

## EDITORIAL PREFACE

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I would like to take this opportunity to welcome you to volume 9, issue 4, of the *International Journal of Electronic Government Research*. The papers presented in this issue of IJEGR are extending further the adoption and implementation issues surrounding e-government. The research reported cover empirical studies of e-government adoption in Jordan, Saudi Arabia, Sri Lanka and North America, in addition to a conceptual paper that examines security related challenges in e-voting systems. Interestingly, the research in e-government adoption presented in this issue reveals that there are considerable variations in these distinctive contexts across the globe.

The first paper in this issue of IJEGR is entitled '*Assessing Jordan's e-Government Maturity Level: Citizen's Perspective on Awareness, Acceptability and Usage of e-Government Services*'. This paper is authored by Hussein Al-Yaseen, Anas Ratib Al-Soud, Saheer Al-Jaghoub. The authors in this paper present the results of a study that assessed factors which could influence the awareness level, acceptance and use of e-government services in Jordan. The study investigates issues such as: accessibility of e-government, citizen's attitude toward various privacy and security, the required services and costs. The empirical work reported uses a quantitative methodology in the context

of a survey that was distributed in one of the largest governorates in Jordan. The results of this preliminary study suggest that awareness of e-government has not reached the required level of maturity in Jordan. The findings in the paper points to several implications that can be of a benefit to researchers, practitioners and policy makers in Jordan and the wider middle east region.

The second paper is entitled '*Exploring Importance of Environmental Factors for Adoption of Knowledge Management Systems in Saudi Arabian Public Sector Organisations*'. Authors Fatmah M.H. Alataw, Michael D. Williams and Yogesh K. Dwivedi, focus on examining the importance and influence of environmental factors (mainly from institutional theory perspective) on adoption of KMS in the context of Saudi Arabian public sector. Data collected from a survey of 352 employees from various public sector organisations was utilised to perform a number of analysis which led to illustrate that the coercive pressure not just directly affects behavioural intention but also exerts indirect affect on it via the mimetic pressure construct. The paper reports that coercive pressure along with normative pressure and external Information Systems support determines the strength of mimetic pressure. The findings in this paper also indicate that mimetic pressure along with

coercive pressure significantly influences behavioural intention to adopt Knowledge Management Systems in Saudi Arabian public sector organisations. The paper also outlines contribution, limitations and future research directions emerging from the research offering some insights into the adoption of KMS from a wider perspective beyond the empirical study focus, Saudi Arabia.

The third paper is by Jayantha Rajapakse and is entitled '*e-Government Adoptions in Developing Countries: A Sri Lankan Case Study*'. This paper presents a set of lessons learned from the adoption of an e-Government initiative in Sri Lanka. A case study is drawn from the e-Pensions project of the e-government initiative of the Government of Sri Lanka. The case study is one of the first World Bank projects in a developing South Asian country, which is designed to bring Information and Communication Technology (ICT) to every village, citizen and business to transform the way governments' think and work. The paper reports a set of lessons that were identified in the case study related to leadership, hidden cost, Business Process Re-engineering, group dynamics, data migration, language issues, bureaucracy, training, change management, project governance, staff turnover and transitional projects. The authors argue that although some of these lessons have been identified in previous literature, issues relating to transitional projects, language issues relating to software development processes, group dynamics, planning for data migration and staff turnover have been neglected in prior studies. Further, the study reveals some interrelationships among these factors, such as, how transitional projects can positively impact training and change management. It is hoped that these new insights relating to e-government adoption will shed some light into new e-government initiatives undertaken by developing countries with similar environments to Sri Lanka.

The fourth paper is by Ajax Persaud and Priya Persaud and is entitled '*Rethinking E-Government Adoption: A User-Focussed Approach*'. This paper develops and tests a user-centric model of e-government by using

six factors that have been widely discussed in the e-government literature. As it has been acknowledged across E-government research, studies related to acceptance have attracted substantial research interest over the last fifteen years. The majority of this research is based on technology acceptance models primarily because e-government is seen as a technology for accomplishing efficiency, transparency, and government responsibilities. While this is true, the adoption of e-government ultimately depends on whether users perceive the technology as serving their needs and meeting their expectations. This paper highlights the importance of understanding and incorporating users' needs in the design, organisation and deployment of e-government. In the study, the authors examine a number of factors including the ones which have been labelled content, accessibility, localisation, e-participation, user-friendliness and awareness/government literacy. The results of the study show that all six factors plus the interaction of e-participation with user-friendliness are statistically significant in promoting e-government use.

The final paper in this issue of IJEGR is by Vinodu George and M. P. Sebastian. This paper is entitled '*A Secure and Efficient Scheme for Remote Poll Station Voting*' and diverts the attention away from adoption related issues and focuses on security related challenges within the context of online services. In the paper, the research focuses mainly on privacy and security aspects of e-voting. The authors discuss, how, in spite of good security and privacy features, existing e-voting protocols remain useful only to small elections or just to support conventional voting, mainly due to their high computational overhead. Therefore, the authors argue that there is a need for e-voting protocols which are secure and practical, but also with less complexity. In this realm, the paper proposes a protocol and framework for the practical implementation of the electronic election process. The authors analyse a large election process to show that their proposed protocol has the potential to serve as an efficient polling system with increased voter turnout.

We hope that the five papers offered in this issue of IJEGR will help further advance our understanding of the complex and evolving field of e-government. In particular, the empirical studies offered will show that subtle differences in socio-cultural, demographic and political settings often result in different outcome and impact on e-government adoption irrespective of the fact that these studies were conducted in

countries that are classified as ‘developing’ in terms of economic and socio political aspects.

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