ABSTRACT

As governments at different levels and all around the world are increasingly using the Web to enhance and improve their services, understanding e-government development and exploring factors that affect e-government development have become important research topics. The purpose of this research is to investigate factors explaining e-government development in terms of social development lenses. Based on growth and regional development theories, the paper hypothesizes that income level, development status, and region are three factors that differentiate e-government development in countries. Group comparison tests are conducted using secondary data from the United Nations and the United Nations Development Programme. The results support the hypotheses that significant differences in e-government development exist between countries with respect to the three categorical variables mentioned above. In addition, the paper applies planned post-hoc tests to further investigate the differences. The results of this research are valuable to e-government scholars and practitioners. As the research involves data from more than a hundred countries, the research contributes to understanding e-government development factors on a global scale.

Keywords: e-government development; growth theory; regional development theory; secondary data

INTRODUCTION

With the advancement of computers and communication technologies (which include both wired and wireless) in recent years, e-government has attracted increasing interest from both practitioners and researchers (Huang, Siau, & Wei, 2005). By utilizing information and communication technologies, e-governments provide an efficient and effective...
Figure 1. E-government portfolios

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<th>G2C</th>
<th>G2B</th>
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<td>Objectives: (i) To provide satisfactory service to citizens in order to improve the government-citizen relationship; (ii) Information access such as benefits, policy, loans, and educational materials; (iii) Individual business transactions such as social service, grants/loans, and taxes.</td>
<td>Objectives: (i) To provide better service to businesses (e.g., eliminating redundant data collection); (ii) To reduce the purchasing cost of government by using e-business technology. Activities: (i) Providing a single portal and an integrated database; (ii) Entering the e-market to gain cost efficiency.</td>
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<th>G2E</th>
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<td>Objective: To improve efficiency and effectiveness of government administration. Activities: (i) Reorganizing internal operations and adopting the best commercial practices; (ii) Providing services to government employees such as training, payroll, travel, and reimbursement.</td>
<td>Objective: To enhance cooperation and collaboration between governments of different levels and at various locations. Activities: (i) Sharing or integrating federal, state, and local government databases, as well as integrating separate systems; (ii) Enhancing collaboration and cooperation such as grants, law enforcement, public safety, and emergency management.</td>
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channel for governments to facilitate their internal administration and to improve their external services. In addition, the emergence of e-governments provides extensive opportunities for citizens to participate in democratic institutions and political processes.

E-government development can be classified into four major areas: government-to-customer (G2C), government-to-business (G2B), government-to-government (G2G), and government-to-employee (G2E). Figure 1 (Siau & Long, 2004, 2005) lists the objectives and activities (possible projects or functionalities) of each of the four areas.

Within these four areas, G2C and G2E involve interaction between the government and individuals, while G2B and G2G focus on the interaction and cooperation between the government and organizations. Furthermore, G2C and G2B represent the external interaction and collaboration between the government and its surrounding institutions, while G2E and G2G involve the internal interaction and cooperation between government and government employees, as well as between governments at different levels and at different locations. Figure 2 features the overall e-government framework.

With successful implementation, e-government has the potential to make valu-
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