Chapter 3
Electronic Government Adoption Paradigms

Mahmud Akhter Shareef
McMaster University, Canada

Yogesh K. Dwivedi
Swansea University, UK

ABSTRACT
This chapter reviews literature on electronic-government (EG) and information and communication technology (ICT) regarding several management issues in general and adoption in particular. Since EG is a comparatively new area to investigate, many researchers have been addressing implementation, development, and adoption criteria. This chapter has five sections with sub-sections that delineate: 1) introductory information of EG development; 2) management issues related to EG; 3) EG implementation strategies and objectives; 4) design perspectives of adoption models, and 5) literature on online service quality, adoption, and related issues.

INTRODUCTION
Adopting the EG structure is important because it can give citizens and governments a competitive advantage. Citizens can receive effective, efficient, and better quality service, whereas governments can reduce operational and management costs, increase transparency, and fulfill their political commitment to establish good governance. As Eggers and Goldsmith (2003) stated in their book, Governing by Network: “The era of hierarchical government bureaucracy is coming to an end. Emerging in its place is a fundamentally different model which is called E-government in which government executives redefine their core responsibilities from managing people and programs to coordinating resources for producing public value.” In the USA, by offering the tax return system in EG through a transactional website, the Internal Revenue Service (IRS) is saving millions of dollars annually in government expenditures for the cost of printing, sorting, and mailing tax...
Electronic Government Adoption Paradigms

...to provide efficiency and transparency.

Figure 1. EG Adoption Rate of Citizens (Source: Taylor Nelson Sofres, 2002)
Related Content

Interactive E-Government: Evaluating the Web Site of the UK Inland Revenue
[www.igi-global.com/article/interactive-government-evaluating-web-site/2025?camid=4v1a](www.igi-global.com/article/interactive-government-evaluating-web-site/2025?camid=4v1a)

A Prototype Study on Electronic Rulemaking
[www.igi-global.com/chapter/prototype-study-electronic-rulemaking/9894?camid=4v1a](www.igi-global.com/chapter/prototype-study-electronic-rulemaking/9894?camid=4v1a)

Electronic Transformation of Local Government: An Exploratory Study
[www.igi-global.com/article/electronic-transformation-local-government/50290?camid=4v1a](www.igi-global.com/article/electronic-transformation-local-government/50290?camid=4v1a)

User Attitudes to E-Government Citizen Services in Europe
[www.igi-global.com/article/user-attitudes-government-citizen-services/2015?camid=4v1a](www.igi-global.com/article/user-attitudes-government-citizen-services/2015?camid=4v1a)