

GUEST EDITORIAL PREFACE

Special Issue on e-Government in Developing and Transitional Countries

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There has been a growing interest among the governments of developing and transitional countries to improve their quality of governance to deliver public goods and services effectively and efficiently. In doing so, the role of e-Government has proved fundamental to the reform of public administration. In this context, the key objective of this special issue is to understand whether the introduction of e-Government has improved the governance quality in developing and transitional countries. The issue also focuses on to understand the causes behind success and failure of e-Government implementation in developing and transitional countries. In line with the objective, the contributions of this special issue attempt to answer to some relevant questions.

The first article “Leveraging Broadband for E-Government and Development in Africa: Opportunities and Challenges” by Stephen Aikins investigates the extent and benefits of Africa’s broadband connectivity, its impact

on e-government and economic growth, and the challenges and best practices for addressing them. Chatfield and AlAnazi’s contribution “Collaborative Governance Matters to E-Government Interoperability: An Analysis of Citizen-Centric Integrated Interoperable E-Government Implementation in Saudi Arabia” investigate the impact of citizen-centric integrated interoperable (CII) e-government services in Saudi Arabia. The finding of their study suggests that both interoperability policy framework and collaborative governance contributed to overcoming the implementation challenges and delivering CII e-government services to its diverse stakeholders. Noore Siddiquee and Mohd. Mohamed’s article “E-Government and Transformation of Service Delivery in Malaysia” demonstrate the current trends in e-government in Malaysia by focusing on some most recent initiatives and their roles in modifying governance and service delivery systems thereby producing, among other things,

benefits of efficiency and improved access and convenience. In their contribution “Engaging Citizens and Delivering Services: The Housing Corporation in Trinidad and Tobago,” Cherlene Roach and Cristal Beddeau examine initiatives by the Housing Development Corporation in Trinidad and Tobago to provide service delivery to citizens and encourage their participation through electronic means. The final article “An Assessment of E-Government in a West African Country: The Case of Nigeria” by Francis Amagoh examines Nigeria’s e-government development rankings in light of the government’s efforts to develop the country’s infrastructure and human development.

We would like to express our sincere appreciation to the reviewers of this special issue who indeed provided very high quality reports

in a timely fashion: P.Y. Georgiadou, the University of Twente; Timothy Dolon, Texas A&M International University; Rodrigo Sandoval, the State Autonomous University of Mexico; Darren Mundy, the University of Hull; Chris Reddick, the University of Texas at San Antonio; Akemi Chatfield, the University of Wollongong; Noore Alam Siddiquee, Flinders University; Farhad Hossain, the University of Manchester; Omar Hujran, the Princess Sumaya University for Technology (Jordan); Taiabur Rahman, the University of Dhaka; Francis Amagoh, KIMEP University; Richard Escalante, the University of the West Indies.

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