Index

A
acceptance divide (ACD) 279-280, 283
Ahmedabad Municipal Corporation (AMC) 350
All India Council for Technical Education (AICTE) 52
analytical hierarchy process (AHP) 350-351
Association of Southeast Asian Nations (ASEAN) 238
Asymmetric Digital Subscriber Line (ADSL)" 274
average variance extracted (AVE) 286-287

B
Bachelor of Arts (BA) 184
Bharat Electronics Limited (BEL) 50
Build-Own and Operate (BOO) 55
Build-Own-Operate and Transfer (BOOT) 55
Business Process Change (BPC) 9-11, 22, 222
Business Process Redesign (BPR), 11
crowdsourcing 129, 135, 137, 139-140

D
Decentralization 34
Decision Support Systems (DSS) 84
Defense Information Assurance Certification and Accreditation Process (DIACAP) 228
Department for International Development (DFID) 48
Department of Electronics (DOE) 49
Department of Information Technology (DIT) 47
Diffusion of Innovation (DOI) 253-254, 256, 312-313, 371
Digital Government - See Electronic-government (EG).
Distribution of risk 3-4
Document Imaging Project (DIS) 15

E
ebXML Messaging Service (ebMS) 238
Ecopass 194-195, 197-204
Education and Research Network (ERNET) 51
E-Government Assessment Framework (EAF), 348
e-Government Project type 209
e-Government Transformation Project Management (eGTPM) 208
Electronic Access Service (EAS) 15
electronic bureaucracy 176, 178-179, 182-186
Electronic Bureaucracy Model 178, 182-186
Electronic Data Interchange (EDI) 56
Electronic Desk Calculators (EDC) 50
Electronic-government (EG) 59-60
Electronics Commission (EC) 49
Environmental Protection Agency (EPA) 4
e-services divide (ESD) 275, 279-280, 283, 288-289
European Commission (EC) 98
European Journal of Information Systems (EJIS) 302, 310

C
cabinet committee on economic affairs (CCEA) 54
citizen-centered design 109, 112-113, 116
Citizen-to-Citizen (C2C) 90
Citizen-to-Government (C2G) 90, 133
Crisis Manager from the Port (CMP) 338
National Health Service (NHS) 137
National Informatics Center (NIC) 48, 50
National Informatics Organisation (NIO) 49
national level e-governance plan (NEGP) 54
New Public Management (NPM) 144-145
NVivo 13

O
Odds Ratios (OR) 167
Office of Minister of State for Administrative Reform (OMSAR) 272-273
online tax filing and payment system (OTFPS) 316
open source software (OSS) 125

P
Perceived Characteristics of Innovating (PCI) 253
perceived ease of use (PEOU) 316-317
perceived readiness (PR) 316, 320
perceived usefulness (PU) 259, 316-317, 320
personal indefinable information (PII) 161
Philippine National Police (PNP) 136
Policy Evaluation 195-196, 200-201, 204
Policy Making Processes (PMPs) 79
Policy Making Workflow (PMWF) 91
private Internet Service Providers (ISPs) 274
production-sharing-utilization (PSU) 132
Project Management Board (PMB) 98
Public Administrations 10, 16, 193, 216-217
Public Affairs Centre (PAC) 349
Public Prosecutor’s Offices of the Courts of First Instance (PPOCFI) 212
public service delivery 143-147, 150-151, 154-156, 267, 346
public switched telephone network (PSTN) 36
purchasing power parity (PPP) 65

R
radio frequency identification (RFID) 125
regional operational team (RegOT) 337
Research Triangle Institute International (RTII) 35

S
Science Citation Index (SCI) 363
Secure Socket Layer (SSL) 89
Security Assertion Markup Language (SAML) 88
security benefits 228, 230
service channel 143-144, 150, 156, 158-159, 162-163, 166-167, 171-173
SERVQUAL 269, 348-349, 357-359
short messaging 128, 133, 135
Singapore ONE 67
Single-Window e-Logistics (NSW) 238
Social Amplification of Risk Framework (SARF) 2
social network service (SNS) 124
Social Science Citation Index (SSCI) 363
Special interest networks (SINs) 128
Standardization Testing and Quality Certification (STQC) 52
State Data Centre (SDC) 54
structural equation modeling approach (SEM) 285
Sub-Saharan Africa (SSA) 28

T
Tata Consultancy Services (TCS) 56
team formulation 240
Technical Steering Committee (TSC) 98
Technology Acceptance Model (TAM) 251, 253-254, 312-313, 317, 361
Technology Readiness Index (TRI) 312-313, 316-317, 324
Theory of Reasoned Action (TRA) 253, 256, 371
Transforming Government: People, Process and Policy (TGPPP) 301, 310
Transport Layer Security (TLS) 89

U
UbiPOL services 82, 93-95, 97
Unified Modeling Language (UML) 247
United Arab Emirates (UAE) 274
United Nations Center for Trade Facilitation and Electronic Business (UN 238
United Nations Development Programme (UNDP) 48
United Nations (UN) 61
Universiti Islam Antrabangsa Malaysia (UIAM) 258
Universiti Malaya (UM) 258
Universiti Putra Malaysia (UPM) 258
Universiti Teknologi Malaysia (UTM) 258
Universiti Teknologi Mara (UiTM) 258
University Teaching Hospital (UTH) 35

V
value-added service providers (VAS) 238
Value Measuring Methodology 107
Variance-inflating factors (VIFs) 319
Very Small Aperture Terminal technology (VSAT) 35
Index

Voice over IP (VoIP) 129

W
Web 2.0 111, 119, 123-126, 128-142, 176-177, 292
Web 2.0 applications 123-124, 128-130, 133-135, 137, 140
web applications 176, 178, 182
website attributes 176-179, 182-186, 188-189

work-packages (WP) 97
World Wide Web (WWW) 124

Z
Zambia Electricity Supply Corporation (ZESCO) 35
Zambia Revenue Authority (ZRA) 35
Zambia Telecommunications Company (ZAMTEL) 35