Table of Contents

Special Issue on Public Administration and Policy Making in an Electronic Era

Guest Editorial Preface

Public Administration and Policy Making in an Electronic Era
Ali A. Pourrezzat, University of Tehran, Iran

Research Articles

1 An Integrated Strategic Framework for E-Government Initiatives
Fatemeh Saghafi, Iran Telecommunication Research Center, Iran
Behrouz Zarei, Tehran University, Iran
Akbar Kary Dolat Abadi, Shahid Sattari University, Iran
Kolsoom Abbasi Shahkooh, Iran Telecommunication Research Center, Iran

16 What Drives Malaysian E-Government Adoption? An Empirical Analysis
Alain Yee-Loong Chong, The Hong Kong Polytechnic University, Hong Kong

28 Bundling Processes Between Private and Public Organizations: A Qualitative Study
Armin Sharafi, Technische Universität München, Germany
Marlen Jurisch, Technische Universität München, Germany
Christian Ikas, Technische Universität München, Germany
Petra Wolf, Technische Universität München, Germany
Helmut Krcmar, Technische Universität München, Germany

46 Impact of e-CRM on Website Loyalty of a Public Organization’s Customers
Wen-Jang Jih, Middle Tennessee State University, USA

61 Success of Public Knowledge Management in the Light of the Russian Ethics
Mehdi Shami Zanjani, University of Tehran, Iran
Hossein Dabbagh, Shahid Beheshti University, Iran
Roshanak Rouzbehani, University of Tehran, Iran

76 Challenges Faced by Megacities in the Future
Ali Assadian, University of California, San Diego, USA
Mostafa Nejati, Universiti Sains Malaysia, Malaysia