



E-Government Research: Policy and Management

Donald Norris
University of Maryland, Baltimore County, USA



E-Government Research: Policy and Management

Table of Contents

| Prefacevi |
|--|
| Chapter I |
| Information Technology and Administrative Reform: |
| Will E-Government be Different?1 |
| Kenneth Kraemer, University of California, USA |
| John Leslie King, University of Michigan, USA |
| Chapter II |
| The Scholarly Literature on E-Government: Characterizing a Nascent Field21 |
| Donald Norris, University of Maryland, Baltimore County, USA |
| Benjamin A. Lloyd, University of Maryland, Baltimore County, USA |
| Chapter III |
| E-Government Adoption and Acceptance: A Literature Review |
| and Research Framework42 |
| Ryad Titah, HEC Montréal, Canada |
| Henri Barki, HEC Montréal, Canada |
| Chapter IV |
| Worldwide E-Governance: A Longitudinal Assessment of Municipal |
| Web Sites and the Digital Divide98 |
| Tony Carrizales, Marist College, USA |
| Marc Holzer, Rutgers University – Newark, USA |
| Aroon Manoharan, Rutgers University - Newark, USA |

| Chapter V |
|--|
| Local Democracy Online: An Analysis of Local Government |
| Web Sites in England and Wales120 |
| Lawrence Pratchett, De Montfort University, UK |
| Melvin Wingfield, De Montfort University, UK |
| Rabia Karakaya Polat, Isik University, Istanbul |
| |
| Chapter VI |
| User Help and Service Navigation Features in Government Web Sites140 |
| Genie N. L. Stowers, San Francisco State University, USA |
| Chapter VII |
| Repeated Use of E-Gov Web Sites: A Satisfaction and |
| Confidentiality Perspective158 |
| Sangmi Chai, State University of New York at Buffalo, USA |
| T. C. Herath, State University of New York at Buffalo, USA |
| I. Park, State University of New York at Buffalo, USA |
| H. R. Rao, State University of New York at Buffalo, USA |
| 11. 10. 1000, State Coursestry of their form at Dayjuto, Cost |
| Chapter VIII |
| If You Build a Political Web Site, Will They Come? The Internet |
| and Political Activism in Britain183 |
| Pippa Norris, Harvard University, USA |
| John Curtice, Strathclyde University, UK |
| Charton IV |
| Chapter IX |
| Civic Engagement via E-Government Portals: Information, |
| Transactions, and Policy Making |
| Yu-Che Chen, Northern Illinois University, USA |
| Daniela V. Dimitrova, Iowa State University, USA |
| Chapter X |
| Citizen's Deliberation on the Internet: A French Case230 |
| Laurence Monnoyer-Smith, University of Technology of Compiègne, France |
| Chapter XI |
| E-Government for an Inclusive Society: How Different Citizen |
| Groups Use E-Government Services in Europe254 |
| Jeremy Millard, Danish Technological Institute, Denmark |
| Chapter XII |
| · |
| The Utilization of Online Policy Forums on Government Web Sites and the Practice of Digital Democracy |
| and the Practice of Digital Democracy268 Chan-Gon Kim, Rutgers University – Newark, USA |
| The state of the s |
| Marc Holzer, Rutgers University – Newark, USA |

| Chapter XIII | |
|---|-----|
| The Evolution of Web Governance in the Federal Government | 299 |
| Julianne Mahler, George Mason University, USA | |
| Priscilla M. Regan, George Mason University, USA | |
| Chapter XIV | |
| Service, Security, Transparency, and Trust: Government Online | |
| or Governance Renewal in Canada? | 314 |
| Jeffrey Roy, University of Ottawa, Canada | |
| Chapter XV | |
| Generational Differences in IT Use and Political Involvement: | |
| New Directions | 336 |
| Mack C. Shelley, II, Iowa State University, USA | |
| Lisa E. Thrane, Wichita State University, USA | |
| Stuart W. Shulman, University of Pittsburgh, USA | |
| About the Contributors | 357 |
| Index | 361 |