Citizens and E-Government: Evaluating Policy and Management

Christopher G. Reddick
The University of Texas at San Antonio, USA
Table of Contents

Preface ........................................................................................................................................... xix
Acknowledgment ............................................................................................................................. xxiv

Section 1
Theoretical and Conceptual Issues

Chapter 1
Designing, Implementing, and Evaluating User-Centered and Citizen-Centered E-Government ................................................................................................................................. 1
Paul T. Jaeger, University of Maryland, USA
John Carlo Bertot, University of Maryland, USA

Chapter 2
Pieter Verdegem, Ghent University, Belgium
Laurence Hauttekeete, Ghent University, Belgium

Chapter 3
Tong-yi Huang, National Cheng-chi University, Taiwan
Chung-pin Lee, National Cheng-chi University, Taiwan

Chapter 4
Effectiveness of E-Government in Delivering Services .................................................................. 53
Ronnie Park, Nova Southeastern University, USA

Chapter 5
An Evaluation Framework for E-Government Projects .................................................................. 69
Panos Fitsilis, TEI Larissa, Greece
Leonidas Anthopoulos, TEI Larissa, Greece
Vassilis C. Gerogiannis, TEI Larissa, Greece
Chapter 12
Considering the Role of E-Government in Cybercrime Awareness and Prevention: Toward a Theoretical Research Program for the 21st Century ......................................................... 221

J. Mitchell Miller, University of Texas at San Antonio, USA
George E. Higgins, University of Louisville, USA
Kristina M. Lopez, University of Texas at San Antonio, USA

Chapter 13
Citizen Centric or Government Centric? Perceptions of Risk in New Identity Management Systems ................................................................. 234

Ruth Halperin, London School of Economics, UK
James Backhouse, London School of Economics, UK

Chapter 14
Citizens and Service Channels: Channel Choice and Channel Management Implications ........... 250

Willem Pieterson, University of Twente, The Netherlands

Chapter 15
Comparing Citizens’ Use of E-Government to Alternative Service Channels .................. 268

Christopher Reddick, The University of Texas at San Antonio, USA

Chapter 16
Social Tagging to Search and Recommend Government Information .......................... 283

Janice Warner, Georgian Court University, USA
Soon Ae Chun, College of Staten Island - City University of New York, USA

Section 3
Case Studies

Chapter 17
Engaging Citizens on the Internet: An Assessment of Local Governments in Ohio ............ 298

Mark K. Cassell, Kent State University, USA
John Hoornbeek, Kent State University, USA

Chapter 18
Assessing e-Government Services: The Case of e-Filing of Personal Income Tax in Malaysia ........................................................................................................... 317

Maniam Kaliannan, Universiti Teknologi MARA, Malaysia
Murali Raman, Universiti Teknologi MARA, Malaysia
Magiswary Dorasamy, Multimedia University, Malaysia