99, 100, 101, 102, 104
national cultures 87
National Forum on Information Literacy
(NFIL) 23
national policy 21
national strategy 189
network data mining 248
networking activities 264
networking forums 248

553
Index

network model 62
Network Readiness Index 110, 117, 123
New South Wales (NSW) 26
non-formal education 219, 229
non-traditional education 223

O
Objectives 202, 207
Office Management and Budgetary (OMB) 192
Online Learning 234, 236
Ontologies 254, 256
Open and distance learning (ODL) 209
open educational resources (OER) 209
optical character recognition software (OCR) 175
organic model 55
organizational design of government 62
organizational structures 49, 55
organizational theory 58
Outputs 192, 207
Ownership Succession 433

P
paper-based processes 171
participatory policy 74
Path Analysis 368, 376
Path Coefficient 376
Path Diagram 376
pedagogical issues 218
peer-to-peer collaboration 146
Personal Actions 155, 168
Personal Digital Assistant (PDA) 140
Personalization 243, 250, 255, 256
Personalized content 250
Personalized structure 250
point to point productivity 108
political apathy 44
political openness 90
political structure 90
Portals 37, 47
Power Distance Dimension 104
Power Distance Index 96, 97, 99
PPS case 15
PPS e-procurement 12
Pre-Dated Notification 168
pre-dated notifications 156, 157, 160, 161, 162, 163, 164, 165, 166
Privacy 479
progress-resistant cultures 72
Public policy 278
Public Procurement Service (PPS) 8
public service development 48

R
Radslag 261, 263, 264, 270
Random Access Memory (RAM) 154
rapid globalization 87
Recommendation System 256
Relationship Building 11, 20
relationship proposal 32
Religious beliefs 72
re-organization 74
repository 178, 179, 181, 182, 184, 188
Representative Democracy 294
resource-based perspectives 17
risk societies 73
rural communities 34

S
search engines 248
Semantic E-Learning 251, 256
Semantic Web 249, 250, 251, 254, 255, 256
service delivery 6, 7
Sigstad model 265
single-loop learning 74
social cohesion 138
Social components 209
social construction of technology 72
social construction of technology (SCOT) 3
social constructivism 3
social context 9, 12, 13, 17
social contextual aspects 72
social entities 56
social format 212
social innovations 78
social learning 73, 74
social mobility 93, 97
Social Network 324, 327, 329, 330, 332
Social Networking Sites 333
social paternalism 74
web service technology 170
web standards 147
wireless networks 141, 149

Y

YESSER program 197