

Index

A

- abuse of power 213
- accessibility 131, 134, 137, 154, 284, 285, 287, 289
- AccessIndiana 190, 191, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 210
- accountability 320
- active political value 1, 2, 3, 4, 6, 7, 10, 11, 12, 14, 15, 16, 17
- administrative reform 190, 207
- American Society for Public Administration (ASPA) 321
- analytic hierarchy process (AHP) 68, 69, 74, 75
- Asia 102, 103, 104, 105, 107, 108, 110, 113, 114, 116
- asynchronous publishing model 268, 270

B

- Bangladesh 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129
- Bangladesh, e-government in 120, 122, 126
- Best of the Web directory 35, 41, 50
- blogs 2, 21, 27, 29, 88
- boundary framework 63
- budget allocations 345
- budgetary information 305, 306, 307, 309, 310, 313, 314, 316
- budgetary information integration 305, 313
- budgetary information integration template 305, 306, 309, 311, 312, 314, 315, 316
- budgetary transparency 305, 306, 307, 308, 309, 311, 312, 313, 314, 315, 316, 318

budget decision-making 305

- budget deliberations 342, 343, 344, 345, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361
- budgeting 305, 306, 308, 309, 310, 311, 312, 314, 315, 316, 317, 318, 319
- bureaucracy 119, 120, 230, 245
- bureaucrat accountability 307
- bureaucratic inertia 117, 127

C

- cataloging 323
- Center for Digital Government 35, 41, 51
- channel characteristics 20, 21, 22, 23, 28, 29, 30, 31
- citizen-centric e-government 20, 21, 23, 34
- citizen-centric information 131, 137, 138
- citizen involvement 228, 230, 247
- citizen participation 103, 131, 137, 138, 190, 201, 211, 212, 213, 214, 215, 216, 217, 225, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 239, 240, 241, 242, 243, 244, 245, 246, 247, 305, 306, 307, 308, 309, 312, 314, 315, 316, 317, 318, 319, 342, 343, 345, 346, 347, 355, 356, 357, 358, 359
- citizen participation, Internet-based 228, 234, 236, 241, 247
- citizenship 56
- citizen-supported decision making 228, 230
- citizen trust 347
- city governments 1, 6, 7, 10, 11, 12, 14, 19
- civic engagement 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 14, 17, 18, 229, 231, 342, 343, 347, 355, 357, 358, 359

civic engagement promotion 2
civil society organizations (CSO) 117, 119, 125, 126, 127
coding dictionaries 104, 107
collaboration 190, 191, 206, 207, 208
collaborative work 266, 270
community gravity 64
computer-mediated communication (CMC) 174, 175, 176
computer ownership rates 90
consensus building 202, 206
conservation of visitors 276, 279, 283
content analysis 104, 105, 106, 107, 115, 116, 232, 233, 234, 235, 237, 238, 239, 240, 241, 242, 243, 245, 246
content clusters 251
content comprehensiveness 70, 71
content management 284, 285, 286, 287, 288, 290, 292, 293, 295, 296, 298, 299, 300, 301, 302, 303
content management systems (CMS) 160, 161
content re-purposing 303
content validity 70
coproduction 64
county governments 1, 6, 7, 10, 14, 19
cultural markers 154
customer needs 154
cyber advocates 174, 176
cyber-interactivity 177, 178, 188
Cyberspace Policy Research Group (CyPRG) 176, 178

D

decision making frameworks 65, 66, 81
democratic decision making 305
democratic deliberation 307
democratic social contract 64
developing countries 102, 108, 115
dialogic communication 271, 283
dialogic communication theory 266, 267, 272, 273, 274, 279
dialogic loop 274, 277, 283
diffusion of innovation (DOI) 153, 155, 156, 168, 169
digital divide 64, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100
direct democracy 64

E

e-governance initiative 87, 89, 93, 97, 100
e-government adoption 102, 103, 105, 108, 113, 114, 116
e-government applications 154, 158, 161, 164
e-government business models 130
e-government development frameworks 251
e-government frameworks 249, 251
e-government gateway (EGG) (Turkey) 153, 154, 156, 159, 160, 161, 162, 163, 164, 165, 166, 168, 169, 170
e-government, government to business (G2B) 130, 131
e-government, government to citizen (G2C) 130, 131
e-government, government to government (G2G) 130, 131
e-government implementation 1
e-government index 116
e-government initiatives 105, 111
e-government in policing 211
e-government literature 102, 104, 106
e-government maturity models 168
e-government readiness 130, 132, 138, 141, 147, 148
e-government service development 106, 107, 109, 111, 112
e-government services 20, 21, 24, 25, 26, 29, 30, 34, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 113, 114, 115, 116
e-government Web portals 249, 251, 252, 262, 265, 305, 306, 307
e-government Web site content 116
e-government Web site development 307
e-government Web site evaluation 65, 69, 74, 78, 82
e-government Web site quality assessment 65, 67
e-government Web sites 1, 2, 3, 4, 5, 6, 12, 14, 15, 16, 17, 19, 20, 21, 23, 26, 30, 31, 65, 66, 67, 69, 70, 71, 72, 73, 74, 75, 76, 78, 82, 87, 88, 266, 267, 271, 272, 273, 275, 276, 278, 279, 280, 347, 360
end-user age 21, 22, 26, 34
end-user channel habits 34
end-user characteristics 20

end-User education 21, 26, 34
end-user income level 34
end-user Internet access 34
end-user Internet experience 34
end-users 20, 21, 22, 23, 25, 26, 27, 29, 30, 31, 34
end-user sex 21, 34
Enhance Data Access Review Committee (EDARC) 198
e-readiness 118, 120, 130, 132, 138, 139, 140, 141, 142, 143, 148, 151, 152
ethics 320, 340
e-transparency model 321
European Charter for Regional or Minority Languages (ECRML) of 1992 37
executive order 35, 36, 37, 38, 41, 45, 46, 47, 48, 50
Executive Order 13166 35, 36, 37, 38, 41, 45, 46, 47, 48, 50

F

Facebook 176
Federalist Papers 230
financial reporting 320, 321, 327
fiscal transparency 305
fuzzy inference systems 66, 80, 81
fuzzy sets theory 65, 66, 67, 75, 77, 81

G

good governance 211, 214, 216, 217, 223, 225
government accountability 105
Governmental Accounting Standards Board (GASB) 321
governmental budget dissemination 346
government efficiency improvement 2, 3
Government Finance Officers Association (GFOA) 321
government portals 130, 139, 148
government, public trust in 174
government service efficiency 102
government service portals 249, 250, 251, 254, 259, 260, 261, 262
government-to-government (G2G) connectivity 120, 125
government transparency 105
governors 344

H

Hamilton, Alexander 230, 244
HTML (hypertext markup language) 285, 286, 287, 288, 291, 292, 293, 297, 301, 303, 304
human rights 36, 37

I

India 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 98, 99, 100, 130, 131, 132, 133, 134, 137, 138, 139, 140, 143, 145, 148, 149, 150, 152, 212, 226
Indiana 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 203, 204, 205, 207, 210
Indiana Division of Information Technology (DIT) 192
Indiana Information Technology Oversight Commission (ITO) 192
Indiana Interactive 190, 191, 193, 194, 195, 197, 198, 199, 200, 203, 204, 205
Indiana Office of the CIO 192, 193, 195, 198, 199, 203
indigenous peoples 35, 36, 37, 50
information, adequacy of 131, 137
information-sharing 266
information, usefulness of 131, 137, 148
Institute of Governance Studies (IGS) 126
intellectual property rights 92
interaction 131, 135, 137, 150
interactive democracy 307, 309, 316
interactivity 174, 175, 176, 177, 178, 182, 184, 185, 186, 187, 188, 189, 271, 283
International City/County Management Association (ICMA) 321, 324, 325

Internet deliberative features 247
Internet kiosks 88, 92, 96, 119
Internet subscription 90, 91, 92
interoperability 303

J

Java programming language 198

L

legislators 343, 344, 345, 356, 357, 358, 361
legitimacy 212, 213, 214, 216, 224, 230

limited English proficiency (LEP) 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50

local governments 35, 36, 37, 38, 40, 41, 43, 44, 45, 51, 201, 228, 229, 230, 233, 234, 239, 241, 242, 243, 244, 246

local government web sites 35, 36, 37

M

Madison, James 230

maintenance costs 284, 285

market value 1

media richness 28, 29, 32, 34

Mobile Ladies initiative 126

mobile phones 117, 119, 126

moral reasoning 63

multi-attribute decision making (MADM)

methods 65, 66, 67, 68, 74, 77, 78, 79, 80, 81, 82

multi-channel strategies 34

N

N-11 countries 120, 128

national crime victimization survey (NCVS)
213

national gambling commission 322

National Performance Review (NPR) 321

National Standardization Frameworks for Elec-
tronic Government Service Portals 251

The Netherlands 212

O

Obama, Barak 174, 175, 176, 177, 184, 185

Office of Management and Budget (OMB) 175

online executable service 116

open government 174, 175, 182

open standards 303

organizational cluster 253

organizational values 54, 55, 59, 60

Organization for Economic Co-Operation and
Development (OECD) 158, 163, 168

P

PenguenTurk 160

perceived ease of use (PEOU) 156

perceived usefulness (PU) 156

personal wealth 87, 88, 89, 90, 91, 92, 95, 97

police organizations 211, 212, 213, 214, 215,
216, 217, 218, 219, 221, 222, 223, 224,
225, 226, 227

political value 2

privacy 131, 135, 137, 145

pro-active engagement model 213

proprietary value production 2, 3

public access 249, 250

public feedback 307

public information 213

public interest 54, 55, 56, 59, 60, 62

public organizations 54, 55, 56, 57, 58, 59, 61

public participation 174, 175, 176, 177

public portals 250

public-private partnerships 190, 191, 204, 205

public relations 266, 267, 272, 282

public trust 228, 320, 321

public trust, deterioration of 228

R

reactive engagement model 213

real simple syndication (RSS) feeds 2

Recovery.gov 174, 175, 177, 178, 179, 180,
181, 182, 184, 185, 186, 187

representative democracy 64

resource deployment 236, 246

right to information (RTI) ordinance 125, 126,
129

S

schema 303

security 131, 135, 137, 150

security cluster 253

service adoption 168

service implementation 102

service providers 92, 100

service quality 131, 148

Simputers 94

Singapore 124

social equity 54, 55, 56, 58, 59, 60, 62, 87, 88,
89, 93, 94, 97, 98

social media 20, 27

social network sites 21, 27

social presence 21, 28, 29, 34

- South Korea 124
 Spanish language 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 48, 50, 52, 53
 stakeholder value considerations 1
 standardization framework (SF) for electronic government service portals 249, 250, 251, 253, 259, 260, 264, 265
 state governments 1, 3, 4, 6, 7, 10, 11, 12, 13, 14, 17, 19, 342, 345, 358
 state legislative Web sites 342, 343, 345, 346, 349, 352, 354, 355, 358, 359, 360
 state legislative Web sites, audience 345, 346
 state legislative Web sites, content 343, 345, 346, 347, 355, 356, 357, 358, 360
 state legislative Web sites, interactivity 346, 347, 356, 357, 358, 359
 state legislative Web sites, transparency 345, 346, 355, 356, 358
 state legislative Web sites, usability 345, 346, 347, 355, 356, 357, 359, 360, 361
 state lotteries 320, 321, 322, 326, 327, 329, 330, 332, 333, 334, 336
 state lottery systems 320, 322, 325, 326, 327, 328, 329, 330, 332, 333, 335, 336, 340
 state recovery Web sites (USA) 174, 175, 182, 184, 185, 186, 189
 states (India) 132, 141, 148, 149, 151
 state Web sites 190, 194
 status activus 36
 status negativus 36
 status positivus 36, 37
 stewardship 64
 structure clusters 252
 synchronicity 21, 28, 29, 32, 34
 synchronous dialogue model 268, 270
- T**
- task characteristics 20, 21, 27, 28
 tasks, ambiguous 34
 tasks, clearly defined 34
 tasks, complex 34
 tasks, non-routine 34
 tasks, non-urgent 34
 tasks, routine 34
 tasks, simple 34
- tasks, urgent 34
 technical rationality 54
 technology acceptance model (TAM) 155, 156, 168
 technology clusters 252
 template concept 51
 traditional government service delivery 118, 125
 transaction 323, 326
 transparency 174, 175, 176, 177, 178, 179, 181, 182, 183, 184, 185, 186, 187, 188, 190, 201, 204, 206, 211, 212, 213, 214, 216, 217, 219, 221, 305, 306, 307, 308, 309, 311, 312, 313, 314, 315, 316, 317, 318, 320, 321, 325, 326, 327, 328, 329, 331, 332, 333, 334, 336, 337, 339
 transparency model, information 320, 322, 325, 326, 332, 334, 335, 336, 337, 340
 transparency model, management 320, 321, 332, 339
 transparency model, policy 320, 332, 335, 336, 339
 transparency, new 188
 transparency, old 188
 Turkey 153, 154, 156, 157, 158, 159, 161, 162, 163, 165, 166, 167, 168, 169
 Türksat 160, 161, 162, 166, 168, 169
 Twitter 21, 27, 29, 88, 176
 two-way communication 266
 two-way symmetric communication 283
- U**
- uniform crime report (UCR) 213
 union territories (India) 148, 149, 151
 union territory portals 131
 United States 88, 89, 90, 91, 92, 96, 98, 100, 118, 212, 214, 215, 216, 223
 usability 131, 134, 135, 136, 137, 141, 147, 154
 user-centric system 283
- V**
- value-based ethics 54
 value frameworks 1, 4, 5, 6, 14, 17
 value shifts 54, 55, 56, 61
 vertical integration 323

vertical portals 250
virtual participation 212

W

W3C (World Wide Web Consortium) 38, 46, 48, 50
Web 1.0 267, 268, 270, 271, 273, 275, 276, 277
Web 2.0 20, 32, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283
Web content maintenance 284
Web content production 284, 285
Web portals 102, 104, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 145, 146, 147, 148, 149, 150, 250, 251, 252, 253, 259, 260, 262, 264
Web presence 211, 212, 213, 216, 217
Web site content 66, 69, 70, 71, 72, 82
Web site management 284, 285, 286, 290, 294, 295, 296
Web site navigation scheme 69, 70, 74
Web site search capability 69, 70

Web site usability 69, 76, 77, 83
Web site visual appearance 69, 70, 76, 77
wikis 2, 21

X

XHTML (extensible hypertext markup language) 287, 292, 304
XML attributes 303
XML (extensible markup language) 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304
XML for Web site management 300, 304
XML, well-formed 303
XSL (extensible stylesheet language) 286, 287, 288, 291, 292, 293, 295, 301, 304

Y

YouTube 88