
Editorial

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Biographical notes: Vikas Jain completed his PhD from The George Washington University and is a graduate from Indian Institute of Technology, New Delhi, India. He currently serves as Assistant Professor at the ITM Department of The University of Tampa. His research interests include business value of information systems, post-adoptive information systems use, enterprise systems and electronic government. He has served as a special issue guest editor for *Electronic Government: An International Journal*, *Journal of Global Information Technology Management (JGITM)* and *Journal of Organization and End User Computing*. He also serves as an editorial review board member for International Journal of Electronic Government Research.

Yogesh K. Dwivedi is a Senior Lecturer in the School of Business and Economics at Swansea University in UK. His research focuses on the adoption and diffusion of ICT in organisations and in addition to authoring a book and numerous conference papers, has co-authored papers accepted for publication by journals such as *CACM*, *ISJ*, *ISF*, *IJPR*, *EJIS*, *JORS* and *JIT*. He is a Senior Editor of the *DATA BASE*, Managing Editor of *JEER* and a member of the editorial board/review board of a number of other journals, and is a member of the IFIP 8 WG8.6.

Shirish C. Srivastava is an Assistant Professor at HEC, Paris which he joined after obtaining his PhD from the School of Business, National University of Singapore. His research has been published in several international refereed journals such as *MISQ Executive*, *Journal of Management Information Systems*, *European Journal of Information Systems*, *Journal of Information Technology*, *Communications of the AIS*, *Journal of Global Information Management*, *Information Resources Management Journal* and *Electronic Government: An International Journal*. He has presented his work in several international conferences and has won numerous awards. His research interests include IT-enabled offshore sourcing, e-government, IS strategy and virtual worlds.

Mohini Singh is a Professor of Information Systems in the School of Business Information Technology and Logistics at RMIT University in Australia. She earned her PhD from Monash University in the area of new technology and innovation management. She has published widely in the areas of E-government, E-Business and New Technology and Innovation Management comprising books, book chapters, journal and conference papers. The focus of her current research is organisational value of Web 2.0 technologies, mobile technologies and e-government. She has an outstanding record of journal editorial, conference track and program chair experience.

E-government is an emerging paradigm to deliver government services to citizens, businesses and other stakeholders through the use of internet and Information and Communication Technologies (ICTs). E-government is an extension of e-business applications to the public sector. Increased adoption and application of e-government across countries is being propelled by its potential to offer not only a convenient service to citizens but also related benefits such as reduced transaction costs and enhanced operational efficiency. Furthermore, e-government can help to improve e-governance. Consequently, e-government is being increasingly regarded as a panacea for overcoming many of the shortcomings of the traditional government set-up.

Over years, e-government development has transitioned from cataloguing, transaction processing to vertical and horizontal integration in both developed and developing nations. The evolution of e-government from the informational interfaces of the yesteryears to the transformational applications of today has in large measures been influenced by many of the contingent environmental factors. The development of e-government has not been uniform across the world. For example, there are only a few countries like Singapore, Canada and the USA that lead the e-government initiatives across the world. Most nations are still struggling with their e-government programmes. Despite their tremendous transformational potential, the evidence about the success of

e-government efforts across various countries is mostly sporadic and diffused. Consequently, the full potential of e-government remains largely unexploited.

Almost a decade after the first e-government implementations in the world were initiated, it is an opportune time to reflect on the past and present so that the future of e-government can be charted. There is a need to examine issues surrounding e-government today and challenges for the future. The e-government evolutionary models of the past may have become redundant in the face of rapidly changing technological options.

This special issue of *Electronic Government: An International Journal* presents a series of papers that examine the various issues related to technical, organisational, managerial and socio-economic aspects of e-government adoption, evolution, implementation and impact. These special issue papers either examine one or more of the emergent phenomenon, such as service delivery in transformational government, global digital divide, e-government website satisfaction and loyalty, barriers and impediments to transformational government, impact of e-government and development of a demographic Profile of Scholarly Community Contributing to the *Electronic Government: An International Journal*. Both quantitative as well as qualitative studies on e-government from developed and developing countries perspectives are included within this special issue.

The special issue begins by presenting two papers that deal with global issues related with e-government implementation, impact and policy.

Girish J. Gulati and David J. Yates begin by arguing that the existing research does not provide a comprehensive explanation for variation in recent e-government initiatives and, in particular, the impact of national public policy initiatives that seek to expand and improve online government services. They examine the global divide in the e-government implementation by analysing the impact of national policies on the United Nation's Web Measure Index in 174 countries. Using multiple regression technique, the study illustrates that after controlling for economic, social and political development, there is a greater capacity for e-governance in countries that have a regulatory authority for telecommunications, encourage competition in their telecommunication industries and make a higher financial investment in the development of ICTs.

Shirish C. Srivastava and Thompson S.H. Teo utilise stakeholder theory as the guiding theoretical lens and use secondary data from 100 countries to examine the role of "information technology (IT) readiness of primary national stakeholder groups in a nation (i.e., citizens, businesses and governments) in facilitating both e-government and e-commerce development" in a nation. Furthermore, using the IT impact perspective, this paper also examines the impact of e-government and e-commerce development on the 'IT usage patterns' of the three identified national stakeholder groups. The findings from this study illustrate that Citizen IT readiness is significantly associated with the development of e-government but not with e-commerce development while government IT readiness is significantly associated with e-commerce development but not with the development of e-government. The analysis from this research delineates the roles played by e-government as well as e-commerce in a nation in enhancing the IT usage for all the national stakeholder groups. As per this paper, e-government development has emerged as an area of prime focus for the policy-makers targeting economic development of the nation.

The next two papers examine issues related with adoption of e-government from individual (i.e., citizen, consumer or employees) perspective.

The third paper by Forrest V. Morgeson III, using a sample of survey responses from end-users of e-business and e-government websites data from the American Customer Satisfaction Index (ACSI), develops and tests a structural model comparing determinants and outcomes of satisfaction across these domains. The results illustrate that while some similarities do exist, for e-business users, satisfaction is predominantly a function of the 'personalisability' of the website. On the other hand, satisfaction with e-government is determined equally by the various hypothesised predictors.

The fourth paper by Moaman Al-Busaidy and Vishanth Weerakkody provides a comprehensive review of e-government practices, assesses the levels of e-government implementation and evaluates critical success factors for e-government implementation in the Sultanate of Oman. Using a quantitative survey-based study in three key public service agencies, the paper identifies the salient factors currently influencing the development and implementation of e-government in Oman. The paper offers valuable lessons for e-government researchers and practitioners in the Gulf region by empirically exploring the relationship between:

- accessibility, efficiency, availability and confidence
- security, privacy and trust
- IT workforce capability and e-government integration in an Omani context.

The next three papers examine one of the emerging and cutting-edge research issues related to e-government and transformational government.

Vikas Jain and Shalini Kesar compare and contrast the issues confronting citizens with those faced by e-government implementers. The findings of the research indicate that the success of e-government at local level requires a strong partnership between local government and citizens. Additionally, the study results indicate the lack of clear strategy at the level of local authorities for changing the way the government interacts with citizens.

Moving from e-government to t-government, Anne Fleur van Veenstra, Bram Klievink and Marijn Janssen investigate impediments for t-government by conducting a literature review and using this to investigate three case studies. The impediments found in the literature primarily originate from literature not focusing on the transformational stage of e-government. These barriers were confirmed and extended using the case studies. The impediments simultaneously occur on the governance, organisational and managerial, and technical levels and need to be addressed together.

Gustav Aagesen and John Krogstie, employing a combination of experimental methods and case studies, establish a model to aid the conceptual understanding of the dynamics of modern government service delivery. In light of this model, scenarios for service-centric and citizen-centric delivery of government services are presented. The paper describes areas crucial to government service delivery and its supporting tools, methods and infrastructure in the transformational government scenario.

Finally, Yogesh K. Dwivedi, Mohini Singh and Michael D. Williams analyse five years (from 2004 to 2008) of e-government research published in the *Electronic Government: An International Journal* (EG). Using a profiling approach, the authors analyse 146 EG publications employing demographic variables such as most prolific authors, universities associated with the most publications, geographic diversity, authors' backgrounds and co-author analysis. The findings suggest that although a large numbers

of authors have contributed to EG for generating its intellectual wealth, very few authors have made contribution to more than one paper. The analysed data also illustrate some imbalances in terms of authors' disciplines, genders and backgrounds. The paper also highlights growth and evolution of electronic government research in different universities and regions as reported in EG.

We anticipate that the papers included within this special issue will prove to be a useful source of information for those readers who wish to learn more about the various facets of the e-government and t-government research both from the government and citizen perspectives.

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