

# Editorial Preface

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Volume 13, Issue 3 of the International Journal of Electronic Government Research presents five papers covering diverse aspects of e-government. The papers focus on issues such as investments in E-government, Auditing e-governance systems, e-government service adoption, role of social media in e-government and government IT outsourcing.

The first paper in this issue of IJEGR is by entitled 'Investments in E-Government: A Benefit Management Case Study.' The paper is authored by Teresa Matos Fernandes, Jorge Gomes and Mário Romã. The main objective of this study is to understand how Benefits Management (BM) can be applied in Information Systems and Information Technology (IS/IT) investments in the Public Administration (PA) to leverage the benefits of these investments. The authors use a case study of an e-Government project in Portuguese Public Administration. This study attempts to answer three questions: (1) How can a BM approach be applied to e-Government projects? (2) What are the main difficulties and constraints? (3) What are the main advantages or benefits?

The second paper is entitled 'An analytical method to audit Indian e-Governance Systems' and is authored by Darpan Anand and Vineeta Khemchandani. The rationale of this article is to check the direction and path of e-Governance development in India. To index e-governance growth, this paper uses the United Nation's e-governance measurement framework. It also presents the analysis of the implemented e-Governance projects based on comparison with other regions of the world. The authors go on to identify the obstacles that need to be overcome to provide seamless access to government services for citizens.

The third paper is authored Isaac Kofi Mensah and Jianing Mi and is entitled 'Electronic Government Services Adoption: The Moderating Impact of Perceived Service Quality'. The aim of this research paper is to investigate the moderating impact of perceived service quality on the positive relationship between perceived usefulness and intention to use. This study is intended to answer the following question: To what extent does the perceived service quality of e-government services moderate significantly the impact of perceived usefulness on the intention to use? The Technology Acceptance Model (TAM) was applied as the theoretical foundation for the study and the data collected was analyzed with SPSS. The results have demonstrated that perceived service quality of e-government services does not have any significant moderating effect on the positive relationship between perceived usefulness and intention to use e-government services.

The fourth paper is by Mohammad Abdallah Ali Alryalat, Nripendra P. Rana, G. P. Sahu, Yogesh K. Dwivedi, Mina Tajvidi. This paper is entitled 'Use of Social Media in Citizen-Centric Electronic Government Services: A Literature Analysis'. This study performs a literature review on the use of social media for getting access to e-government websites from the perspective of citizens. The authors use the Scopus database to conduct their literature search resulting in the identification of 139 articles, which formed the basis of the synthesis offered in the paper. The analysis of research methods in the conducted review highlights that majority of the studies identified were analytical, conceptual, descriptive, or theoretical in nature. The theoretical analysis also found that there is a lack of theory-based research in this area. The review of literature further indicated that research themes such as electronic participation, engagement, transparency, communication/interaction, trust, security and collaboration are some of the most frequently used categories under this area of research.

The final paper in this issue of IJEGR is by Scott Winnard and is entitled ‘Lessons for Effective Government IT Outsourcing – Education and Immigration in New Zealand’.

This paper uses two New Zealand case studies and explores the public failure of a school payroll system and the successful introduction of electronic immigration processing. This paper examines how the design and governance of outsourced government IT projects might be improved. Three principal matters are tackled in the paper: 1) path dependence in public services and the need to be realistic about what history means for service delivery and contracting out; 2) the importance of minimizing transaction costs where the market is used to provide public services (or at least some public functions); and 3) the changing role of government – from producer to manager – when service functions are outsourced.

I hope readers will find the five diverse papers offered in this issue of IJEGR useful and interesting.

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