EDITORIAL PREFACE

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Welcome to the first issue of volume nine in the International Journal of Electronic Government Research. This issue offers the readers five papers that are focused on the e-government evaluation and its impact on improving democratic governance. Of the five papers offered in this issue, three studies focus on evaluating e-government efforts in Malaysia while one evaluates e-government service quality in Greece and one focuses on e-government web portals in the United States. These studies demonstrate how e-government services evaluation is a prominent research theme attracting the attention of researchers across the globe. As the studies presented in these papers posit, examining the impact of e-government and its associated benefits through evaluation is therefore particularly relevant if the research community is to develop the needed understanding of the value of e-government services. Given the number of prior studies that have raised concerns about the limited adoption of e-government services, this research should offer further insights into advancing the understanding adoption and diffusion.

The first paper is titled "A Success Model for the Malaysian Government e-procurement System: The Buyer Perspective". This paper is written by Erne Suzila Kassim and Husnayati Hussin. The paper observes the implementation of e-government applications in Malaysia and highlights a lack of empirical evidence in evaluating the success of these e-government applications. The paper overcomes this challenge by empirically examining an e-government application 'ePerolehan' which enables online public procurement coordination and transactions between government and businesses. The results of the study are derived through Structural equation modelling and illustrates that Malaysian public e-procurement has a significantly positive influence towards success in term of transparency, service performance, efficiency, and information quality. Further, the significant success factors of ePerolehan system are found to be system compatibility, user attitude, organisational learning, mimetic pressure and supplier expectation.

The second paper is written by Xenia Papadomichelaki, Vicky Koutsouris, Dimitris Konstantinidis and Gregoris Mentzas. This paper is titled "An Analytic Hierarchy Process for the Evaluation of E-Government Service Quality". In this paper the authors evaluate e-government service quality in Greece and propose a measurement model by identifying quality indicators that will assist practitioners in outlining the strong and weak points of service delivery. The model applies the Analytic Hierarchy Process (AHP) to evaluate the influence of criteria and sub- criteria on service quality and also applies Analytic Network Process (ANP) to test the interrelationship among criteria and compare the results of two methods. The model is empirically tested through evaluating six most popular e-government sites in Greece. The findings in this paper reveals that reliability is the most important quality criteria followed by Citizen support, trust and efficiency.

The third paper is titled "Using Evaluation to Support Organizational Learning in E-Government System: A Case of Malaysia Government". In this paper, the authors Hasmiah Kasimin, Aini Aman, and Zulridah Mohd Noor explain the importance of evaluation that support learning in the process of implementing e-Government systems. They propose a conceptual interpretive framework based on organisational learning theory and previous interpretive frameworks. The framework is applied in a case study of an e-Government system in Malaysia. The analysis of this study indicates the need for a Knowledge Management System that enables feedback provision and feed forward of shared information to support learning about e-government systems.

The fourth paper is by Alexandru V. Roman and Hugh T. Miller and is titled, "New Questions for E-government: Efficiency but not (yet?) Democracy". This paper discusses the use of ICT in improving democratic governance. It carries out a content analysis within the frame of a check-off research protocol to determine if the population of state websites has the capacity to support digital democratic dialogue. The outcome of the analysis indicated that efficiency rather than dialogue is the primary focus in the design of the state websites. Therefore, the study is proposing that e-government is a new development in the historical effort to enforce efficiency as a core value of governance.

The final paper presented in this issue of IJEGR is titled "E-Government Evaluation: An Assessment Approach using ROI vs. ROR Matrix". This paper by Wong Meng Seng examines the role of e-government in the process of transforming public services. It argues that evaluating customer satisfaction using Likert scales offers governments the challenge of translating findings into strategic actions. Therefore, this study proposes a return on investment (ROI) vs return on relationship (ROR) matrix based on the concept of customer relationship management (CRM) and uses this matrix to assess customer satisfaction in using E-Filing services in Malaysia. The paper demonstrated the usefulness of the matrix to classify customer experiences into four satisfaction quadrants; unhappy, compromised, happy and delighted. The authors believe the introduction of ROI vs ROR matrix will help government service providers to learn about their customer needs and motivations in using e-Government services.

We hope that the above papers offer valuable insights into very different e-government services and the importance of evaluation in the broader context of e-government

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