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Edited by

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Contents

Paper Title	Author(s)	Guide Page	Proceedings Page
Preface		v	v
Biographies of Conference Chairs, Programme Chair, Keynote Speaker and Mini-track Chairs		vii	vii
Biographies of contributing authors		ix	ix
Government-to-Citizens Relationship: Evaluating the Quality of Information on Saudi Ministries' Websites	Abdulmohsen Abanumy ¹ and Pam Mayhew ² ¹ King Fahed Security College, Riyadh, Saudi Arabia ² University of East Anglia, Norwich, UK	1	1-8
Government of Sudan e-Government Initiative: Challenges and Opportunities	Mazin Abusin Government of Sudan, Khartoum, Sudan	2	9-14
An Intelligent Integrated e-Government Framework: The Case of Jordan	Ghazi Alkhatib ¹ , Emad Bataineh ² , Haider Fraihat ³ and Zakaria Maamar ² ¹ Applied Science University, Amman, Jordan ² Zayed University, Dubai, UAE ³ National Information Technology Center, Amman, Jordan	3	15-22
Model for Mobile and Ubiquitous e-Government	Ljupco Antovski and Marjan Gusev University Ss. Cyril and Methodius, Skopje, Macedonia	4	23-30
Turkish Local e-Governments: A Longitudinal Study	Aykut Arslan Marmara University, Istanbul, Turkey	5	31-42
e-Democracy in Australia: The Challenge of Evolving a Successful Model	Jenny Backhouse School of Information Technology and Electrical Engineering, Canberra, Australia	6	43-52
Trust and the Taxman: A Study of the Irish Revenue's Website Service Quality	Frank Bannister ¹ and Regina Connolly ² ¹ Trinity College, Dublin, Ireland ² Dublin City University, Ireland	7	52-62
Validation and Verification Issues in e-Voting	Orhan Cetinkaya and Deniz Cetinkaya ¹ Middle East Technical University, Ankara, Turkey	8	63-70
The Role of Strategic Leadership in Driving Transformative e-Government: A Comparative Analysis of the Arab States in the Middle East	Akemi Takeoka Chatfield and Omar Al Hujran University of Wollongong, Australia	9	71-80
Small Communities: e-Vote Diffusion	Flavio Corradini, Eleonora Paganelli and Alberto Polzonetti University of Camerino, Italy	10	81-90

Paper Title	Author(s)	Guide Page	Proceedings Page
Business Rules and their use in an e-Government scenario	Flavio Corradini, Giorgia Meschini, Alberto Polzonetti and Oliviero Riganelli University of Camerino, Italy	11	91-100
Long Term Digital Archiving - Outsourcing or Doing it	Mitja Dečman University of Ljubljana, Slovenia	12	101-110
e-Government and Patterns of Innovation in the Public Sector	Martin De Saulles University of Brighton, UK	13	111-116
A Semiotic Analysis of Spanish Local e-Government Websites	José Esteves Instituto de Empresa Business School, Madrid, Spain	14	117-122
Belgif: Governmental Collaboration and Infrastructural Standards in Belgium	Alea Fairchild and Bruno de Vuyst Vesalius College, Vrije Universiteit Brussel	15	123-130
Evaluation of Web Service Composition Methods from a Multi-Actor Perspective	Ralph Feenstra, Marijn Janssen, and Rene Wagenaar Delft University of Technology, The Netherlands	16	131-142
Evaluation and Distribution of e-Government Services	Raoul Freeman California State University Dominguez Hills, CA, USA	17	143-148
Mypage and Borger.dk - A Case Study of two Government Service Web Portals	Karin Furuli ¹ and Sigrun Kongsrud ² ¹ Sogn og Fjordane University College, Sogndal, Norway ² Norway.no, Leikanger, Norway	18	149-160
An e-Government Application for Integrated, Multi-Level Management of Large Scale Resources of the Greek Primary and Secondary Education	John Garofalakis ^{1,2} , Andreas Koskeris ¹ and Agoritsa Vopi ¹ ¹ Research Academic Computer Technology Institute Greece ² University of Patras, Patras, Greece	19	161-170
Media-Savvy Professionals: Intranets and Reinventing Government	Mary Griffiths University of Adelaide, Australia	20	171-180
An Architecture Employing Emerging Technologies for Knowledge Capture in Government Planning and Decision Systems	Kenneth Griggs and Rosemary Wild California Polytechnic State University, San Luis Obispo, CA, USA	21	181-188
Attaining Social Value From Electronic Government	Michael Grimsley ¹ and Anthony Meehan ² ¹ Sheffield Hallam University, UK ² Department of Computing, The Open University, UK	22	189-200
Back-Office Implementation of e-Government - A Learning Process	Kerstin Grundén University West, Trollhättan, Sweden	23	201-208
The Transition to e-Government for Local Governments: A Conceptual Framework on Issues in Ict Implementation	Hajah Rugayah Hj Hashim, Rosmimah Mohd Roslin and Adnan Jamaludin University Technology Mara, Malaysia	24	209-218

Paper Title	Author(s)	Guide Page	Proceedings Page
The Results of a Scenario Building and Road Mapping Workshop for e-Government in 2020	Marijn Janssen, Anneke Huizer, Patrick van der Duin and René Wagenaar Delft University of Technology, the Netherlands	25	219-228
A new Model for Document Management in e-Government Systems Based on Hierarchical Process Folders	Raphael Kunis, Gudula Runger and Michael Schwind Chemnitz University of Technology, Germany	26	229-240
Distribution-Collaboration Networks (DCN): A Systems-Based Model for Developing Collaborative e-Government Services	Konstadinos Kutsikos University of the Aegean Business School, Chios, Greece	27	241-250
e-Governance In Rural India: An Empirical Study	Ram Lal ¹ and Abid Haleem ² ¹ Computer Services Centre, Indian Institute of Technology, Delhi, India ² Jamia Millia Islamia, India	28	251-258
Case Management for Establishing Breast Cancer Centres	Nadine Lindermann and Carlo Simon University of Koblenz, Germany	29	259-268
e-Voting: Same Pilots, Same Problems, Different Agendas	Mark Liptrott Edge Hill University, Ormskirk, UK	30	269-278
From Conception to Demise: Implications for Users of Information Systems in Changing a Parastatal in KwaZulu-Natal, South Africa	Sam Lubbe ¹ , Shawren Singh ¹ and Guthrie Hall ² ¹ School of Computing, UNISA, South Africa ² School of IS&T, UKZN, South Africa	31	279-290
Using Habermas's Theory of Communicative Action to Analyse ICT-enabled e-Participation in Korea	Hyeon-Suk Lyu The University of Manchester, UK	32	291-300
Creating Democratic Value in the Public Sphere Through e-Participation: Where is this Value?	Paul McCusker ¹ , David O'Donnell ² and Honor Fagan ³ ¹ Letterkenny Institute of Technology, Ireland ² Intellectual Capital Research Institute of Ireland, Ireland ³ National University of Ireland Maynooth, Ireland	33	301-308
Digitization and Political Accountability in the Netherlands and the USA: Convergence or Reproduction of Differences?	Albert Meijer Utrecht School of Governance, The Netherlands	34	309-320
e-Government as a Decision Support System to Improve Public Services Provision	Mario Mezzananza and Mirko Cesarini University of Milan Bicocca, Italy	35	321-328
Public Manager, Baudrillard and the Virtual Cow: Can simulation games influence citizen's attitude and behaviour vis-à-vis online public debate?	Helene Michel ¹ and Dominique Kreziak ² ¹ IREGE-Chambery Business School, France ² IREGE- University of Savoie, France	36	329-336

Paper Title	Author(s)	Guide Page	Proceedings Page
Electoral Ergonomic Guidelines to Solve the Interference of new Technologies and the Dangers of their Broader use in Computerised Voting	Gabriel Michel ¹ , Walter Cybis de Abreu ² and Éric Brangier ¹ ¹ Université Paul Verlaine, ² Universidade Federal de Santa Catarina, Florianópolis, Brazil	37	337-348
Service Delivery- Simplifying tax Administration for Individuals and Business	Pat Molan Collector Generals Division, Revenue Commissioners, Limerick, Ireland	38	349-358
e-Business Models for use in e-Government for Developing Countries	Seyed Amin Mousavi, Elias Pimenidis and Hamid Jahankahni University of East London, UK	39	359-366
e-Participation in Israeli Local Governments: A Comparative Analysis	David Nachmias and Ayelet Rotem Interdisciplinary Centre, Herzeliya, Israel	40	367-374
An Analysis of e-Identity Organisational and Technological Solutions Within a Single European Information Space	Libor Neumann and Pavel Sekanina ANECT a.s Vídeňská, Czech Republic	41	375-384
Strengths and Weaknesses of the European Interoperability Framework Related to the Real Application of ICT in e-Government	Libor Neumann and Pavel Sekanina ANECT a.s Vídeňská, Czech Republic	42	385-394
e-Government Applications and its Effects on Public Service in Turkey	Yucel Ogurlu Istanbul Commerce University, Turkey	43	395-404
Process Modelling Towards e-Government – Visualisation of Process-Like Legal Regulations	Sebastian Olbrich ¹ and Carlo Simon ² ¹ Phillips University of Marburg ² University of Koblenz, Germany	44	405-414
e-Government and the Joining-up of the Greek Public Sector	Dimitra Petrakaki, Niall Hayes and Lucas Introna Lancaster University Management School, UK	45	415-424
e-Mail in the Public Sector: Identifying and Managing the Risks	Gert van der Pijl ¹ and Judith van Grimbergen ² ¹ Erasmus University, Rotterdam, The Netherlands ² Interpolis, The Netherlands	46	425-436
The use of ICT in e-Service Delivery and Effective Governance in South Africa	Moipone Florence Qhomane-Goliath University of the Free State-South Africa	47	437-442
10 Years of Confrontation Between French Internet Users and their Successive Governments	Olivier Ricou EPITA Research and Development Laboratory, Le Kremlin Bicêtre, France	48	443-450
Fair e-Government Strategies for Digital Illiterate Population	Olga Lopez Ríos and Miguel Lechuga Instituto Tecnológico y de Estudios Superiores de Monterrey, Mexico	49	451-458

Paper Title	Author(s)	Guide Page	Proceedings Page
Proposing a high-level Requirements Mapping Framework for Testing Implementation Compatibility in e-Government Projects	Ioannis Savvas ¹ , Elias Pimenidis ² and Alexander Sideridis ¹ ¹ Agricultural University of Athens, Greece ² University of East London, UK	50	459-468
The Management of Citizen Identity in Electronic Government	Soroush Sedaghat ¹ , Josef Pieprzyk ² and Philip Seltsikas ³ ¹ NSW Government, Sydney, Australia ² Macquarie University, Sydney, Australia ³ The University of Sydney, Australia	41	469-480
Strategic e-Government Planning: Lessons from Direct Applications of Standard SISP Methodologies	Eric See-To ¹ and Priscus Kiwango ² ¹ Lancaster University Management School, UK ² President's Office, Public Service Management, Tanzania	52	481-490
Democratization of Government Websites: Indicators and Comparing Perceptions of Citizens and Public Officials in Taiwan	Jing Shiang ¹ , Naiyi Hsiao ² and Jin Lo ² ¹ Tunghai University, Taichung, Taiwan ² National Chengchi University, Taipei, Taiwan	53	491-500
Towards a Hypothetical e-Government Solution: A South African Perspective	Shawren Singh ¹ , Sam Lubbe ¹ , Goonasagree Naidoo ² , and Rembrandt Klopper ³ ¹ UNISA, Pretoria, South Africa ² University Cape Town, South Africa; ³ UKZN, Durban, South Africa	54	501-510
Transport Direct - Project Lauren	Shane Snow Department for Transport, London, UK	55	511-518
Irish Parties in Cyberspace: An Analysis of Political Parties' Websites and Online Campaigning in the Context of the 2007 General Elections	Maria Laura Sudulich Department of Political Science, Trinity College Dublin, Ireland	56	519-528
Review and Contrast of the French and German Approaches to e-Democracy	Sandra Vergnolle, Nadia Amin and Helene Pritchard University of Westminster, UK	57	529-538
Driving Innovation and Efficiency in Government: The Different Faces of 'Openness'	Hellmuth Broda Sun Microsystems, Basel, Switzerland	58	Abstract only
E-Democracy at the American Grassroots	Donald Norris University of Maryland Baltimore County, USA	59	Abstract only

Preface

These proceedings represent the work of presenters at the 7th European Conference on e-Government (ECEG 2007).

The Conference is hosted this year by De Haagse Hogeschool, Den Haag, The Netherlands. The Conference Chair is Paul Nixon and the Programme Chair is Rajash Rawal – both from the Haagse Hogeschool.

The opening keynote address is given by Brian Loader from the University of York in the UK on the topic of *The Interpretive Flexibility of e-Government*.

The main purpose of the Conference is for individuals concerned with current research findings and business experiences from the wider community which is involved in e-Government to come together to share knowledge with peers interested in the same area of study.

A key aim of the conference is about sharing ideas and meeting the people who hold them. The range of papers will ensure an interesting two days. To further enhance the conference experience there is a Knowledge Café on Thursday afternoon.

With an initial submission of 102 abstracts, after the double blind, peer review process there are 64 papers published in these Conference Proceedings. These papers represent research from Australia, Belgium, Brazil, Czech Republic, France, Germany, Greece, India, Ireland, Israel, Italy, Jordan, Macedonia, Malaysia, Mexico, Netherlands, Nigeria, Norway, South Africa, Spain, Sudan, Sweden, Taiwan, Turkey, UK and USA.

I hope that you have an enjoyable conference.

Dr Dan Remenyi
Programme Chair
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June 2007

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[Rajash Rawal](#), Haagse Hogeschool, Den Haag, The Netherlands

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Conference Committee:

The conference programme committee consists of key people in the e-Government around the world. The following people have confirmed their participation:

Adetunji Adeshina, Nigeria; Georg Aichholzer (Institute of Technology Assessment, Austrian Academy of Sciences, Austria), John Alexander (HISL Limited, Redditch, UK), Paul Alpar (Philipps-Universität Marburg, Germany), Nadia Amin (University of Westminster, Harrow, UK); Mehdi Asgharkhani (CPIT, Christchurch, New Zealand), Charles Ayo (Covenant University, Nigeria), Jenny Backhouse (University of New South Wales@ADFA, Canberra, Australia), Joan Ballantine (Queens University Belfast, UK), Frank Bannister (Trinity College Dublin, Ireland), [Jordi Barrat](#) (Rovira I Virgili University, Tarragona, Spain), Victor Bekkers (Erasmus University, Netherlands), Egon Berghout (Groningen University, Netherlands), Lasse Berntzen (Vestfold University College, Norway), Ann Brown (CASS Business School, London, UK), John Byrne (Royal Melbourne Institute of Technology, Australia), Toni Carbo (University of Pittsburgh, USA), [Simon Carlo](#), Institute for Management, University of Koblenz-Landau, Germany); [Walter Castelnovo](#) (Università dell'Insubria, Como, Italy), Lichun Chiang (National Cheung Kung University, Tainan City, Taiwan), Jyoti Choudrie (University of Swansea School of Business, UK), Rodney Clare (EDS and the Open University, UK), Maura Conway (Dublin City University, Ireland), Noah Curthoys, (Cabinet Office, London, UK); Leela Damodaran (Loughborough University, UK), Geoffrey Darnton (Bournemouth University, UK), Anne Davies (Queens University Belfast, UK), [Martin De Saulles](#) (University of Brighton, UK), Bruno de Vuyst (Vrije Universiteit Brussel, Belgium), [Andrew Dearden](#) (Sheffield Hallam University, UK), Mitja Dečman (University of Ljubljana, Slovenia), Frans Dijkstra (Haagse Hogeschool, Den Haag, The Netherlands), Vladimir Drozhzhinov, (e-Government Competence Center, Russia), [Jose Esteves](#) (Instituto de Empresa, Madrid, Spain), [Elsa Estevez](#) (Universidad Nacional del Sur, Argentina), Rebecca Eynon (Oxford Internet Institute, UK), Alea Fairchild (University of Twente, The Netherlands), Matthias Finger (Swiss Federal Institute of Technology, Switzerland), Jean-Gabriel Ganascia (Laboratoire d'Informatique de Paris VI, University Pierre and Marie Curie, France), [Chris Gibbard](#) (Department for Transport, UK), Jenny Gilbert (Sheffield Hallam University, UK), Dave Griffin (Leeds Metropolitan University, UK), Mary Griffiths (University of Adelaide, South Australia), [Kerstin Grunden](#), (Trollhattan University, Sweden), [Ute Hansen](#) (Bonvenau Research, Germany), Rugayah Hashim (University Technology Mara, Selangor, Malaysia), [Paul Henman](#) (University of Queensland, Australia), Ben Hoetjes, (Haagse Hogeschool, Den Haag, The Netherlands), Keith Horton (Napier University, UK), [Tomasz Janowski](#), (United Nations University, Macao, China), [Marijn Janssen](#) (Delft University of Technology, Netherlands), Claire Johnson (University of Glasgow, UK), Turksel kaya Benschir, (Public Administration Institute for Turkey and Middle East, Turkey); Aideen Keaney (Trinity College Dublin, Ireland), Joerg Leukel (University of Hohenheim, Germany), Ying Liu (Cambridge University, UK); Gregory Maniatopoulos (University of Newcastle, Newcastle upon Tyne, UK), Blessing Maumbe (Cape Peninsula University of Technology, South Africa), [Albert Meijer](#) (Utrecht School of Governance, The Netherlands), Pat Molan (Collector General's Office, Limerick, Ireland) Bert Mulder (Haagse Hogeschool, Den Haag, The Netherlands), Hilary Mullen (Faculty of Technology, Buckinghamshire Chilterns University, UK), Paul Nixon (Haagse Hogeschool, Den Haag, The Netherlands), Briony Oates (Teeside University, UK), David O'Donnell (Intellectual Capital Research Institute of Ireland, Limerick, Ireland), Adegboyega Ojo (United Nations University, Macao, China), Kemal Öktem (Hacettepe University, Ankara, Turkey), [David Osimo](#) (ICT Unit, European Commission/JRC/IPTS, Seville, Spain), Thanos Papadopoulos (The University of Warwick, UK); Shaun Pather

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Biographies of Conference Chairs, Programme Chair and Keynote Speaker

Conference Chair



Paul Nixon is a Senior Lecturer in Political Science at the The Hague University of Professional Education, the Netherlands. Haagse. Paul has been involved in e-Government research for over 12 years and was part of an EU expert panel within the COST A14 programme. He has contributed chapters to many edited collections on the use of ICTs particularly in the fields of political parties, electronic democracy and social welfare. He is presently co-editing, (together with V. Koutrakou) a book on 'e-Government in Europe' which will be published by Routledge in late 2006 He has co-edited two previous collections for Routledge Political Parties and the Internet (with

Steve Ward and Rachel Gibson 2003.) and Cyberprotest (with Wim van der Donk, Brian Loader and Dieter Rucht, 2004) He has also published in the fields of culture and literature including editing a collection entitled Representations of Education in Literature (Edwin Mellen Press 2000)

Programme Chair

Rajash Rawal is a lecturer in European Politics at HEBO, Haagse Hogeschool, The Netherlands. He is a research fellow within the European Public Management Research Group. He specializes in the impact of media on political agents in the modern era, focussing on the growing role of the media within the European Political landscape. He has published a number of articles around the broad themes of e-democracy and e-government.



Keynote Speaker

Brian Loader is Co-Director of the Social Informatics Research Unit (SIRU) based at the University of York, UK. His academic interests are focussed around the emergence of new information and communications technologies (ICTs), such as the Internet, and the social, political and economic factors shaping their development and diffusion, and their implications for social, economic, governmental and cultural change. He is General Editor of the international journal Information, Communication and Society (Taylor & Francis, Routledge). His books include The Governance of Cyberspace: Politics, Technology and Global

Restructuring, (London: Routledge 1997), The Cyberspace Divide: Equality, Agency and Policy in the Information Society (London: Routledge 1998); Digital Democracy: Discourse and Decision-Making in the Information Age (with Barry Hague) (London: Routledge 1999); Cybercrime: Law Enforcement, Security & Surveillance in the Information Age (with Doug Thomas) (London: Routledge 2000); Key Concepts in Cyberculture (with William Dutton, Nicole Ellison and Nicholas Pleace) (London: Routledge 2000); Community Informatics: Shaping Computer-Mediated Social Networks (with Leigh Keeble) (London: Routledge 2001); Digital Academe: The New Media and Institutions of Higher Education and Learning, (edited with Dutton, W) (London:Routledge, 2002); Key Concepts in Cyberculture, (with Bell, D., Pleace, N. and Schuler, D.) London:Routledge (2004); Cyberprotest:New Media, Citizens and Social Movements (edited with W.v.d. Donk, Nixon, P.and Rucht,D.), London:Routledge, (2004). His most recent books are Young Citizens in the Digital Age (London:Routledge, 2007) and Beyond e-Government (London:Routledge, forthcoming). He has also published several articles, chapters and reports upon technological change and social & political restructuring. He has undertaken presentations throughout the world and acted as an adviser to governments and research agencies. He was also a member of the EU COST A14 working group on ICTs, social movements & citizens and a member of the Canadian Research Alliance for Community Networking (CRACN).

Biographies of contributing authors (in alphabetical order)

Abdulmohsen Abanumy is a lecturer in King Fahed Security College, Saudi Arabia, Master of Computer sciences, Master of Information systems from Florida institute of technology, USA; webmaster certified, and member of E-Government group in Saudi Computer Organization. Now, he is working on his PhD dissertation on measuring and benchmarking the quality of web-based information on e-Government website in Developing Countries at University of East Anglia, UK.

Mazin Abusin A University of London graduate from the School of Electronic Engineering. Also holds a Postgraduate Diploma in Mathematics from King's College, University of London. Currently pursuing a Master in Public Policy and Management. A National Advisor of project management for the Government of Sudan and led the Project Management Office at the Ministry of Cabinet from 2003 to 2006. Presented the Sudan Case Study in many international conferences in United Kingdom, United Arab Emirates, Panama, Spain, Thailand and Hong Kong.

Ghazi Alkhatib has Over 30 years of international experience in teaching, research, training, and consulting in the ares of integrated systems, such as web service, ESB, portals, and ERP.

Ljupco Antovski was born in 1977. He is a Master of Science in Information Technology. Since 2001 he is with the Institute of Informatics in Skopje, Macedonia. Currently he is a PhD researcher and a teaching assistant at the Institute. The main field of his research is M-Government. He is member of the Wireless Application Laboratory

Aykut Arslan .Undergraduate American Culture and Literature Hacettepe University 1991 Post Graduate Management Istanbul University 1998 Ph.D.Management and Organization Science Marmara University 2006 . I'm currently employed in the TU Navy as a full-time instructor. Meanwhile, I'm part-time attending and giving courses at the Marmara University in Istanbul.

Jenny Backhouse is an academic in the Information Systems discipline at the Australian Defence Force Academy in Canberra, Australia. Jenny has been teaching in a wide range of IT technologies over many years. Currently she has a special interest in e-democracy, accessibility issues and working to ensure that ICT developments do not needlessly exclude particular segments of the population from participating in community and business life to their fullest extent.

Frank Bannister is a Senior Lecturer in information systems and Head of the Department of Statistics in Trinity College. Dublin. Prior to becoming an academic in 1995, he worked in both the Irish civil service and for PricewaterhouseCoopers as a management consultant. His research interests include e-government, e-democracy and IT value and evaluation, particularly in the public sector. He has published extensively in both academic and professional spheres, the latter including a book on the Financial Management of IT. He is editor of the Electronic Journal of e-Government as well as being on the editorial boards of several other academic journals. Frank is a member of the Institute of Management Consultants in Ireland, a Fellow of the Irish Computer Society and a Chartered Engineer.

Hellmuth Broda is a Distinguished Director and Chief Technology Officer, Global Government Strategy, Sun Microsystems Inc. Sun's Global Government Strategy office

works with governments and partners around the globe to help them understand Sun's technology approaches regarding shearing, participation and energy-conscious computing and top make policy and legal decision in this spirit. Working from Basle/Switzerland H. Broda establishes and furthers technology transfer to governments and industry organisations as well as partner executive management emphasizing the business impact and benefits of Sun technologies as facilitators for the transition for the information to the participation age. His focus is presently on Open Source, Open Standards, Open Systems, OpenDocument Format (ODF), on Identity-, Privacy, - Trust Management as prerequisites for net based services on the Liberty Alliance Project of 160+ companies and organisations to build a federated network identity framework. He is an active member of the Business Marketing Expert Group in the Alliance, together with Sun's Liberty team he received the chairman's award in 2005 and he serves as spokesperson for the European market.

Mirko Cesarini is a professor assistant at university of Milan Bicocca, department of Statistics. He got a degree in informatic engineering and a Ph.D. in computer science by Politecnico di Milano. His research focuses on information systems, statistical information systems and e-Government

Orhan Çetinkaya is a Ph.D. student in the Institute of Applied Mathematics at the Middle East Technical University (METU), Ankara, Turkey. He obtained his B.Sc. degree in Computer Science from Bilkent University in 1992 and M.Sc. degree in Computer Engineering from METU in 1997. His current research interests include applied cryptography, public key cryptosystems and e-voting.

Akemi Chatfield, a senior lecturer in IT, works at the Faculty of Informatics, University of Wollongong, Australia. Her research interests include e-government, governance, and security informatics. She has published her research work in Journal of Management Information Systems, Communications of the ACM, and other leading international journals and conference proceedings.

Mitja Dečman graduated in 1997 at University of Ljubljana and gained Masters of Computer science in 2001. He is an assistant at University of Ljubljana - Faculty of Administration for the field of informatics and is currently working on his PhD about long term preservation of authentic electronic records.

Martin De Saulles (Dr) is a Senior Lecturer at the University of Brighton where he teaches and carries out research into the areas of information policy, knowledge management and information law.

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Alea Fairchild is Associate Professor, Vesalius College, Vrije Universiteit Brussel (VUB), and Senior Researcher at Tilburg University. Her research interests focus on supply chain logistics, biometrics, value networks, security and interoperability, as well as the use of technology for strategic planning and innovation. Her interests include open systems theory and the use of system theory and transaction cost economics in ICT, particularly in

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Ralph Feenstra is a research assistant at the Faculty of Technology, Policy and Management of Delft University of Technology. He holds a MSc in systems engineering, policy analysis and management. His research is focused on web service composition and evaluation processes in multi actor environments.

Raoul Freeman is Professor and Chair of the Information Systems Department at California State University, Dominguez Hills. He also is Chairman of the Information Systems Commission of the County of Los Angeles. Previously, Dr. Freeman was the Assistant Superintendent and CIO of the Los Angeles Unified School District. Prior to that he was the founder and CEO of Systems Applications Inc. and Manager of Special Projects of General Electric's Corporate Planning Operation. Dr. Freeman obtained his Ph.D. from MIT and has a publication record of close to 50 papers.

Karin Furuli is at the Sogn og Fjordane University College, Norway

Mary Griffiths is head of media at the University of Adelaide, which runs programs in participatory and digital media. Her research interests are in participatory practices, e-democracy and mobile technologies

Ken Griggs is Professor of Information Systems at CalPoly in San Luis Obispo, California. His areas of interest include e-Government, knowledge management, and forecasting. His work has appeared in a wide variety of journals including the Communications of the ACM, the International Journal of Forecasting, the Journal of Organizational Behavior and Human Decision Processes, and many others.

Kerstin Grunden is a senior lecturer PhD in informatics at West University of Sweden. She also has a back-ground as a sociologist. Her research fields are, except for eGovernment, also CSCW, learning at work, implementation of IS in public sector (evaluation studies) and social informatics.

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Agoritsa Vopi is postgraduate student of Computer Engineering and Informatics Department at University of Patras in Greece. She has received her diploma in Computer Science from the above department in November 2004. She works at the Telematics Center of Western Greece of Research and Academic Computer Technology Institute. She participates in the design of databases and the development of web applications.

Government-to-Citizens Relationship: Evaluating the Quality of Information on Saudi Ministries' Websites

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Abstract: The government is an important provider of information to citizens. The provision of government information, as part of the Government-to-Citizens relationship in e-Government implementation, is necessary for enhancing the level of government transparency and increasing citizens' awareness. In Saudi Arabia, Saudi ministries are the main government information providers to citizens but those citizens often encounter barriers in accessing government information due to various factors, including the geographical ones. As part of the efforts that Saudi Arabia has undertaken to enhance the government-to-citizen relationship, the government has sponsored a variety of e-Government initiatives as a means of improving daily communication with Saudi citizens, and thus the government has started to embrace the World Wide Web (WWW) for delivering government information to citizens. The purpose of this paper is to assess the quality of the web-based information available on Saudi ministry websites. This paper begins by exploring the assessment framework used to assess web-based information content on Saudi ministry websites. It then sheds light on previous assessment studies conducted in 2003 and 2005 on web-based information content of Saudi ministry websites before assessing ministry websites in the beginning of 2007, using the same framework as used on the previous studies. It concludes by discussing the progress with regards to government information provision on the Saudi ministries' websites.

Keywords: e-Government, evaluation, website quality, web-based information quality, developing countries, Saudi Arabia.

Government of Sudan e-Government Initiative: Challenges and Opportunities

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Abstract:: The experience of implementing e-Government programmes in developing countries has always been considered as a challenging one. Sudan is one of many countries that embarked upon creating an e-Government structure that will attempt to overcome the current challenges facing the public sector service based organisations. The paper summarises the approach adopted to implement such programme and communicates the main challenges and opportunities encountered throughout the implementation journey.

Keywords: e-Government. Government of Sudan. implementation. challenges. opportunities. developing countries

An Intelligent Integrated e-Government Framework: The Case of Jordan

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Abstract: This research develops a framework for e-governments that integrates personalization of services, such as intelligent software agents (ISA), integrating technologies, such as web services (WS) and Enterprise Service Bus (ESB), and data analytics such as data mining (DM) and business intelligence (BI). The paper focuses on government-to-citizen (G-to-C) model that seamlessly exchanges data and information among three citizen-based government services: passport, automobile, and civil services. Intelligent software agents will act as a liaison between users: namely citizens, management, and the databases. For citizens, the ISA will remind each citizen with timely-based, expiration-based, and requirements-based of these three activities. For the manager, ISA will activate data-mining/business intelligence request to query the database for patterns, trends, and predict certain unexpected flow of activities. This type of framework would enable countries to enter the fifth stage of e-government (networked), where data from every department is integrated together.

Keywords: Government-to-citizen model, integrated e-government, intelligent agents, data analytics, data mining

Model for Mobile and Ubiquitous e-Government

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Abstract: The advances in mobile and wireless technologies enable cost effective usage of e-government services. The main objective is to emphasize that mobile devices can enable mass-usage of e-government services in areas where fix Internet lines are few and mobile penetration is sufficient. The case of Macedonia is outlined and discussed. The issues of mobility, ubiquity and user-centred services are underlined. The latest findings from the developed platform in the M-GOV projects are presented. The M-GOV platform is based on simple ideas that together provide architecture with a high level of flexibility and low levels of technological requirements. The architecture is designed to scale, both from a technical and a financial perspective and to be applicable to integration scenarios from small agency scenarios through to large administration scenarios. The core technology concepts all employed proven technologies that are well suited to use in building a sustainable M-Government infrastructure. The M-GOV architecture consists of three major components: citizens' access devices, Service Discovery Directory and the collection of public electronic services from various sources. The citizens can discover and access the electronic public services from anywhere and any time from any mobile Internet-connected device. The built-in M-GOV ontology is discussed. Some results concerning service discovery, message interchange and consumption of services are presented. The potential impact of mobile technologies on government administration is huge. In order to achieve the benefits of m-government, lessons from the implementation of a sound standardized solution such as the M-GOV project should be used as a basis for future developments.

Keywords: Mobility, ontology, service discovery, pervasive, SOA, service composition, electronic public services

Turkish Local e-Governments: A Longitudinal Study

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Abstract: This article is based on a longitudinal exploratory study on the Turkish local e-governments as of September 2005 towards December 2006. 3228 Turkish local governments, in fact, the municipalities, constitute the sampling framework of this paper. The first part of the study took place in year 2005 and indicated that only 969 authorities went online. But in the second part, issued in the end of year 2006, gave rise to an amount of 1591 units online. The purpose of the second study was to explore the degree of change and how this change occurs in a certain time line among those authorities. Albeit some theoretical studies in this field, no research was held on local e-governments, particularly, in a longitudinal dimension in Turkey. That's why this study is unique in terms of covering the overall picture of the local level on e-government topic.

Keywords: Turkish e-Government (e-Government), Turkish local e-Government (e-Government), e-Municipality, e-Administration.

e-Democracy in Australia: The Challenge of Evolving a Successful Model

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Abstract: This paper examines the current status of e-democracy initiatives in Australia and considers the factors that might contribute to the evolution of a successful model of e-democracy in the Australian context. In particular, it examines whether any analogies can be drawn from the world of e-business which has transitioned from an over-hyped boom and then bust in the early years into a steadier and sustained growth in more recent times. The paper concludes that, despite some valiant efforts by e-democracy enthusiasts, we have yet to hit on an e-democracy model that truly engages the Australian populace. Nevertheless, the analogy from e-business suggests that, given the right model(s) and the right environment, it can still be possible to deliver real benefits via e-democracy.

Keywords: e-Democracy, e-business, model, Australia

Trust and the Taxman: A Study of the Irish Revenue's Website Service Quality

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Abstract: This paper describes an ongoing study into the quality of service provided by the Irish Revenue Commissioners' on-line tax filing and collection system. The Irish Revenue On-Line Service (ROS) site has won several awards. In this study, a version of the widely used SERVQUAL measuring instrument, adapted for use with on-line services, has been modified for the specific case of ROS. The theory behind this instrument is set out, the particular problems of evaluating revenue collecting on-line are examined and the rationale for this approach is explained.

Keywords: e-Government, taxation, on-line, quality of service, SERVQUAL

Validation and Verification Issues in e-Voting

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Abstract: Electronic democracy (e-democracy) is a necessity in this era of computers and information technology. Electronic election (e-election) is one of the most important applications of e-democracy, because of the importance of the voters' privacy and the possibility of frauds. Electronic voting (e-Voting) is the most significant part of e-election, which refers to the use of computers or computerised voting equipment to cast ballots in an election. Due to the rapid growth of computer technologies and advances in cryptographic techniques, e-Voting is now an applicable alternative for many non-governmental elections. However, security demands become higher when voting takes place in the political area. Requirement analysis is an important part of the system design process and it is impossible to develop the right system in the right way without correct and complete set of requirements. In the literature, many e-Voting requirements are defined. However, the researchers started to discuss the verification in e-Voting recently. Unfortunately the definitions for verifiability are inadequate and unclear; and it is categorised as individual verifiability and universal verifiability, where they are generally misused in the literature. Moreover, validation is not discussed yet. This paper focuses on the importance of the validation and verification in e-Voting, gives proper definitions for validity and verifiability in e-Voting and describes their relation to accuracy and robustness of the e-Voting system. This paper also states some problems to design and develop secure and verifiable e-Voting systems and provides basic requirements that any e-Voting system should satisfy.

Keywords: e-Voting, e-Voting requirements, validation, verification, verifiability.

The Role of Strategic Leadership in Driving Transformative e-Government: A Comparative Analysis of the Arab States in the Middle East

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Abstract: This empirical research paper aims to investigate, through a comparative analysis of four Arab countries, the relationship between strategic leadership and the realization of the transformative potential of e-government. The selection of four Arab states in the Middle East is based on national wealth as measured by GDP per capita, controlling confounding effects of financial resources on e-government development. The postulated relationship is investigated through website analysis and strategy document analysis methodologies. In the paper, public-sector strategic leadership is assessed by observing the actions taken by political leadership in developing strategic vision, effecting a paradigm shift in viewing citizens as customers, driving administrative reform objectives, establishing accountability for e-government development and securing public buy-in. The realization of the transformative potential of e-government is measured by assessing the level of development in e-democracy service delivery capability, which is identified as an advanced stage in e-government development which offers the transformative potential for public administration. The results of the comparative analyses find the observable differences in the transformative potential of e-government realized across the four e-governments, despite the fact that their financial resources are very similar. This paper concludes that the transformative potential of e-government was not realized automatically. It requires effective strategic leadership in transforming the government and developing e-government service capability that matters to the public. While the paper focuses on the Arab states in the Middle East, the key findings presented in this paper have implications for other developing countries. The value and contribution of our paper is the differential effect of strategic leadership in realizing the transformative potential of e-government in developing countries. Our research findings are of interest to e-government researchers and international development agencies which invest in the Arab states and other developing countries.

Keywords: Transformative e-government, e-government strategy, strategic leadership, Arab countries, e-government project failure, e-democracy

“Small Communities: e-Vote Diffusion”

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Abstract: The paper after having examined the concept and possibilities of e-voting and e-democracy, examines the situation in Italy and in Europe. Furthermore it is explained the difference between a digital identity and a digital citizenship in order to introduce a new framework for e-government authentication: the “e-government identity management framework” composed by shared and standardized services that support specific mechanisms of authentication. Finally, a technological solution has been proposed which allows for greater participation by the citizenry in areas where for reasons of census, culture and poverty such participation has not been possible.

Keywords: e-democracy, digital divide, digital identity, e-participation, e-consultation, e-voting

Business Rules and their use in an e-Government scenario

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Abstract. Business rules represent the knowledge that an administration has about its business; with regard to this, they can express strategies, contracts and can influence not only staff relation, but final citizen relations, as well. In other words, business rules are the core of an administration and affect either the business processes or the behaviours of the system participants. They are typically expressed implicitly in business contracts and they are embedded within the source code of many application modules. So a concise and declarative statement of business behaviour is converted into a set of programming instructions, which are spread widely throughout the whole information system. In this way, business rules are difficult to change and keep consistent over the time. For this reason, it is necessary to reengineer the system in order to logically and perhaps physically externalize rules from the application code. In this paper we describe our approach to combining business processes with business rules in order to integrate effectively single units in an inter- or intra-organizational cooperation. We describe a cooperation as a collection of tasks combined in certain ways according to the organization logic specified by business rules. Our rule-driven methodology has the goal to make the business process design more adaptable to the changes of internal or external environment.

Keywords: e-Government, business process, business rule

Long Term Digital Archiving - Outsourcing or Doing it

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Abstract: Governments all over the world are confronted with a new sphere of electronic data that is the consequence of increasingly presented and used information technology (IT). The data is heaping up on desktop computers, servers, tapes, CDs ... Not till the last decade did leading employees and the political elite start to ask themselves how will these data be saved as a proof of e-government actions for the near and far future and our posterity. Considering the nature of electronic form compared to the paper form we can define keeping electronic data as an "non-stop" job, while keeping classical paper form can be defined as a "store-and-leave" job. New legislation and standards regarding the management and archiving of electronic data arise and so do practical solutions – information systems. At the point of implementation we are confronted with huge expenses and the question of best implementation. How to solve this issue, considering outsourcing the service of long term digital archiving by external contractors or implementing it by the government itself is the topic of this paper. The paper focuses on organizational, technical and financial aspects of the dilemmas "to outsource or not", "parts or the whole service", how to do it, etc. It analyses the decision factors and tries to make conclusions on the basis of theory and research results from different survey projects.

Keywords: Electronic data, long term archiving, outsourcing, recordkeeping, digital archive

e-Government and Patterns of Innovation in the Public Sector

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Abstract: Patterns of industrial innovation and the relationship between innovation and economic development have been a growing area of interest for economists for the last 60 years. The focus of most of this research has been on innovation in industrial settings where the development of new technologies and manufacturing processes have provided researchers with a rich source of data for analysis. More recently, there has been a growing acceptance that more research needs to be undertaken on innovation in the service sector, particularly since services account for approximately two thirds of the gross domestic product (GDP) in developed economies. The adoption and widespread use of new information and communication technologies (ICTs) by service sector firms has been a focus of study for much of this research. Richard Barras's notion of a Reverse Product Cycle operating in the service sector has been useful in helping to understand some of the differences in the dynamics of innovation between manufacturing and service firms. However, much less attention has been paid to innovation in the public sector. The development of e-government programmes and initiatives across a number of developed economies as well as the more widespread deployment of ICTs across the public sector offers some interesting potential for research. This paper examines a range of innovations across the UK public sector and considers the extent to which existing concepts of the innovation process are appropriate in such a setting. Evidence is drawn from a range of case studies emerging from the EU Publin Project and several UK National Audit Organisation studies. It is argued that while Barras's Reverse Product Cycle offers a useful framework within which to consider such innovations, there may be limitations when it is applied to public sector bodies.

Keywords: e-Government, innovation, organisational change

A Semiotic Analysis of Spanish Local e-Government Websites

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Abstract: This study reports the emerging findings of a semiotic analysis that explains features of Spanish local e-government websites design and propose that our semiotic analysis can help designers improve the functionality and usability of those websites by identifying some websites design best practices. The findings show that municipal websites follow certain patterns according to services, colours and other variables.

Keywords: e-Government, semiotics, web design

Belgif: Governmental Collaboration and Infrastructural Standards in Belgium

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Abstract: BELGIF [BELgian Government Interoperability Framework], launched by the ICEG working group of the Belgian government in May 2005, is the result of a cooperative project between the federal government and the federated entities (two regions and three linguistic communities)? The aim of BELGIF is to promote interoperability both at national and European (EIF) level, and to enforce the federal government's June 2004 decision to promote the use of open standards. This paper discusses the issues surrounding BELGIF implementation and the challenges still to overcome, given that interoperability defines how technical systems, people and organisations work together, in a country with three languages and five layers of government. For example, at the start of November 2006, only 16 of the 587 municipality web sites checked by the working groups were deemed compatible (2,7%).

Keywords: e-Government, collaboration, standards

Evaluation of Web Service Composition Methods from a Multi-actor Perspective

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Abstract: In e-Government public agencies can act as service providers by making their information and functionality available using web services. New systems can be designed by composing the web services provided by the service providers. As such public agencies are looking for support to create new compositions. Several composition approaches can be found and are evaluated in literature, however, none of these evaluations take into account the e-government specific requirement originating from the involvement of multiple parties having different interests. The composition approaches can be characterized as representational formalisms. In this paper we present a composition evaluation approach which extends the existing evaluation approaches by including the multi-actor dimension. We illustrate this method using an example. Further research is aimed at executing the proposed approach and comparing semantic and multi-actor-based compositions methods.

Keywords: Web service, web service composition, evaluation, workshop, multi-actor networks.

Evaluation and Distribution of e-Government Services

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Abstract: Initial findings are reported of a cost benefit evaluation of a set of e-government services offered at a large county in California. A very simple evaluation measure, payback period, was used, and the average payback period was less than one year. This is a striking result in and of itself but even more so considering that only readily quantifiable benefits accruing to the government agency were used in the evaluation, rather than both quantifiable and qualitative benefits both for the government agency and for the constituent users of the service. The inclusion of these factors would have made the end results even more telling. The average payback period value from this ongoing study was corroborated by an analysis of selected projects done at the state level across the United States. This would indicate that e-government services developed so far seem to be very cost effective, and it suggests that the scope of electronic services should be expanded. The findings of this study should not be immediately interpreted as indicating that there should be a policy change to make all services electronic. Since not all the public is capable of partaking of e-services, it is suggested that the development of such services be part of a broader channel strategy which considers electronic as well as other modes of delivery in providing services to the public.

Keywords: e-government services; cost-benefit evaluation; delivery channels for government services; payback period.

Mypage and Borger.dk - A Case Study of two Government Service Web Portals

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Abstract: This case study investigates the development of national portals offering online public services to citizens. Norway and Denmark are leading the way in developing online public services for citizens. In this study the development of the citizen portals Borger.dk in Denmark and Mypage in Norway will be examined. At present, documented research on national citizen portals is limited. Comparing the similarities and differences of citizen portals is an important part of e-Government development. We have used a framework for comparing the portals. The research questions to be answered in this case study are; Why are citizen portals created? How does one deal with matters of security? How is portal development organized? This study is also intended to bring to light factors that have led to the differences in the development of Borger.dk and Mypage. The study is based on published and unpublished reports from the two countries in question, together with interviews with key persons. Of additional interest, in conducting this study, is the opportunity to gain greater insight into the development of online services provided by the public sector. This case study also raise further questions relating to e-Government to be used in future research.

Keywords: e-Government, citizen portal, online public services, Borger.dk, Mypage.

An e-Government Application for Integrated, Multi-Level Management of Large Scale Resources of the Greek Primary and Secondary Education

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Abstract:: e-Government information systems supporting tasks of public authorities are nowadays widely studied and applied. These systems have infiltrated into many aspects of the public sector upgrading the efficiency of the services and reducing the transaction time needed for each task. Aim of the presented work is to assess current trends on this area and present a case study in which an integrated approach to support internal processes of the Greek Ministry of Education and Religion Affairs is developed. The research included the effort to combine solutions to organizational problems, services and technologies in order to create an efficient, easy to use and expandable system for the day to day processes of Ministry's activities and procedures. The application developed is used by the Greek Ministry of Education the last three years for the recording of the educational and scholastic power belonging to the units of the primary and secondary Education and for the statistics extraction. Moreover, this case study can also serve as a basis for identifying further research and potentials concerning this specific area of e-government information systems and their effective application in the day to day operation of administrations.

Keywords: e-Government application, education, Greek information systems, statistics extraction, G2G application.

Media-Savvy Professionals: Intranets and Reinventing Government

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Abstract: How well are government intranets modelling the participatory protocols needed to develop the skills for effective citizen engagement? Does the inclusion of social media forms and user-generated content (chat, collaborative work, content sharing) add or detract value from the interactive online space at work? This paper will present work-in-progress in a larger comparative study of e-participation projects within government in Australia and New Zealand. Here I focus on the development of, and everyday practices in, a password-only subscription intranet, *Oxygen*, operating from the Office of Public Employment in the South Australian public service. The research project aims to assess features of intranet design and approaches which might be transferable to other e-participation protocols and projects, with the goal of making an inventory of those features which support voluntary, committed collaborative participation in online communities.

Keywords: Intranets, e-participation, intranets, UGC, transferable skills

An Architecture Employing Emerging Technologies for Knowledge Capture in Government Planning and Decision Systems

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Abstract: Governmental planning and decision making often require some form of “reinvention of the wheel” because government agencies involved in planning and decision making processes operate independently of one another. Knowledge accrued over time remains local and is generally not captured and shared. Knowledge management has emerged as a means of leveraging an organization’s intellectual capital through the capture and sharing of knowledge developed among various constituents. Typically these efforts consist of traditional text-based approaches that do not provide the level of media richness required to represent the many dimensions of organizational knowledge. This paper describes a web-based portal architecture that supports a range of knowledge capture, representation, and dissemination techniques that can be used to improve government planning and decision making. These techniques include semantic networks, ontologies, the use of “new media”, instantaneous polling, intelligent search, visualization, automated knowledge extraction from text, ad hoc “interest community” creation, simulation games, web services, and others. In addition, the paper offers examples of current experiments in the use of these techniques in e-Government applications.

Keywords: Web portal; decision support systems; intra-governmental collaboration; emerging technologies

Attaining Social Value From Electronic Government

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Abstract: We define and elaborate a Social Value framework supporting evaluation and attainment of the broader socio-political and socio-economic goals that characterise many electronic government initiatives. The key elements of the framework are the willingness of citizens to (positively) recommend an e-government service to others, based upon personal trust in the service provider and personal experience of the service, based upon experience of service provision and outcomes. The validity of the framework is explored through an empirical quantitative study of citizens' experiences of a newly introduced e-government system to allocate public social housing. The results of this study include evidence of generic antecedents of trust and willingness to recommend, pointing the way to more general applicability of the framework for designers and managers of electronic government systems.

Keywords: Electronic government, social value, public value, recommendation, trust, evaluation.

Back-Office Implementation of e-Government - A Learning Process

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Abstract: An interview study of back-office aspects of e-Government implementation at the County Administration of Sweden is analysed and reported. The aim of the interviews was to identify attitudes towards the implementation of e-Government and competence development needs. The respondents were very aware of social aspects of e-Government. The implementation of e-Government means a cultural change of attitudes, knowledge and competence for the personnel. Different perspectives from users and providers could be reasons behind neglecting social aspects. The respondents requested a bottom-up strategy of the implementation work. Participation of users in project work and thorough analysis of work culture, work routines before implementation could make focus of implementation work more relevant and make the implementation to a learning process for the users and increase their motivation. A web-based study circle focussing on e-Government was developed and implemented in the organisation, as a consequence of the results from the interview study. A study circle could be one way of competence development stimulate development-oriented learning by the personnel (compared with adaptive learning). Competence development for e-Government should be seen as process development where many educational initiatives could be combined in different blended learning situations.

Keywords: Back-office, implementation, e-Government, study circle, learning.

The Transition to e-Government for Local Governments: A Conceptual Framework on Issues in Ict Implementation

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Abstract: The purpose of this case study research is to address the issues affecting information and communication technology (ICT) implementation in local governments for a smooth transition to e-government. The issues presented in this study focused on the context of ICT implementation processes such as planning, procurement and implementation in the local government arena. In addition, this study will provide an exploratory look at the issues surrounding ICT implementation and how the local government IS officers perceive them. More specifically, this study provides discussions on the political, economic, social and technological issues that have a direct relationship to ICT and the local government implementation needs as well as the problems which are specific to the local government ICT executives with regard to ICT implementation. The outcome of this study will provide a basis for the development of an ICT implementation framework for the local governments in Malaysia. Each of these provisions is integral to developing a comprehensive understanding of the problems associated with the planning, acquisition and, implementation of ICT for the local governments. These provisions would lay the foundations for a smooth transformation to the second phase of e-government for all the local governments in Malaysia as tabled in the 2007 Budget and the Ninth Malaysia Plan 2006-2010.

Keywords: ICT implementation, e-government, local government, service delivery, public administration.

The Results of a Scenario Building and Road Mapping Workshop for e-Government in 2020

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Abstract: Many e-government research and policy-making activities focus on the short or mid term. Yet the question remains how e-government will look like in 2020 and what kind of research is needed to ensure that desired futures are realized and unwanted futures can be avoided. In this paper we will look at this long time horizon and describe the results of two workshops conducted with experts from governments, information and communication technology industry and academia. The first workshop was aimed at developing scenarios for e-government in 2020 and second workshop aimed at developing a research road map aimed at accomplishing desired scenarios and avoiding unwanted ones.

Keywords: e-Government, scenario building, road mapping, future studies, workshop.

A new Model for Document Management in e-Government Systems Based on Hierarchical Process Folders

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Abstract: Document management plays a decisive role in modern e-government applications. As today's authorities have to face the challenge of increasing the efficiency and quality while decreasing the duration of their government processes a flexible, adaptable document management system is needed for large e-government applications. In this paper we introduce a new approach for a document management model that helps to face this challenge. The model is based on two new document management concepts that extend common document management facilities: hierarchical process folders and document security levels. A hierarchical process folder mainly consists of files that belong to a government process and include all documents processed during process execution. The folder grows during execution and contains all versions of changed, existing, and added documents. The process folders can be used in a single authority software system as well as in distributed e-government software systems. More precisely, this means that the model of hierarchical process folders can be deployed to exchange process folders in whole or in part between authorities to support the execution of distributed hierarchical government processes. We give an example how the application to single authorities and distributed systems is possible by describing the implementation within our distributed e-government software system. The application of security levels to documents allows the encryption of documents based on security relevant properties, e. g. user privileges for intra authority security and network classification for inter authority communication. The benefits of our model are at first a centralized data management for all documents of a single or a hierarchical government process. Secondly, a traceable history of all data within government processes, which is very important for the archival storage of the electronic government processes, is provided. Thirdly, the security levels allow a secure intra authority document accessing system and inter authority document communication system.

Keywords: Electronic government applications, document management systems, hierarchical government processes, interoperability, document processing, e-Government security

Distribution-Collaboration Networks (DCN): A Systems-Based Model for Developing Collaborative e-Government Services

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Abstract: The focus of this paper is to show that the development of e-government services needs to be fundamentally reconsidered if it is to achieve its *raison d'être* – the transformation of bureaucratic public sector agencies into a web of citizen-centric service providers. The status of recent socio-political developments is discussed and an emerging context for developing e-government services is presented: responsibility for public service provision may be distributed to multiple entities, and "public" value no longer needs to be provided by government alone. It can be provided through a system comprised of public agencies, the private sector, community groups, or citizens themselves, using communications networks as a mechanism for process management and conducting transactions. To investigate the intricacies of such an environment, which we call a Distribution-Collaboration Network (DCN), we focused our research on the management of its organizational complexity, which stems from its collaborative nature. We describe how other disciplines, such as systems science, are addressing similar issues and explore in detail the approach taken by a classic systems design model, the Viable Systems Model. The main properties of this model are presented and its collaboration complexity management principles are analyzed. Based on them, we describe our DCN Service Transformation Model, as a formal method for investigating the practical development of DCN-based e-government services. We present the building blocks of this model and discuss three types/directions of online public services that can be developed.

Keywords: e-Government, organizational transformation, systems design, viable systems model, collaborative working.

e-Governance In Rural India: An Empirical Study

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Abstract: In the internet age, citizens' interaction with the government needs to take place with comfort and convenience. The citizens' interaction happens in government offices to get information and services. This leads to loss of money, time and also of opportunity. Citizens need information and effective e-governance services delivered at one place. The government should visualize the need of citizens and put all services and information at one stop and focus on mechanisms of e-governance kiosk service delivery. The indicators like kiosk's accessibility, participation in e-Governance and awareness of e-governance that were found to be significant for the success of good governance and play a critical role for implementing the e-governance projects to provide e-services to citizens through kiosk. Since late 2000, in the tribal region of Tikamgarh District in Madhya Pradesh, TARAhaat has tried to make government services and information accessible to rural masses through information and communication technology. This research paper examines the predictors of good governance (effective service delivery) good governance analysis through questionnaire-based survey. The survey was mainly confined to rural areas and Orchha village of Niwari tehsil, District Tikamgarh of Madhya Pradesh, India. The sample frame consisted of total 450 respondents. A final valid sample of only 173 out of 450 (38% success rate) was obtained and used in the analysis. Rural citizens have realized the potential benefits of e-governance. This paper concludes that citizens' participation, in E-governance, awareness of E-governance and physical Accessibility of Kiosk have positive impact on their lives. All stakeholders' active participation would achieve more by building collaborative effort rather than individual contributions of the institutions working in isolation to make good governance possible. Human computer interface should be effective, efficient, intuitive and pleasing. This is an essential interface between technology and human for ensuring meaningful transfer of information.

Keywords: Governance, e-Governance, citizen participation, Information technology

Case Management for Establishing Breast Cancer Centres

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Abstract: At the example of a breast cancer centre in Germany, the paper discusses the value of case management for the establishment of inter-organisational structures and processes by the aid of clinical pathways. The paper summarises the results of an as-is analysis on the basis of surveys and interviews and develops the requirements for the future organisational structure of the breast cancer centre and an e-health information system suited to support this structure. The results are also transferred in general to information management strategies in federal governmental organisations

Keywords: Case management, information management strategies, process-oriented knowledge management, clinical pathways

e-Voting: Same Pilots, Same Problems, Different Agendas

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Abstract: This paper outlines the preliminary findings of the empirical stage of the research to establish the reasons that in 2003 some English local authorities decided to trial e-voting and others did not. The key findings demonstrate that central and local government have different agendas and there is little momentum from central government to increase the number of pilot schemes. The central government policy to introduce e-voting via voluntary pilot schemes is only providing a limited insight into the problems surrounding the operation of the new voting methods. The findings are derived from comparative semi-structured interviews with election officers from pilot and non-pilot authorities, and the analysis is based upon Rogers' diffusion of innovations theory framework. The findings illustrate in the case of e-voting central government has not adopted a formal diffusion strategy and that a most influential driver to adopt e-voting is not prominently acknowledged in diffusion theory. The results suggest that the theory of perceived attributes needs modification and the issue of the diffusion of a public policy should be considered by government earlier in the public policy process.

Keywords: e-Voting, pilot scheme, public policy process, diffusion

From Conception to Demise: Implications for Users of Information Systems in Changing a Parastatal in KwaZulu-Natal, South Africa

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Abstract: This article explores the issues of the interaction between Information Systems (IS) and society, and addresses the origins, use and demise of these systems. A parastatal in this instance is defined as a corporation wholly or partially government-owned and managed. A thorough investigation of the IS and users of those systems in a parastatal Institute has been undertaken in this study. Tertiary institutes have had many IS developed and implemented for the use of users. The problem is that more often than not, the impacts of IS on social communities of organisations have not been taken into account, or insufficient attention has been paid to them. The social aspects of IS are rarely taken into account when systems are being designed or implemented, and as a result lead to many IS failures. Details regarding certain social aspects of ARE will be discussed. This article proposes a set of guidelines to help ensure that the social aspects of a parastatal IS are taken into account in the design and implementation of these systems, thereby increasing the chance of success of those systems. Those who stand to benefit from information contained in this study include various departments' responsible for the development of those IS, users of those systems, and the social community encompassing those systems.

Keywords: Social informatics, social-technical systems, social actors, social aspects and implications of information systems, user/analyst relationship, user acceptance, and user participation and involvement.

Using Habermas's Theory of Communicative Action to Analyse ICT-enabled e-Participation in Korea

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Abstract: This paper investigates whether eParticipation projects in Korean government websites lead to meaningful participation in terms of having a certain level of deliberative quality and having influences on government policy-making processes, by measuring up to Habermasian ideas of the TCA/ISS (Theory of Communicative Action/ Ideal Speech Situation) and Communicative Power (CP). For the purpose of this study, two eParticipation programmes from the *Kukmin Chamyao Madang* (KCM: Citizen Participatory Space) are chosen to investigate the internal process of eParticipation practices *per se* with regards to its deliberative quality and its impact on actual policy-making. In so doing, it weighs up whether the internal process and nature of eParticipation complies with the Habermasian public deliberation model.

Keywords: e-Participation, deliberative democracy, habermas's theory of communicative action (TCA), ideal speech situation (ISS), communicative power (CP)

Creating Democratic Value in the Public Sphere Through e-Participation: Where is this Value?

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Abstract This mainly theoretical paper, with some brief empirical illustrations, addresses the challenge of value creation in the public sphere through eParticipation; such value is largely both intangible and multidimensional. Insights from political, economic, social and socio-technical sciences are needed to more clearly delineate pragmatic conceptualisations of this form of intangible public value. The key question addressed here—where is this value? Theoretically we draw broadly on the development economics of Joseph Stiglitz on the relationship between participation and development and on Jürgen Habermas' massive oeuvre on deliberative democracy on the relationship between communicative processes and opinion and will formation in the public sphere.

Keywords: Conceptualising public value; deliberative democracy; development economics; e-Citizens; e-Democracy; eParticipation

Digitization and Political Accountability in the Netherlands and the USA: Convergence or Reproduction of Differences?

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Abstract: Do political institutions matter? This paper presents the results of empirical research in three American states into the effects of digitization on political accountability. These results are compared with previous findings in the Netherlands to evaluate the relevance of institutional differences. The research indicates that there are few differences at the level of agencies. This supports the idea that government agencies in different countries are converging because of the use of the same technologies. There are relevant differences at the level of political forums. American forums are better capable of using digital information for fact-finding. This indicates that these institutional differences in ex-post oversight are reproduced in the information age. The relation between information and communication technologies and political institutions is ambiguous: agencies are converging whereas differences between political forums are reproduced.

Keywords: Political accountability, electronic record management, institutional differences.

e-Government as Decision Support System to Improve Public Services Provision

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Abstract: The term e-Government has been used to point out the ICT (Information and Communication Technology) exploitation to improve the public government, and from a more general point of view, the provision of public services to the population. The scientific community and the practitioners have been focusing on how innovative services can be provided to the population by using ICT. We claim that ICT can also improve the decision making processes involved in the design and management of public services. The economic and social scenario has undergone a lot of changes in the last years and it is still rapidly evolving. In such a dynamic context, the decision should be supported by precise and accurate information. The ICT technologies allows to achieve a high degree of customization in public services provisioning, thus knowledge about the “customers” is extremely valuable to improve service customization, efficiency, and effectiveness, even in case or reducing budget trends. For example, fine grained knowledge about the job market place has been exploited to improve the provision of requalification courses (policies against unemployment are a hot topic in several government agendas). The knowledge has been used to identify and cluster unemployed people according to their skills, to find out positions where shortage of manpower exists and that can be accessed after requalification, and to precisely shape the requalification paths. Information useful for decision support has been traditionally achieved by means of sample surveys managed by statistical techniques. However administrative archives managed by PAs contain detailed and up to date information about the whole population. Analysis applied to these archives provides very useful information for decision making affecting public services. The aim of this paper is to highlight a pregnant relationship concerning -Government data analysis that helps e-Government service provision.

Keywords: Decision support system, e-Government, administrative archives integration, statistical information systems

Public Manager, Baudrillard and the Virtual Cow: Can Simulation Games Influence Citizen's Attitude and Behaviour vis-à-vis Online Public Debate?

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Abstract: Each day, more than 320,000 people visit www.vacheland.com to care for their virtual cow. They have to develop knowledge on diverse topics including cultivating crops, the effects of weather, protecting against attacks by wild pigs, and negotiating the purchase and the sale of a range of farming tools. More than 3,000 players also belong to an online community where they exchange advice, develop strategy and learn collectively. Although many immersive virtual environments exist, Vacheland (“cow country”) is unique because it was created for a French agricultural region with pedagogical aims. The goal of the simulation was to explain the complexities of agriculture while creating a new image of farming. The Regional Council wanted to improve the image of the region, its products and the Council itself.

The website was launched in January 2004. One year later, we are conducting a study to understand why people participated in this game and what they learn from playing. From a marketing point of view, the customer has to make an effort to understand and process the information. To do this, he needs motivation (Petty and Cacioppo, 1984). We wonder whether simulations can increase participants’ willingness to learn about a topic and then engage in online deliberation. From a marketing approach, we seek to understand whether this kind of relational tool has an impact on citizen’s attitudes and behavior concerning farming. From a public management perspective, we want to identify the pedagogical potential of simulation games for public organizations to develop citizens’ knowledge concerning public issues.

We will first describe the different types of Citizen Relationship Management and analyze how relational marketing can offer a new approach to Citizen Relationship Marketing. We will then describe the specific context and aims of www.vacheland.com and our methodological choices. Finally, we will present the results and discuss them in a more general framework of virtual reality.

Electoral Ergonomic Guidelines to Solve the Interference of new Technologies and the Dangers of their Broader use in Computerised Voting

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Abstract: This paper aims at giving a progress report on the problems raised by the use of electronic voting systems in the world and proposes an integrated framework of qualities and actions based on the notion of electoral usability. We present different voting systems used in the world with an ergonomic point of view. The usability perspective stresses -in a very demanding way- the traditional factors of effectiveness, efficiency and satisfaction. In particular, electoral usability needs to take into account impaired, illiterate, and elderly and other people sensitive to a technological exclusion. The computerised voting systems are an important factor for social exclusion and we propose ergonomic criteria dedicated to the design and the evaluation of the ballot boxes of electronic voting. Voting should be a natural civil act and thus technology should not be an obstacle. The system should not cause any change in one's vote, nor discourage one from voting. Thus, the question of the capacity of ergonomics to give to the electronic vote a status of democratic procedure is put forth and discussed while underlining the determining role and importance that ergonomics should have in the design of electoral systems. Twelve electoral ergonomic criteria are proposed as a means to develop interfaces offering a good electoral user experience. Briefly, this paper addresses the capacity of ergonomics to guarantee socially-responsible interactions between electronic voting systems and all kinds of voters.

Keywords: Electoral usability, usability factors, ergonomic criteria, electronic voting system, e-vote, e-citizen, e-democracy.

Service Delivery- Simplifying tax Administration for Individuals and Business

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Abstract: Taxation is a common feature across all nations however the complexity of the taxation systems is influenced by among other things, the wealth of the country, the economic history of the country and the uses to which the taxation systems are applied. For business, the common complaint is that the burden of compliance is too costly and the dilemma for the Revenue organisations is striking a balance between simplification with lower compliance costs and gathering sufficient data on business activity to determine risk in order to allow the Revenue organisation to deploy resources to best effect. For individual taxpayers, a common feature across many countries is the difficulty that citizens have in understanding the tax system and in claiming their full entitlements. This dilemma has challenged many Revenue organisations in delivering simple and efficient value for money taxpayer services while at the same time trying to reduce the level of customer contacts. The tax system in Ireland has evolved over the years and is used not only as a means of funding the operation of the State but is also used as a means of supporting those in lower paid employment. In addition, the taxation system is also used as a means of promoting economic growth. While such a multi-faceted tax systems has delivered significant benefits to the State, it has evolved into a complex system that is not easily understood by many taxpayers. For many taxpayers, their involvement in the tax system is very limited and often confined to a withholding tax on their employment along with a series of allowances and tax credits. For business, where professional assistance is more common, compliance cost is the most common complaint rather than complexity. This paper will set out to describe the business developments pioneered by the Irish Revenue in recent years to simplify the tax system for both business and taxpayers. For business this includes the use of alternative channels of delivery, including on-line services linked with the wider eGovernment applications as well as web applications, to simplify the process and lower compliance costs. For individuals, this includes the switching of tax relief for individuals on certain expenditure from the tax system to “at source” where the relief is given by the commercial body managing the product i.e. mortgage lenders and medical insurance companies. More recent changes include using ‘joined up Government and Business’ approaches to grant taxpayer their entitlements without the taxpayer having to formally make a claim or application. The challenge for Revenue is to ensure that simplification delivers lower compliance costs to business and for individuals and improved services with fewer contacts with Revenue. This needs to be achieved through the utilisation of technology and shared services across the public sector without compromising the level of ‘risk data’ collected while continuing to improved levels of compliance.

Keywords: Service delivery. simplification. complexity. compliance cost. joined up government and business.

e-Business Models for use in e-Government for Developing Countries

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Abstract: e-Government is the use of ICT to transform government by making it more accessible, effective, efficient and accountable. This ranges from providing wider access to government information and promoting civic engagement to providing development opportunities. Following political commitment for reform, one of the important elements is the availability of proper infrastructure including telecommunications infrastructure as well as an appropriate legal framework. e-Government also aims at changing and improving the processes through which the government interacts with the governed. If these contributory elements are not reviewed properly inefficiencies and waste of resources will be the ultimate result of any e-government initiative. Therefore selecting and applying a suitable model for e-government implementation is essential. Civic participation is equally important in any e-government concept. There are a number of barriers which keep citizens away from participating in electronic government. This is particularly evident in the case of developing countries. It is argued that to overcome these barriers and enhance civic participation it is possible for governments to see to adapt electronic business models to develop their own e-government approach. The main objective of this paper is to examine the applicability of e-business models to e-government by identifying and evaluating those aspects of e-business models that could be suitable to e-government.

Keywords: Electronic business models, electronic government, developing countries

e-Participation in Israeli Local Governments: A Comparative Analysis

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Abstract: Israel is a member of the group of 25 top countries in the United Nations Global E-Government Readiness Report 2005. In 2005 about thirty percent of the total export of Israel was Information and Communication Technology (ICT) products. The national government website was launched in the late 90's and was accompanied with a strategic computerization program for all government institutions. Since then it has been upgraded and online services have been added with considerable public relations efforts. In 2005 access portal services grew to a maximum of 700,000 unique users per month, and over 3.5 million unique users per month in to all government websites. Yet most government services are provided by local governments, and therefore it should be asked whether there is a strong relationship between the expansion of national governmental ICT services and those in local governments. The present paper describes and analyzes e-government components that were incorporated in seven major municipalities. It also reports the summaries of personal in-depth interviews that were conducted with decision-makers and web services operators. The most striking finding is the absence of a strategic long-term plan to implement e-government. Moreover, only few changes occurred in the organizational behaviour of the municipalities. Most local government websites provide useful information, but only minimal online services, mostly bi-monthly payment of bills and registration to public schools. The readiness for the next level of e-government that is, e-democracy and e-participation, is very low. The main reasons for this state of affairs are related to Israel's governance crisis.

Keywords: e-Participation, Israel, local government, e-Democracy, e-Government.

An Analysis of e-Identity Organisational and Technological Solutions Within a Single European Information Space

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Abstract: The analysis classifies e-identity solution needs for widely used, secured electronic services in a future Single European Information Space (defined by the European Commission in its i2010 strategy). The paper deals with the needs of both end-users and service providers, including e-government. It will deal with user behaviour, confidentiality and privacy protection, as well as with topics of trust and protection against misuse in relation to secure individual electronic services. The paper describes the main organisational principles used in e-identity solutions as well as related technological support and limitations. It classifies the features of those principles evaluated and compares them with the e-identity needs for a Single European Information Space. The paper describes the main organisational principles, such as service provider-centric architecture, use of certification authorities, use of identity providers, biometrics-based architecture and use of state-issued electronic identities. The paper concludes with an evaluation of those principles and solutions features, as well as with a recommendation for an acceptable organisational and technological e-identity solution for a Single European Information Space.

Keywords: e-Identity, single European information space, organizational features, technological features

Strengths and Weaknesses of the European Interoperability Framework Related to the Real Application of ICT in e-Government

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Abstract: The European Interoperability Framework (EIF) is frequently mentioned at many conferences dealing with interoperability in e-government in the EU. It is frequently described as a useful tool or a way to solve problems of interoperability in e-government. In fact, however, the EIF is not used in real life. This paper is directed to answering the question of why the EIF is not used.

The analysis of:

- such different groups related to ICT implementation in e-government as politicians and legislators, decision makers in governmental institutions and designers or decision makers in ICT providers;

- separate groups' needs in different lifecycle stages, including planning, design, implementation and everyday maintenance of ICT; and

- limitations of the groups that restrict their behaviours and activities, such as lack of knowledge, competency, financing rules and budget size or legal framework

Provides the basis for evaluating the content in the current version of the EIF. The requirements are described for improving the EIF to enable its real use in support of real interoperable solutions in e-government on a pan-European scale.

Keywords: European interoperability framework, pan-European e-government interoperability, target group, public administration cooperation

e-Government Applications and its Effects on Public Service in Turkey

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Abstract: Internet and other Information Technologies have brought new approaches to traditional relationship of citizens and administration. It is anticipated that these technologies within the public sector will be transformed in Turkey in the near future, including the communications within governments. Turkey, being one of many countries struggling to change its traditional dealings that prevent the ideal interaction between state and individuals. Turkey tries to reshape its classical administrative structure by regarding these innovations. Unlike evident in developed countries, there are definitely many obstacles and difficulties that prevent Turkey from reaching the ultimate goal. This paper reports on e-Government practices in Turkey and the types of obstacles that have become the source within the legal framework, including a brief look at the sorts of benefits expected for citizens in Turkey. The results we have reached are discussed for a future projection.

Keywords: e-Government, public administration, administrative law, transparency, participation, online public service.

Process Modelling Towards e-Government – Visualisation of Process-Like Legal Regulations

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Abstract: The paper discusses the formal modelling of the process structure of a set of paragraphs with the Semantic Process Language (SPL). It considers the obligation right of Switzerland and selects those paragraphs which participate in the definition of a causal ordering. The approach is motivated by a historic retrospective. The presented approach provides means for verifying whether process-like behaviour fulfils the selected paragraphs formally.

Keywords: e-Government, business process modelling, legal visualisation, legal design.

e-Government and the Joining-up of the Greek Public Sector

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Abstract: One of the central aims for e-government projects is the provision of seamless services to citizens through government integration. The studies that have been published so far have addressed the issue of joined-up government (JUG) from a structural and institutional perspective. Specifically, various authors describe the benefits and the obstacles to governmental integration and provide guidelines to address them. Other studies emphasize the role of information technology in achieving governmental integration and others place their emphasis on the policies that have been introduced for seamless service provision and the difficulties that surround their application. Moreover, an increased number of authors draw upon governance theory in order to illustrate how government institutions and departments operate as a network rather than a bureaucracy. Important though this institutional approach is in conceptualizing joining up, we argue that it is important to attend to how joining-up is worked out in practice. It is this gap that the paper seeks to address. We draw upon a longitudinal qualitative study of Greek Citizens Service Centres (CSC). CSCs are one stop shops whose staff is required to collaborate with various public service organizations in processing the requests of citizens (licenses, certifications etc). As our case will indicate, contrary to the Greek government's legal framework and guidelines, joining up were made to work through role playing, public relations, favour making and power exertion based upon expertise and legal knowledge. We will argue that joining up is outcome of considerable negotiation, personal intervention and improvisation as different occupational groups in the public sector collaborate in providing services to citizens. This paper will provide an account of the novel ways in which staff ensured collaboration between the CSC and the different public sector departments. The paper will then consider how we may conceptualize joining-up in the context of electronic government. The paper illustrates the novel ways in which different occupational groups collaborate in order to provide seamless services to citizens. Drawing upon our fieldwork we will firstly, demonstrate how joining-up is worked out in practice. This will then enable us to conceptualize joining-up in the context of electronic government, an issue that is not yet sufficiently addressed by the existing studies.

Keywords: JUG, e-government, occupational boundaries, standardization, power.

e-Mail in the Public Sector: Identifying and Managing the Risks

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Abstract: E-mail is in use since 1972. Therefore, one might say that there is a long experience in using this means of communication. Volume and type of e-mail use has, however, changed rapidly the last decade. Although the use of e-mail brings many benefits, it also brings important risks when appropriate controls are lacking. We report on research, which looks at both the positive effects and the risks of using e-mail as a means of communication in public organizations. This study is based on a thorough study of the literature. Theoretical ideas on positive and negative effects are tested using a survey amongst a group of 200 e-mail users in public organizations and a series of in-depth interviews with IT managers in the public sector. Our research findings, from literature show positive and negative effects of e-mail use. Most of these effects are derived from studies in private organizations. The present study shows that they are also prevalent in public organizations although some of the possible negative effects are not always recognized. In order to benefit from positive effects, negative effects of e-mail cannot be ignored. A risk oriented approach can be used to select the appropriate controls for limiting the negative aspects.

Keywords: e-mail, costs, benefits, risk analysis

The use of ICT in e-Service Delivery and Effective Governance in South Africa

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Abstract: e-service delivery via Information and Communication Technologies in South Africa is seen as aiming to provide all citizens with an efficient and effective medium for accessing governance and for interacting with Public Sector. This paper deals with how ICT in governance should be made to facilitate greater accountability, transparency and reducing corruption through better financial, public information management, procedure – ment and administrative systems. The South African e-service delivery as at its enhanced stage and information should be provided online about public services.

South Africa with the history of segregation has committed to change the lives of its citizens by addressing the issue of inequalities in freedom, access to information wealth and opportunity based on race. The marginalization of underprivileged people from the political process has been the cause of poor and unresponsive governance in the past. Good governance rests on the effective and efficient use of ICT and bridging the digital divide amongst the citizens. The transformation occurring are unique and unprecedented in many ways and has the potential of reaching the citizens who were marginalised from decision-making processes. South African government seek to reduce social exclusion and contribute to the wellbeing of its citizens.

South Africans especially in rural areas have a limited access to ICTs. The main barriers to ICT access relate to high cost of Internet access, connectivity problems, lack of technical skills to support maintenance and low number of computers with Internet connectivity at schools, libraries and other public places. More emphasis on this paper would be based on challenges/barriers that South African citizens and government encounter on the process of effective and efficient service delivery through the use of ICTs as well as bridging the digital divide.

Keywords:-ICT, governance, e-Government, service delivery, digital divide and citizens

10 Years of Confrontation Between French Internet Users and Their Successive Governments

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Abstract: This paper is a testimony on the relations between the Internet users and their governments in France during the last decade. It shows the complexity of communication between two worlds that are strangers to each other. Since most of the confrontation occurred over law proposals, it analyses their impact on Internet users and focuses on two examples. These examples show the failure of the Internet as a political medium. French politicians do not seem to want active participation from their citizens in decision-making processes. In order to end this paper on an optimistic note, the last section enumerates the achievements of e-Government which contributed to preparing for a better democracy by increasing transparency, accountability, and education. This might push citizens to ask for more.

Keywords: France, e-democracy, Internet users, Internet organizations

Fair e-Government Strategies for Digital Illiterate Population

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Abstract: This paper discusses the context of the digital division in Mexico; the barriers to access information technologies (IT) are not only technological but rather socioeconomic and historical. Mexico as most of emergent economies has big disparities in income distribution, unequal opportunities to access all kind of basic services in education, housing, health, information etc., are common in large segments of the population. The income distribution divides the population in two big sectors: one characterized by extreme poverty, as a proof of its dimensions, 40 million poor people constitutes the biggest challenge to integrate Mexican population in the digital era. Our approach is to explore difficulties and exhibit one mechanism of how to integrate part of these underprivileged citizens in actual and future e-government actions, taking in account their needs, participation and culture. In the scope of reversing the digital divide the e-government's service delivery channels have been multiplied in last years, we briefly discuss the principal issues of the e-Mexico program. Due to poverty trap affordability and benefits of the e-government actions are still not evident for most part of the citizen, in this sense e-government policies are unfair vis-à-vis of most part of population. Analyzing marginality and the Mexican demography we present, by means of a simple simulation model, a projection to the year 2050 of how could Mexican government be able to progressively stop the digital breach, the model shows that acting in the primary scholar sector we could reverse the digital division by simply extending the new e-government programs which have shown effectiveness in their first steps, like the Enciclomedia program, educational digital effort addressed to children during their basic instruction. We focus the Enciclomedia program and present it as one of the "waves" of change addressing the Mexican socio-economic problem, being education the vehicle to entrance to major opportunities for employment, wages and housing.

Keywords: Enciclomedia, fair, illiterate, education, poverty

Proposing a high-level Requirements Mapping Framework for Testing Implementation Compatibility in e-Government Projects

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Abstract: Most public organizations nowadays undertake the implementation of e-government projects. Such projects are usually the organization's response to its operational needs. Sometimes though, they are linked to a wider perspective or central planning initiative sponsored by a government and involving a large number of public service organizations. In their majority e-government projects aim at addressing citizens' and businesses' needs in their interaction with public authorities. Thus such projects directly reflect public administration's mission as it is defined with reference to its external environment. This paper presents and discusses the principle of mapping requirements for an e-government project using the TROPOS methodology and tools. External environment stakeholders constitute a framework that has to be taken into consideration for project planning in every organization. Identification of their requirements makes possible the detection of inconsistencies, incompatibilities and mistakes during the early design stages. The decision as to the type of system that will be introduced in a public organization may also depend on such requirements mapping. Early results of utilizing the proposed process in the case of Greek e-government applications are presented and discussed here.

Keywords: Goal oriented requirements engineering, e-Government projects, e-Government stakeholders, public organization operations/procedures.

The Management of Citizen Identity in Electronic Government

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Abstract: The development of electronic government (eGovernment) systems that enable citizens to transact with governments on-line has brought about a focus on the management of citizen's electronic identity. Identity management (IdM) becomes a key issue in the electronic world where government systems need to prove a citizens' identity in order to provide access to government services. To date, there isn't a standard identity and authentication architecture that governments can easily deploy to support their eGovernment implementations. Citizen users of such systems also need to establish trust and confidence in the on-line service to avoid problems that can arise with phishing or identity theft. Some IdM solutions such as those based on biometrics can not serve all citizens equally and are thus difficult for governments to deploy in a manner which preserves inclusiveness and accessibility of the services. Other issues such as the global mobility of citizens further complicates the issue of remote IdM as citizens may wish to access their respective eGovernment services from any part of the globe. There are clearly many computer security and privacy challenges to creating a globally acceptable solution. In this paper we classify and analyse currently available authentication technologies and their associated risks while presenting key identification and authentication requirements from a government's perspective. Our analysis leads us to suggest specific enhancements to Shared and Federated Authentication System that make impersonation difficult, or impossible.

Keywords: e-Government, identity, authentication, federated, impersonation, privacy.

Strategic e-Government Planning: Lessons from Direct Applications of Standard SISP Methodologies

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Abstract: This research evaluates the appropriateness of direct application of current strategic information systems planning (SISP) methodologies for strategic e-government planning. Rapid advances in technology and globalization put a high demand on e-government initiatives. Without other readily available tools, SISP methodologies, which are designed for the private sector, have been quickly occupying spaces in e-government planning. Government agencies, however, have been experiencing a high number of strategic e-government project failures. We conjecture that one reason is existing SISP methodologies were developed for private profit-seeking firms. There are significant differences between private and public organizations in structures, processes and resources. Not all SISP methodologies can be directly applied for e-government planning. e-Government managers thus encounter challenges in how to adopt private sector SISP methodologies for governmental agencies. The current paper reviews, analyses, and evaluates the key SISP prescriptions for strategic e-government planning. We found that standard SISP methodologies can assist in achieving: top management commitment; wide coverage of stakeholders; appropriate planner selection criteria and planning cycles in order to support e-government projects. SISP methodologies cannot effectively deal with the following issues for e-government project success: addressing bureaucratic red tape processes and fluctuation of business goals; generating top management participation; identifying and securing the necessary skills and competences; defining MIS roles and structures, roles of planners and external consultants; and getting adequate planning resources.

Keywords: e-Government, strategic information systems planning, public information systems, strategic information systems

Democratization of Government Websites: Indicators and Comparing Perceptions of Citizens and Public Officials in Taiwan

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Abstract: What roles should government websites play in a democratic system? How should government websites democratize themselves? What contents and functions should a government website have in order to serve citizens in a democratic way? Various studies and research evaluated and ranked government websites. Although these studies partly answered the above-mentioned questions, they used evaluative indicators whose formation mostly did not take into consideration of the perceptions of citizens and/or public officials. A critical question thus remained unsolved. That is, how do public officials (as designers of the web pages) think of these above-mentioned questions, and, more importantly, how do citizens (as users of the web pages) perceive on these questions? Do the two groups (citizens and public officials) agree or disagree with each other? If so, how and why?. To clarify the puzzles, the authors first reviewed relevant literature and compiled a list of democratic web functions and contents used in previous studies. Secondly, the authors conducted large scale online surveys of public officials and citizens to collect and compare their opinions on the desirability, necessity and feasibility of website items. Thirdly, the authors interviewed practitioners and experts in groups to identify reasons behind any dissimilarities between the views of public officials and citizens.

The indicators are approved by citizens and public officials as democratizing contents or functions in a government website. Specifically from a democratizing point of view, website content and function indicators approved by citizens and public officials are found to be significantly different from those used in general evaluations of public websites conducted by previous research. Furthermore, although citizens and public officials agree with each other on the desirability, necessity and feasibility of most of the democratizing indicators, there are indeed still some items that are deemed as highly desirable by citizens but not so necessary or feasible by public servants. The disagreeing contents or functions are in the constructs of "Agency Profile" and "Open Government" and the disagreement possibly comes from more workload burden and additional technical and institutional requirements on the public officials and agencies.

Keywords: e-Democracy; government website; citizen perception; web site evaluation; web site ranking

Towards a Hypothetical e-Government Solution: A South African Perspective

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Abstract: More than ten years have passed since South Africa earned its place among the 'miracles' of the twentieth century but South Africa is still a socio-economic and political melting pot. The country has been steadily building up and active civil society. Designing the electronic frontier in this environment is therefore a challenge. All these are further complicated by the language and cultural diversity of the people of SA. The purpose of this paper is thus to report on the first results towards the establishment of an e-government strategy for South African (SA), multicultural and multilingual society.

Keywords: Electronic government, electronic model, multicultural and multilingual society

Transport Direct - Project Lauren

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Abstract: Transport Direct (www.transportdirect.info) is the world first national on-line journey planner that allows users to get both car and public transport door to door journeys and compare which option is quicker or cheaper for them. It was launched in December 2004 and currently gets 220,000 user sessions per week. Providing reliable and joined up door to door information is a way of challenging habits and helping the UK Government achieve its aim of enabling citizens to make better choices about how and when to travel. However, many potential users may not go to a journey planning site for travel information. Therefore, central to Transport Direct's growth strategy is to enable third parties to provide Transport Direct's door to door journey planning information to a much wider audience. Project Lauren has enabled the UK's Department for Work and Pensions (DWP) to use Transport Direct's door to door journey planning service to offer a better service to its customers. This paper outlines what the service is and how the public sector benefits and therefore the value of a joined up e-Government service can be set out. These benefits are set out in the paper and include:

Benefits to the work of the DWP through a reduction in the number of people claiming benefits who are not entitled to them;

Transport benefits through more people (many of whom may not be exposed to the existing Transport Direct website) having better information about public transport options enabling better use to be made of transport infrastructure.

A service fully embedded in a third party's business process is also an example of how to meet the challenge of increasing take up of Government services, as well as an example of how to use technology innovatively to realise public benefits.

Keywords: Transport direct, journey planning, project Lauren, department for transport, third party services

Irish Parties in Cyberspace: An Analysis of Political Parties' Websites and Online Campaigning in the Context of the 2007 General Elections

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Abstract: Political parties have been described as a crucial component of representative democracy (Duverger, 1954; Downs, 1957; Sartori, 1976). From the moment Alexis De Tocqueville described them as fundamental institutions in a democratic civil society, the role of political parties has been debated but hardly denied. Even democratic theorists calling for 'strong' democracy (Barber, 1984) 'participatory' democracy (Pateman, 1973) or direct democracy (Budge, 1996) recognize the function of political parties as a necessary medium for this goal. The revolution in communications over the past decade greatly expands the ways in which political parties can communicate with their members and the electorate. This has implications for both party organization and electoral campaigning (Gibson and Ward, 1998). This paper aims to concentrate on party competition during the electoral campaign 2007 in Ireland. I will analyze what is defined as the post-modern style of campaigning (Norris, 2000),! aiming to understand how parties make use of the internet and direct mailing systems. In December 2006 two of the three biggest Irish parties have launched new websites, with the intent of providing new features and instrument of interactivity for users and members. In terms of party competition, I will test the so called normalization thesis, which asserts that bigger parties, with more resources at their disposal, tend to dominate cyberspace (Margolis & Resnick, 2000). Overall, this project tries to represent an empirically grounded analysis of how parties make use of cyber-campaigning and how the internet has affected such powerful agents.

Keywords: Political parties, cyberspace, post-modern campaigning, elections

Review and Contrast of the French and German Approaches to e-Democracy

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Abstract:: Due to its' relatively recent development, little research has been devoted to the comparative evaluation of digital democracy in differing European countries. The focus of this paper, therefore, lies in contrasting the respective approaches to digital democracy in France and Germany. This paper aims to critically evaluate the advancement of e-democracy in France and Germany and to observe the diverse mechanisms and approaches chosen to make e-democracy a stable and beneficial digital tool. Using a comparative case study approach based on theoretical aspects, the report successively contrasts particular elements which reveal the progress of e-democracy in each country assessed. The results are discussed and evaluated.

Keywords: e-Government, e-democracy, European e-democracy

Driving Innovation and Efficiency in Government: The Different Faces of 'Openness'

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Abstract: One of the major discussion points today within government and industry is the issue on the use of Open Software. Open Software is often a misunderstood issue, with decision makers under the impression that Open Source will solve all the problems in their IT development and operation. The 'Open' issue goes far beyond this. Sun Microsystems, creator and leading advocate of Java(TM) technology, recently announced the release of its implementations of Java technology as free software under the GNU General Public License version two (GPLv2). This announcement represents one of the largest source code contributions under the GPL license (under which the GNU/Linux operating system is also distributed) and the open sourcing of one of the industries most significant and pervasive software platforms. Using case examples to illustrate, this session will discuss and debate issues surrounding open source, open formats, open systems and open standards the different 'faces' of 'open'. Governments and institutions who adopt open systems format are furthering innovation, international cooperation and competition on an even playing ground.

- Using open standards, open formats, open systems, open source and open software to address long term strategic issues
- Facilitating integration across disparate contexts and systems
- Enabling and enhancing interoperability
- The role of Open Standards in the software development life cycle
- Embracing the 'open' approach to further local innovation and international co-operation and competition

Keywords: Open source, open software, open standards, interoperability

e-Democracy at the American Grassroots

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Abstract: Since the mid-1990s, electronic government (a.k.a., e-government) has diffused rapidly and widely throughout the world. Although most governmental web sites today are limited in scope and depth and principally provide information, advocates believe that these sites can promote and facilitate e-democracy. In this paper I report findings from a nationwide survey of local governments in the United States concerning their adoption of electronic or e-democracy. The survey was conducted in the summer of 2006, and included all general purpose American local governments with populations greater than 25,000 in population (n = 2,045). The response rate was 36.8 percent, and with some exceptions, the respondents were fairly representative of this population of governments. The survey asked questions about whether and the extent to which local governments have embraced e-democracy, the impacts of e-democracy, barriers to governmental adoption of e-democracy, and the likely pattern of future adoption of e-democracy. With the evidence gathered from the survey, I am enabling to address whether the hype around e-democracy is accurate and whether its purported salutary benefits is being realized.

The survey data paint a bleak (and for e-democracy advocates, a discouraging) picture of e-democracy at the American grassroots. Few local governments have embraced e-democracy and fewer still have concrete plans to do so in the near future. This may be due to the fact that e-government is relatively new and still evolving, that e-democracy is newer still and has barely begun to be established let alone to evolve. It may also be that local governments face significant barriers to e-democracy. While these are certainly plausible explanations of the current state of e-democracy in America today, there are two other possible and plausible explanations that must be given serious consideration.

The first is that the predictions of the advocates for e-democracy are simply wrong. This is because their predictions are dangerously close to being technological determinism – a form of “if we build it, they will come,” and were not informed by prior relevant scholarship from the fields of IT and government or innovation adoption and diffusion. A second possible explanation can be found in the values and ideals of local government in the U. S. and the ways in which local citizens experience local government. These may simply be different from what e-democracy advocates prefer as a normative condition of government and different from what scholars observe in other parts of the world, especially in Europe where the drive toward e-democracy is much stronger than in the U. S. For whatever reasons, neither local citizens and nor local public officials sense a need to adopt new forms of democracy. And there is no top down pressure for e-democracy (or e-government, for that matter) from superior levels of government in the U. S. (i.e., federal or state governments).

Based on the findings from this survey (and other research that I have conducted into e-democracy in the U.S.), I conclude that there is little likelihood of any considerable expansion or extension of e-democracy at the American grassroots in the foreseeable future.