

Mini Track: “e-Government Management” (Cluster: e-Government)

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Managers and executives of government organizations worldwide aspire to improve the quality and costs of government services through newly emerging E-government systems. When done successfully, citizens, businesses, and other governments benefit by being able to access government online. However, what limits the success of E-government initiatives? Why are some government organizations better at E-government than others? What types of opportunities are unfolding for new approaches to doing the business of government? Research presented in this mini track provides insight into how to build trust with citizens, approaches for broader infusion of E-Government systems, and methods to deepen the management and IT capacity of government organizations.

The paper “Building Citizen Trust through E-Government” by Michael Parent, examines whether E-government initiatives restore the level of citizen trust and political self efficacy in government. This paper introduces and measures political self-efficacy – an important determinant of trust as it pertains to e-government and finds that online government transactions significantly instills a greater sense of political self efficacy yielding citizens with a greater feeling to trust for their government.

Finding ways to better manage the website content of E-government systems is a great challenge for public organizations. Ralf Klischewski and Martti Jeenicke’s research paper “Semantic Web Technologies for Information Management within e-Government Services” explores how Semantic Web technologies are used to manage web content within e-Government services in a Hamburg Germany e-Government application. The authors recommend ways to improve the cooperation of administrative information managers and systems developers.

Lemuria Carter and France Belanger’s article, “Citizen Adoption of Electronic Government Initiatives” examines the adoption

of E-government systems closely. This study integrates constructs from the technology acceptance model (TAM), diffusions of innovation theory (DOI) and Web trust model to model the factors that influence citizen adoption of e- government initiatives.

Theresa Pardo, Anthony Cresswell, G. Brian Burke, and Sharon Dawes’ article, “A Framework for Modeling the Social and Technical Processes of Interorganizational Information Integration”, presents a strategy for studying information sharing and integration in multi-organizational government settings as complex interactions among social and technological processes.

Julie Fisher, Peter Shackelton, and Linda Dawson’s article, the Evolution of Local Government e-Services: The Applicability of E-Business Maturity Models argues most government services have failed to evolve from enhanced information-based web pages to e-service provision.

Keith Schildt and Suzanne Beaumaster’s article “Digital initiatives: Strategic e-service in a Municipal-owned Utility” examines how various contextual factors influence IT strategy in a public utility. The authors find that a confluence of contextual factors foster changes in an IT strategy aimed at increasing efficiency and effectiveness of service delivery and improving customer/citizen satisfaction.

Hyun Joon Kim and Stuart Bretschneider’s article “Local Government Information Technology Capacity: An Exploratory Theory” explores the role of managerial capacity in the adoption of E-government. This paper develops a theoretical model to identify and knit together the crucial factors affecting the achievement of IT capacity in local governments. A series of cases from New Jersey municipalities illustrate the proposed theory and enrich it by revealing the relationships between the factors not identified in the theory.