

# Electronic Government: Concepts, Methodologies, Tools, and Applications

Ari-Veikko Anttiroiko  
*University of Tampere, Finland*



**INFORMATION SCIENCE REFERENCE**

Hershey • New York

Acquisitions Editor: Kristin Klinger  
Development Editor: Kristin Roth  
Senior Managing Editor: Jennifer Neidig  
Managing Editor: Jamie Snavelly  
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](mailto: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.*

9 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/veteran-service-management-government-service/9919](http://www.igi-global.com/chapter/veteran-service-management-government-service/9919)

## Related Content

---

### Text Mining

Antonina Durfee (2008). *Handbook of Research on Public Information Technology* (pp. 592-603).

[www.irma-international.org/chapter/text-mining/21281](http://www.irma-international.org/chapter/text-mining/21281)

### Civic Technology and Data for Good: Evolutionary Developments or Disruptive Change in E-Participation?

John G. McNuttand Lauri Goldkind (2020). *Digital Government and Achieving E-Public Participation: Emerging Research and Opportunities* (pp. 124-142).

[www.irma-international.org/chapter/civic-technology-and-data-for-good/255858](http://www.irma-international.org/chapter/civic-technology-and-data-for-good/255858)

### Identifying Barriers to e-Government Services for Citizens in Developing Countries: An Exploratory Study

Subhajyoti Ray (2011). *International Journal of Electronic Government Research* (pp. 79-91).

[www.irma-international.org/article/identifying-barriers-government-services-citizens/56100](http://www.irma-international.org/article/identifying-barriers-government-services-citizens/56100)

### Zagreb Case: Improvement of Social Infrastructure

Silvana Tomic Rotimand Elizabeta Knorr (2014). *Handbook of Research on Advanced ICT Integration for Governance and Policy Modeling* (pp. 297-307).

[www.irma-international.org/chapter/zagreb-case/116669](http://www.irma-international.org/chapter/zagreb-case/116669)

### Citizen Attitudes about Open Government and Government 2.0: A Path Analysis

Taewoo Nam (2016). *International Journal of Electronic Government Research* (pp. 46-66).

[www.irma-international.org/article/citizen-attitudes-about-open-government-and-government-20/176649](http://www.irma-international.org/article/citizen-attitudes-about-open-government-and-government-20/176649)