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Soggetti	Computers and civilization Computers Law and legislation Management information systems Computer science Computer communication systems User interfaces (Computer systems) Application software Computers and Society Legal Aspects of Computing Management of Computing and Information Systems Computer Communication Networks User Interfaces and Human Computer Interaction Computer Appl. in Administrative Data Processing
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Reflecting E-Government Research -- Profiling the EG Research Community and Its Core -- Mapping the E-Government Research with Social Network Analysis -- Qualitative Data Analysis of Issue Interrelations and Interdependencies for E-Government Research Planning -- Administrative Reform and Public Sector Modernization --

Caste Structures and E-Governance in a Developing Country --
Towards Coordination Preparedness of Soft-Target Organisation --
Transforming Crisis Management: Field Studies on the Efforts to
Migrate from System-Centric to Network-Centric Operations -- Joined-
Up E-Government – Needs and Options in Local Governments -- Can
ICT Reform Public Agencies? -- Time to Give in: Firm Belief in
Administrative Reform as a Driver for Delivering Benefits from IT --
Shared Service Center vs. Shared Service Network: A Multiple Case
Study Analysis of Factors Impacting on Shared Service Configurations
-- Performance Management and Evaluation -- E-Government
Implementation Evaluation: Opening the Black Box -- Refinement,
Validation and Benchmarking of a Model for E-Government Service
Quality -- Identifying Weaknesses for Chilean E-Government
Implementation in Public Agencies with Maturity Model -- A Multiple-
Item Scale for Assessing E-Government Service Quality -- Process-
Based Governance in Public Administrations Using Activity-Based
Costing -- Survey of E-Government Portals in European Capitals and
Large Cities: A Benchmarking Study of G2B-Services -- Assessment of
Website Quality: Scandinavian Web Awards Right on Track? -- Post
Recommendation in Social Web Site -- Aspects in Government-To-
Citizen Interactions -- Channel Integration in Governmental Service
Delivery: The Effects on Citizen Behavior and Perceptions -- Opening
the Black Box: Exploring the Effect of Transformation on Online Service
Delivery in Local Governments -- Democratizing Process Innovation?
On Citizen Involvement in Public Sector BPM -- Visual Culture and
Electronic Government: Exploring a New Generation of E-Government
-- On the Origin of Intermediary E-Government Services -- Finding the
Right Services for a Citizen Portal Lessons Learned from the Norwegian
Mypage Portal -- The State of Client-Centered Public Service Delivery in
the Netherlands -- Impact of Information and Communication
Technologies on School Administration: Research on the Greek Schools
of Secondary Education -- Building Blocks in E-Government
Advancements -- From National to Supranational Government Inter-
Organizational Systems: An Extended Typology -- eGIF4M:
eGovernment Interoperability Framework for Mozambique -- Metadata
Sets for e-Government Resources: The Extended e-Government
Metadata Schema (eGMS+) -- Bidding for Complex Projects: Evidence
from Italian Government's Acquisitions of IT Services -- Role-Based
and Service-Oriented Security Management in the E-Government
Environment -- IT Enabled Risk Management for Taxation and
Customs: The Case of AEO Assessment in the Netherlands --
Professional Presentation in Austrian E-Government -- Explaining the
Behavioral Intention towards BI Implementation in Public
Administrations – A Principal-Agent Theory Approach.

Sommario/riassunto

This book constitutes the refereed proceedings of the 8th International Conference on Electronic Government, EGOV 2009, held in Linz, Austria, in August/September 2008 within the DEXA 2009 conference cluster. The 34 revised full papers presented were carefully reviewed and selected from 119 submissions. The papers are organized in topical sections on reflecting e-government research, administrative reform and public sector modernization, performance management and evaluation, aspects in government-to-citizen interactions, and building blocks in e-government advancements.
