Abstract

Information and communication technologies (ICT) have been used to enhance services and improve the efficiency of government operations. To further improve the e-government operations, understanding e-government development and studying factors that affect e-government development are important research topics. The purpose of this research is to investigate factors influencing e-government development through a social development lens. Based on growth and regional development theories, this chapter hypothesizes that income level, development status, and region are three factors that differentiate e-government development in various countries. Group comparison tests are conducted using secondary data from the United Nations and the United Nations Development Programme. The results support the hypotheses that significant differences in e-government development exist between countries with respect to the three categorical variables mentioned. In addition, the paper applies planned post hoc tests to further investigate the differences in e-government development between different groups of countries (e.g., countries.
with low income vs. countries with high income). The results of this research are valuable to e-government scholars and practitioners. As the research involves data from countries all over the world, it contributes to understanding e-government development factors on a global scale.

**Introduction**

With the advancement of computer and communication technologies (which include both wired and wireless) in recent years, e-government has attracted increasing interests from both practitioners and researchers (Huang, Siau, & Wei, 2005). By utilizing information and communication technologies, e-government provides an efficient and effective channel for governments to facilitate their internal administration and to improve their external services. In addition, the emergence of e-government provides extensive opportunities for citizens to participate in democratic institutions and political processes.

E-government development can be classified into four major areas: government-to-customer (G2C), government-to-business (G2B), government-to-government (G2G), and government-to-employee (G2E). Figure 1 (Siau & Long, 2004, 2005) lists the objectives and activities (possible projects or functionalities) of each of the four areas.

Within these four areas, G2C and G2E involve interaction between both governments and individuals, while G2B and G2G focus on the interaction and cooperation between governments and organizations. Furthermore, G2C and G2B represent the external interaction and collaboration between governments and their surrounding institutions, while G2E and G2G involve the internal interaction and cooperation between governments and their employees, as well as between governments at different levels and locations. Figure 2 features the overall e-government framework.

With successful implementation, e-government has the potential to make valuable and highly effective connections between governments and citizens (G2C), businesses (G2B), employees (G2E), and other governments (G2G).

Prior research studied e-government development from various perspectives, such as e-government security (Smith & Jamieson, 2006), knowledge management in e-government (Koh, Ryan, & Prybutok, 2006), e-government growth (Reddick, 2004; Siau & Long, 2005), and assessment and evaluation of e-government development (Janssen, Rotthier, & Snijkers, 2004; Kunstelj & Vintar, 2004). However, the concept of e-government and research on e-government development are still in their infancies. Little research had been conducted with regards to viewing the development of e-government from a cross-national perspective. Based on the secondary data provided by the United Nations (2003) and the United Nations Development
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