Electronic Government: Concepts, Methodologies, Tools, and Applications

Ari-Veikko Anttiroiko *University of Tampere, Finland*



Acquisitions Editor: Kristin Klinger
Development Editor: Kristin Roth
Senior Managing Editor: Jennifer Neidig
Managing Editor: Jamie Snavely

Typesetter: Michael Brehm, Jeff Ash, Carole Coulson, Elizabeth Duke, Sara Reed, Sean Woznicki

Cover Design: Lisa Tosheff
Printed at: Yurchak Printing Inc.

Published in the United States of America by

Information Science Reference (an imprint of IGI Global)

701 E. Chocolate Avenue, Suite 200

Hershey PA 17033 Tel: 717-533-8845 Fax: 717-533-8661

E-mail: cust@igi-global.com

Web site: http://www.igi-global.com/reference

and in the United Kingdom by

Information Science Reference (an imprint of IGI Global)

3 Henrietta Street Covent Garden London WC2E 8LU Tel: 44 20 7240 0856 Fax: 44 20 7379 0609

Web site: http://www.eurospanbookstore.com

Library of Congress Cataloging-in-Publication Data

Electronic government: concepts, methodologies, tools and applications / Ari-Veikko Anttiroiko, editor.

p. cm.

Summary: "This collection meets the need for quality, authoritative research in this domain with an authoritative collection. Studies from the electronic government researchers worldwide enable libraries in academic, government, and other settings to provide a collection on topics like digital government, electronic justice, government-to-government, information policy, and cyber-infrastructure research and methodologies"--Provided by publisher.

ISBN 978-1-59904-947-2 (hardcopy) -- ISBN 978-1-59904-948-9 (e-book)

1. Internet in public administration. I. Anttiroiko, Ari-Veikko.

JF1525.A8E585 2008 352.3'802854678--dc22

2007045877

Copyright © 2008 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.

Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

British Cataloguing in Publication Data

A Cataloguing in Publication record for this book is available from the British Library.

If a library purchased a print copy of this publication, please go to http://www.igi-global.com/reference/assets/IGR-eAccess-agreement. pdf for information on activating the library's complimentary electronic access to this publication.

7 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/call-centre-evolution-digital-government/9977

Related Content

Social Media in E-Governance: Challenges and Opportunities

Mohammad Tariq Banday (2016). *Trends, Prospects, and Challenges in Asian E-Governance (pp. 160-191).* www.irma-international.org/chapter/social-media-in-e-governance/140367

Business Process Change in E-Government Projects: The Case of the Irish Land Registry

Aileen Kennedy, Joseph P. Coughlanand Carol Kelleher (2010). *International Journal of Electronic Government Research (pp. 9-22).*

www.irma-international.org/article/business-process-change-government-projects/38961

E-Government in Transition Economics

R. Gatautis (2007). *Encyclopedia of Digital Government (pp. 554-559)*. www.irma-international.org/chapter/government-transition-economics/11559

Citizen's Adoption of an E-Government System: Validating the Extended Theory of Reasoned Action (TRA)

Mohammad Abdallah Ali Alryalat, Nripendra P. Ranaand Yogesh K. Dwivedi (2015). *International Journal of Electronic Government Research (pp. 1-23).*

 $\underline{\text{www.irma-international.org/article/citizens-adoption-of-an-e-government-system/147642}}$

Hot-Spot Geoinformatics for Digital Governance

G. P. Patiland R. Modarres (2007). *Encyclopedia of Digital Government (pp. 919-927)*. www.irma-international.org/chapter/hot-spot-geoinformatics-digital-governance/11612