Introduction to E-government Services and Information Mini-track

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This mini-track explores various types of electronic services and information in the public sector. The mini-track includes five papers that address diverse e-government services from across the globe using both quantitative and qualitative measures.

The first paper entitled "Understanding the Impact of Political Structure, Governance and Public Policy on e-Government" by Girish Gulati, David Yates, and Christine Williams examines two measures of e-government effectiveness: the online services index and the e-participation index. The authors analyze the impact of political structure, administrative culture and policy initiatives on both indices in over 100 countries. The results of multiple regression analysis show that there is greater e-government capability in countries that have a culture of sound governance and the development of information and communication technologies.

The second paper entitled "Critical Success Factors for Shared Services: Results From Two Case Studies" by Mark Borman and Marijn Jannsen examines existing critical success factors (CSFs) research. The authors posit that there are three distinct types of CSF: outcome, implementation process and path dependent characteristic. Two public sector case studies of shared services in Australia and the Netherlands are used to illustrate these CSFs.

The third paper by Tobias Giesbrecht, Joachim Pfister, and Gerhard Schwabe is entitled "A Self-Determination Perspective on IT-based Citizen Advisory Support." It assesses the design requirements needed to develop value-added IT-systems for citizen advisory services with an emphasis placed on addressing the intrinsic needs of users. The authors use self-determination theory to analyze current literature perspectives on how to design adequate IT-systems fostering users’ basic needs. Then, using a design science approach, the authors implement these requirements in a software prototype and evaluate them qualitatively.

The fourth paper entitled "Incrementally Clustering Legislative Interpellation Documents" by Fu-ren Lin and Yu-tze Huang proposes an incremental clustering mechanism that can be used to mitigate information overload. This study presents a two-stage clustering approach. It applies the incremental clustering method to a group of related legislative documents.

Finally, the fifth paper entitled "Understanding the Impact of National Culture on E-Government Adoption" by Cigdem Akkaya, Petra Wolf, and Helmut Krcmar explores how national culture helps to shape citizen perceptions, perceptions which ultimately facilitate or impede the adoption of new technologies. The authors posit that the high risk-averseness of the German nation hinders the adoption of e-government services. Preliminary results are discussed.