GUEST EDITORIAL PREFACE

Special Issue on Selected Papers from AMCIS 2014 Part 2

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E-government research is interdisciplinary and impactful. It integrates literature and resources from diverse domains, including information systems, public administration, management, political science and psychology. This special issue includes an expanded version of papers included in the proceedings of the 2014 Americas Conference on Information Systems. Many of these papers are from the E-government Track. We have been leaders of this track for six of the past seven years. It has been a pleasure to interact with international scholars committed to advancing research on information technology in the public sector. Each year, the track grows stronger. It continues to evolve as the field evolves.

This special issue includes seven papers that cover diverse aspects of e-government. The first paper is entitled "Natural Language Processing and Psychology in e-Government Services: Evaluation of a Crime Reporting and Interviewing System." It was written by Alicia Iriberri. This project explores a crime reporting and interviewing system for witnesses of a crime. The system utilizes natural language processing technology and open-source code from the General Architecture for Text Engineering (GATE) program. The results indicate that the system is able to produce useful reports by enhancing witnesses' memory recall.

The second paper is entitled "EDMS Use in Local E-Government: An analysis of the path from Extent of Use to Overall Performance." It was written by Carlos M. Afonso, Andrew Schwarz, José L. Roldán, and Manuel J. Sánchez Franco. This paper analyzes the effects of diverse post-adoption behaviors on Electronic Document Management System (EDMS) performance. The authors use the Partial Least Squares technique to analyze survey data collected from more than 2,000 employees in Portuguese municipalities. The results indicate that post-adoptive behaviors are interrelated sequentially and in parallel.

The third paper, entitled "A User Satisfaction Study of London's Congestion Charge e-Service: A Citizen Perspective," was co-authored by Habin Lee, Uthayasankar Sivarajah, Andreea Molnar, Vishanth Weerakkody, and Zahir Irani. This study explores citizen satisfaction with the Transport For London's (TFL) London Congestion Charging (LCC) online payment system. To assess citizen satisfaction the authors use the COBRA framework. This paper presents the findings of a survey of 500 users of the TFL LCC online payment system. The authors also include qualitative feedback obtained from the participants.

The fourth paper in this special issue is entitled "Enhancing Emergency Response Management using Emergency Description Information Technology (EDIT): A Design Science Approach." It was written by Michael A. Erskine and Will Pepper. This paper assesses extent emergency response information workflows and emergency responder dispatch criteria. The authors use a design-science approach to present a process for optimizing these workflows and criteria. The authors also present a method to improve data collection and emergency response time using a mobile application.

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