

Preface

The constantly changing landscape of Digital Democracy makes it challenging for experts and practitioners to stay informed of the field's most up-to-date research. That is why Information Science Reference is pleased to offer this three-volume reference collection that will empower students, researchers, and academicians with a strong understanding of critical issues within Digital Democracy by providing both broad and detailed perspectives on cutting-edge theories and developments. This reference is designed to act as a single reference source on conceptual, methodological, technical, and managerial issues, as well as provide insight into emerging trends and future opportunities within the discipline.

Digital Democracy: Concepts, Methodologies, Tools and Applications is organized into eight distinct sections that provide comprehensive coverage of important topics. The sections are: (1) Fundamental Concepts and Theories, (2) Development and Design Methodologies, (3) Tools and Technologies, (4) Utilization and Application, (5) Organizational and Social Implications, (6) Managerial Impact, (7) Critical Issues, and (8) Emerging Trends. The following paragraphs provide a summary of what to expect from this invaluable reference tool.

Section 1, **Fundamental Concepts and Theories**, serves as a foundation for this extensive reference tool by addressing crucial theories essential to the understanding of Digital Democracy. Introducing the book is “*The State Economical Regulation Practice Modernization in Terms of Business Digitalization*” by Denis S. Ushakov, a great foundation laying the groundwork for the basic concepts and theories that will be discussed throughout the rest of the book. Another chapter of note in Section 1 is titled “*Municipal Government and the Interactive Web*” by Benedict S. Jimenez, Karen Mossberger, and Yonghong Wu, which discusses the interesting progress of adding features to citizens’ electronic interface with their government, an important development in the fields of local government and digital democracy both. Section 1 concludes, and leads into the following portion of the book with a nice segue chapter, “*Analyzing e-Government Research in Emerging Economies*,” by Manuel Pedro Rodríguez Bolívar, Antonio Manuel López Hernández, and Laura Alcaide Muñoz. Where Section 1 leaves off with fundamental concepts, Section 2 discusses architectures and frameworks in place for Digital Democracy.

Section 2, **Development and Design Methodologies**, presents in-depth coverage of the conceptual design and architecture of Digital Democracy, focusing on aspects including ICT platforms, quality attributes, process modeling, risk assessment, public administration, and many more. Opening the section is “*A Methodology to Evaluate ICT Platforms in the Implementation of e-Government*” by Mauricio Solar, Gonzalo Valdés, Horst von Brand, and Sergio Murúa. This section is vital for developers and practitioners who want to know how to begin a process of development on a regional level. Through case studies, this section lays excellent groundwork for later sections that will get into present and future applications for Digital Democracy, including, of note: “*The “Quicksilver Initiatives” as a Framework for e-Government Strategy Design in Developing Economies*” by Tanya Du Plessis, Chris Rensleigh,

and Kelvin Joseph Bwalya, and “*A Process Model for Successful E-Government Adoption in the Least Developed Countries*” by Ahmed Imran and Shirley Gregor. The section concludes with an excellent work by Paul T. Jaeger and John Carlo Bertot, titled “*Implementing and Managing Public Library Networks, Connectivity, and Partnerships to Promote E-Government Access and Education*.”

Section 3, **Tools and Technologies**, presents extensive coverage of the various tools and technologies used in the implementation of Digital Democracy. Section 3 begins where Section 2 left off, though this section describes more concrete tools at place in the modeling, planning, and production of Digital Democracy. The first chapter, “*Value Assessment in E-Government*,” by Lai Pek Hia and Lee Shu Wen, lays a framework for the types of works that can be found in this section, a perfect resource for practitioners looking for new ways to benchmark progress and assess quality in the field. Section 3 is full of excellent chapters like this one, including such titles as “*A Statistical Analysis of Priority Factors for Local e-Government in a Developing Country*,” “*SOA Designed Health Care System for Taiwan Government*,” and “*Using a Fuzzy-Based Cluster Algorithm for Recommending Candidates in E-Elections*” to name a few. Where Section 3 described specific tools and technologies at the disposal of practitioners, Section 4 describes successes, failures, best practices, and different applications of the tools and frameworks discussed in previous sections.

Section 4, **Utilization and Application**, describes how the broad range of Digital Democracy efforts has been utilized and offers insight on and important lessons for their applications and impact. Section 4 includes the widest range of topics because it describes case studies, research, methodologies, frameworks, architectures, theory, analysis, and guides for implementation. Topics range from citizen centric government, parliamentary e-presence, participation, and benchmarking, to more specific looks at case studies from around the world. The first chapter in the section is titled “*Turkish Case of E-Government Policy-Formulation Process as an Emerging and Innovative Public Policymaking Area*,” which was written by Asim Balci, Tunç Durmus Medeni, and Ahmet Nohutçu. The breadth of topics covered in the chapter is also reflected in the diversity of its authors, from countries all over the globe, including Turkey, Thailand, Japan, South Africa, Finland, Botswana, USA, and more. Section 4 concludes with an excellent view of a case study in e-government, “*The Contribution of Colombian Civil Society Organizations to E-Government for the Improvement of Transparency through the Use of Information and Communication Technologies*” by Julián G. Casasbuenas.

Section 5, **Organizational and Social Implications**, includes chapters discussing the organizational and social impact of Digital Democracy. The section opens with “*Who Participates Now... and Why?*” by William G. Resh. Where Section 4 focused on the broad, many applications of Digital Democracy technology, Section 5 focuses exclusively on how these technologies affect human lives, either through the way they interact with each other, or through how they affect behavioral/workplace situations. Other interesting chapters of note in Section 5 include “*Organizational Change Contributions to E-Government Project Transitions*” by Marilu Goodyear and “*Internet-Based Citizen Participation*” by Stephen K. Aikins. Section 5 concludes with a fascinating study of a new development in Digital Democracy, in “*Web 2.0 Applications and Citizen Relations through E-Government Websites*.”

Section 6, **Managerial Impact**, presents focused coverage of Digital Democracy as it relates to effective uses of institutionalisation, customer relationship management, project management, interactional performance, and many more utilities. This section serves as a vital resource for developers who want to utilize the latest research to bolster the capabilities and functionalities of their processes. The section begins with “*Transformation of Management in the Public Sector*,” a great look into how small firms can utilize benefits previously thought to be reserved to their larger competitors. The 12 chapters

in this section offer unmistakable value to managers looking to implement new strategies that work at larger bureaucratic levels. The section concludes with “*ICT Policies on Structural and Socio-Cultural Participation in Brussels*” by Stefan Mertens and Jan Servaes . Where Section 6 leaves off, section seven picks up with a focus on some of the more content-theoretical material of this compendium.

Section 7, **Critical Issues**, presents coverage of academic and research perspectives on Digital Democracy tools and applications. The section begins with “*Social Media and Web 2.0 for Rethinking E-Government Maturity Models*,” by B. Joon Kim and Savannah Robinson . Other issues covered in detail in Section 7 include organizational culture, democratic legitimacy, civil servant resistance, voter participation, and much more. The section concludes with “*Social Equity, the Digital Divide and E-Governance*” by Meena Chary, a great transitional chapter between Sections 7 and 8 because it examines an important question going into the future of the field. The last chapter manages to show a theoretical look into future and potential technologies, a topic covered in more detail in Section 8.

Section 8, **Emerging Trends**, highlights areas for future research within the field of Digital Democracy, opening with “*Advancing Local E-Government*” by Greg Streib. Section 8 contains chapters that look at what might happen in the coming years that can extend the already staggering amount of applications for Digital Democracy. Other chapters of note include “*Government Process Reengineering*” and “*New Technology Communication in American State Governments*.” The final chapter of the book looks at an emerging field within Digital Democracy, in the excellent contribution, “*Service Science Innovations*” by Tatiana Leonova and Galina Plotnikova .

Although the primary organization of the contents in this multi-volume work is based on its eight sections, offering a progression of coverage of the important concepts, methodologies, technologies, applications, social issues, and emerging trends, the reader can also identify specific contents by utilizing the extensive indexing system listed at the end of each volume. Furthermore to ensure that the scholar, researcher, and educator have access to the entire contents of this multi volume set as well as additional coverage that could not be included in the print version of this publication, the publisher will provide unlimited multi-user electronic access to the online aggregated database of this collection for the life of the edition, free of charge when a library purchases a print copy. This aggregated database provides far more contents than what can be included in the print version, in addition to continual updates. This unlimited access, coupled with the continuous updates to the database ensures that the most current research is accessible to knowledge seekers.

As a comprehensive collection of research on the latest findings related to using technology to providing various services, *Digital Democracy: Concepts, Methodologies, Tools and Applications*, provides researchers, administrators and all audiences with a complete understanding of the development of applications and concepts in Digital Democracy. Given the vast number of issues concerning usage, failure, success, policies, strategies, and applications of Digital Democracy in countries around the world, *Digital Democracy: Concepts, Methodologies, Tools and Applications* addresses the demand for a resource that encompasses the most pertinent research in technologies being employed to globally bolster the knowledge and applications of Digital Democracy.