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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