

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
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

Applying Open Innovation Strategies to eGovernment for Better Public Services

Georgousopoulos Christos, Ziouvelou Xenia, Ramfos Antonis, Kokkinakos Panagiotis, Anshu Jain, G. R. Gangadharanand Taher Yehia (2013). *E-Government Success Factors and Measures: Theories, Concepts, and Methodologies* (pp. 308-331).

www.irma-international.org/chapter/applying-open-innovation-strategies-egovernment/77459

E-Government and Local Service Delivery: The Case of Italian Local Governments

Greta Nasi (2009). *Handbook of Research on Strategies for Local E-Government Adoption and Implementation: Comparative Studies* (pp. 735-751).

www.irma-international.org/chapter/government-local-service-delivery/21490

Understanding the Determinants of Using Government AI-Chatbots by Citizens in Saudi Arabia

Salma S. S. Abed (2024). *International Journal of Electronic Government Research* (pp. 1-20).

www.irma-international.org/article/understanding-the-determinants-of-using-government-ai-chatbots-by-citizens-in-saudi-arabia/349733

Translucent States: Political Mediation of E-Transparency

Maria Frick (2008). *International Journal of Electronic Government Research* (pp. 81-102).

www.irma-international.org/article/translucent-states-political-mediation-transparency/2056

What Are the Determinants of the Attitude of Civil Servants Toward Using e-Public Procurement?: The Case of Belgium

Mohamad Amin Alomar (2023). *International Journal of Electronic Government Research* (pp. 1-22).

www.irma-international.org/article/what-are-the-determinants-of-the-attitude-of-civil-servants-toward-using-e-public-procurement/320500