

# International Journal of Electronic Government Research

April-June 2015, Vol. 11, No. 2

## Table of Contents

### SPECIAL ISSUE ON SELECTED PAPERS FROM AMCIS 2014 PART 2

#### GUEST EDITORIAL PREFACE

- iv *Lemuria Carter, Department of Accounting and Finance, North Carolina A&T State University, Greensboro, NC, USA*  
*Vikas Jain, Department of Information and Technology Management, University of Tampa, Tampa, FL, USA*  
*Vishanth Weerakkody, Brunel Business School, Brunel University, Uxbridge, UK*

#### RESEARCH ARTICLES

- 1 **Natural Language Processing and Psychology in e-Government Services: Evaluation of a Crime Reporting and Interviewing System**  
*Alicia Iriberry, Department of Information System and Decision Sciences, California State University, Fresno, CA, USA*
- 18 **EDMS Use in Local E-Government: An Analysis of the Path from Extent of Use to Overall Performance**  
*Carlos M. Afonso, School of Management, Hospitality and Tourism (ESGHT), University of the Algarve, Faro, Portugal*  
*Andrew Schwarz, Information Systems and Decision Sciences Department, Louisiana State University, Baton Rouge, LA, USA*  
*José L. Roldán, Department of Management and Marketing, Universidad de Sevilla, Seville, Spain*  
*Manuel J. Sánchez- Franco, Department of Management and Marketing, Universidad de Sevilla, Seville, Spain*
- 35 **A User Satisfaction Study of London's Congestion Charge e-Service: A Citizen Perspective**  
*Habin Lee, Brunel Business School, Brunel University, Uxbridge, UK*  
*Uthayasankar Sivarajah, Brunel Business School, Brunel University, Uxbridge, UK*  
*Andreea Molnar, University of Portsmouth, Portsmouth, UK*  
*Vishanth Weerakkody, Brunel Business School, Brunel University, Uxbridge, UK*  
*Zahir Irani, Brunel Business School, Brunel University, Uxbridge, UK*
- 51 **Enhancing Emergency Response Management using Emergency Description Information Technology (EDIT): A Design Science Approach**  
*Michael A. Erskine, Metropolitan State University of Denver, Denver, CO, USA*  
*Will Pepper, Better Than Free LLC, Oxford, MS, USA*

#### Copyright

The **International Journal of Electronic Government Research (IJEGR)** (ISSN 1548-3886; eISSN 1548-3894), Copyright © 2015 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Electronic Government Research* is indexed or listed in the following: ACM Digital Library; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabell's Directories; CSA Illumina; DBLP; DEST Register of Refereed Journals; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; INSPEC; International Bibliography of the Social Sciences; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory; Worldwide Political Abstracts (WPSA)