# Table of Contents

## Chapter 1
*Corien Prins*
**Electronic Government. Variations on a Concept**

## Chapter 2
*Perri 6*
**E-governance. Do Digital Aids make a Difference in Policy Making?**

1. Introduction
2. The Rise of E-Governance
3. Theories of E-Governance
   3.1 Rationalisation
   3.2 The Price of Reason
   3.3 Noise, Fragmentation and the Erosion of Reason
   3.4 Technology as Totem, Fetish Arena and Foil in Ritualised Social Conflict
4. Comparing the Theories
5. Technologies to Support Judgment and Appreciation in E-Governance

## Chapter 3
*John Taylor and Eleanor Burt*
**Pluralising Teledemocracy. Not-for-Profits in the Democratic Polity**

1. Issues, Orthodoxies and Boundaries
2. Voluntary Campaigning Organisations in the Information Age
3. Looking More Deeply
4. Parliamentary Web-sites. A Democratic Contrast
   4.1 Basic Information about Parliament
   4.2 Basic Information about Parliamentarians
   4.3 Providing Citizen Services
   4.4 Providing For Active Citizenship
   4.5 Supporting Electronic Access
   4.6 Innovative Features
5. Teledemocratic Comparisons. Parliamentary and Voluntary Organisation Web-sites
6. Conclusions

## Chapter 4
*Charles D. Raab*
**Electronic Service Delivery in the UK. Proaction and Privacy Protection**

1. Introduction
2. IAG in the United Kingdom
3. IAG as a Governance Strategy
4. Privacy as a Condition of IAG
# Table of Contents

5 The Privacy 'Mix" .......................... 54
6 Conclusion ................................ 58

**Chapter 5**  
*Klaus Lenk and Roland Traunmüller*

**Broadening the Concept of Electronic Government** ........................................ 63
1 Broadening the Concept of Electronic Government ......................................... 63
2 The Addressee’s Perspective. Integrated Access Management and Single-Window Service ................................. 64
3 The Process Perspective. Redesigning Organisations ....................................... 66
4 The Co-operation Perspective. Sustaining Collaborative Decision-Making .......... 68
5 The Knowledge Perspective. Managing Distributed Domain Knowledge ............. 70
6 The Future Shape of Electronic Government .................................................. 71

**Chapter 6**  
*Miriam Lips*

**International Policy Developments Towards E-Government** ........................ 75
1 Introduction ................................. 75
2 The United States of America .......... 76
3 Singapore .................................. 80
4 Australia .................................. 84

**Chapter 7**  
*Koen Zweers and Kees Planqué*

**Electronic Government in the US. From an Organization-Based Perspective Towards a Client Oriented Approach** .............................. 91
1 Introduction ................................ 91
2 Electronic Government Defined ...... 92
3 The Federal Government. Policy and Initiatives ........................................... 93
3.1 Federal Government ...................... 93
3.2 National Partnership for Reinventing Government (NPR) .............................. 95
3.3 Government Coordination of E-Government Initiatives ............................... 98
3.4 Private Sector Partnerships ......... 99
4 The Federal Government. Legislation ............................................................. 103
4.1 Paperwork Reduction Act .......... 103
4.2 Electronic Freedom of Information Act ...................................................... 104
5 Electronic Government on State and Local Levels ....................................... 104
5.1 Information and Services Provided by States .......................................... 104
5.2 Information and Services Cities and Counties Offer Online ....................... 105
6 Case Studies ............................... 106
7 Private Sector E-Government Applications .................................................... 117
8 Internet Usage .................... 117
9 Conclusion .................................. 118
# Table of Contents

## Chapter 8
*Frans De Bruïne*

**E-Government. A European Priority**  
1. Introduction  
2. The E-Europe Initiative  
3. E-Government  
4. How to Move Forward?  

## Chapter 9
*Roger van Boxtel*

**Dutch Perspective and Initiatives**  
Speech by Roger van Boxtel, Minister for Urban Policy and Integration of Ethnic Minorities  

## Chapter 10
*Silvio Salza and Massimo Mecella*

**Italian Approach to the E-government**  
1. Introduction  
2. The Authority for Information Technology in the Public Administration  
3. The Public Administration’s Unified Network  
4. Digital Signature and Personal Identification  
5. Access Portals  
6. Database Integration  
7. Document Management  
8. Educational Training  

## Chapter 11
*Wim van de Donk and Bram Foederer*

**E-Movements or Emotions? ICTs and Social Movements. Some Preliminary Observations**  
1. Introduction. New Media and New Social Movements  
2. Social Movements. Five Theoretical Approaches  
3. Social Movements. Mapping a Heterogeneous Phenomenon  
4. A Quick Scan of Some Websites in the Domain of Ecological and Environmental Movements  
5. ICTs and Social Movements. A Double Pattern of Institutionalisation?  

## Chapter 12
*Matt Poelmans*

**Citizen Centered Government, the Dutch approach**  
1. Reinventing Dutch Government  
2. Customer Orientation  
3. Implementation Phase  
4. Demanding Citizens
# Table of Contents

## Chapter 13
*Herbert Kubicek and Martin Hagen*

**Integrating E-Commerce and E-Government. The Case of Bremen Online Services**

1. Introduction .......................... 177
2. Background ......................... 177
3. Basic Principles of the Bremen Concept .......... 179
4. Selected Application Bundles .................. 183
5. Technical Infrastructure .................... 188
5.1 Basic Considerations and Procedures .......... 188
5.2 Components of the Online Infrastructure .... 189
6. Adaptation of Legal Provisions ............... 193
7. Implementation by a Development and Operating Company ...... 194
8. Conclusions .......................... 195

## Chapter 14
*Christopher Theunissen*

**The Role, Impact and Implications of Cellular (mobile) Telephone Technology on Electronic Government and Informatization**

1. Introduction .......................... 197
2. New World Information Order .................. 197
3. Information Divide ........................ 199
4. Electronic Government and Issues of Access .... 201
5. ICTs and Democratic Governance ............... 202
6. SA Government Presence on the Internet/WWW .......... 204
7.1 Cellular (mobile) Telephone Status Quo in South Africa .... 206
7.2 Cellular (mobile) Telephone Technology and E-Government in South Africa .......... 207
7.3 Future and Potential of Cellular (mobile) Telephone Technologies vis a vis E-Government in South Africa .......... 208
8. Conclusion .......................... 209

## Authors

213

## Index

217