Table of Contents

International Journal of Public Administration in the Digital Age
Volume 3 • Issue 1 • January-March-2016 • ISSN: 2334-4520 • eISSN: 2334-4539
An official publication of the Information Resources Management Association

Special Issue on Public Service Innovations through Information and Communication Technologies:

Guest Editorial Preface

V
Christopher G. Reddick, University of San Antonio, TX, USA
Akemi Chatfield, University of Wollongong, Wollongong, Australia

Research Articles

1 When Innovation Stumbles: Applying Sauer’s Failure Model to the Flemish Road Sign Database Project
Lies Van Cauter, KU Leuven, Leuven, Belgium
Frank Bannister, Trinity College Dublin, Dublin, Ireland
Joep Crompvoets, KU Leuven, Leuven, Belgium
Monique Snoeck, KU Leuven, Leuven, Belgium

19 A Strategic Foresight about Future Public Service Developments from the Citizens’ Perspective
Falko Walther, Justus-Liebig-University Giessen, Giessen, Germany
Sebastian Vogt, University of Paderborn, Paderborn, Germany
Rüdiger Kabst, University of Paderborn, Paderborn, Germany

43 Exploring the Impact of Organizational Citizenship Behavior on Perceptions of E-Filing Success
Lemuria Carter, School of Business, Virginia Commonwealth University, Richmond, VA, USA
Gwendolyn McFadden-Wade, North Carolina A & T State University, Greensboro, NC, USA
Jean T. Wells, School of Business, Howard University, Washington, DC, USA

53 Usability in Local E-Government: Analysis of Turkish Metropolitan Municipality Facebook Pages
Mete Yıldız, Department of Political Science and Public Administration, Hacettepe University, Ankara, Turkey
Nihan Ocak, Human Computer Interaction Research and Application Laboratory, Middle East Technical University, Ankara, Turkey
Caglar Yıldırım, Human Computer Interaction, Iowa State University, Ames, IA, USA
Kursat Cagıllı, Department of Computer Education and Instructional Technology, Middle East Technical University, Ankara, Turkey
Cenay Babaoglu, Department of Political Science and Public Administration, Hacettepe University, Ankara, Turkey

70 Tackling the Digital Divide: The Shift from Access to Capacity
Mark Liptrott, Edge Hill University, Ormskirk, UK

COPYRIGHT
The International Journal of Public Administration in the Digital Age (IJPADA) (ISSN 2334-4520; eISSN 2334-4539), Copyright © 2016 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The International Journal of Public Administration in the Digital Age is indexed or listed in the following: ACM Digital Library; INSPEC; Ulrich’s Periodicals Directory