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12 E-Government for All: From Improving Access to Improving the Lives of the DisadvantagedPART III T-Government and Public Service Delivery; 13 Collaborative Government: E-Enabled Interagency Collaboration as a Means for Government Process Redesign; 14 Diffusion of Personalized Services among Dutch Municipalities: Evolving Channels of Persuasion; 15 E-Government Adoption of XBRL: A U.K./U.S. Comparison; 16 E-Government Implementation in Times of Change: The Role of Shared Services in Transforming Government; 17 E-Strategic Management Lessons from Greece
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Sommario/riassunto

Over the last decade governments in Europe and North America have attempted to improve efficiency of public services through Information and Communication Technology, commonly branded as electronic government (e-government). Public Sector Transformation through E-Government explores the influence that e-government has on public sector organizations, the organizational complexities that result, and its impact on citizens and democratic society. This book examines e-government's potential to transform public services from a theoretical perspective, and provides practica
