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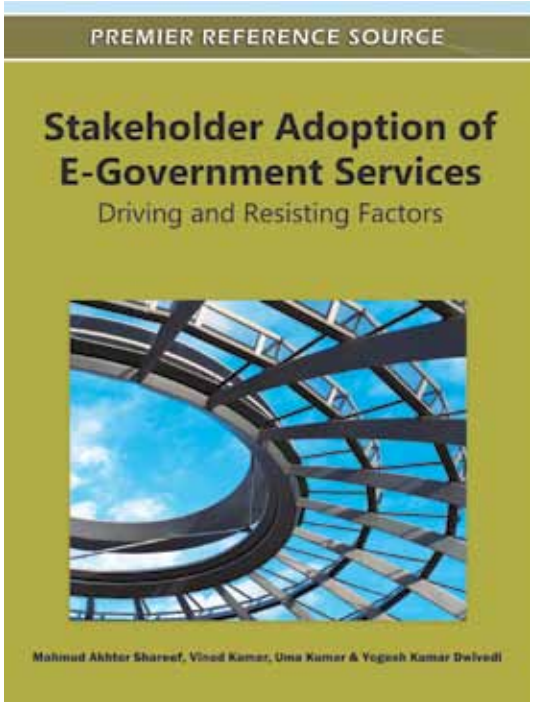
Stakeholder Adoption of E-Government Services: Driving and Resisting Factors



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The success of e-government – whether it is at the local, regional, or central level – largely depends on user acceptance of e-government, which requires a thorough understanding of stakeholder concerns.

Stakeholder Adoption of E-Government Services: Driving and Resisting Factors examines the stakeholders of e-government and reveals the stages of growth or service maturity levels. This publication sheds light on the paradigms and fundamental discourses of the e-government adoption process, including empirical studies in both developed and developing countries. Given these perspectives, issues, and critical factors, this book proposes a citizen-centric governing framework for e-government. Finally, the book provides tools to evaluate the performance of e-government projects and gives inferences from some implemented e-government projects.

Topics Covered:

- Adoption of E-services
- Comparative E-Government
- E-Government
- E-Government Demand
- E-Government Development
- E-Government Frameworks
- E-Government Implementation
- Governing E-Government
- Performance Evaluation
- Public Administration

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.

Mahmud A. Shareef is currently a post doctorate researcher in DeGroote School of Business, McMaster University, Hamilton, Canada. He is the recipient of Post Doctoral Fellow from Social Sciences and Humanities Research Council (SSHRC), Canada to conduct research on Electronic-government. Previously, he was a Research Associate in Ontario Research Network for Electronic Commerce (ORNEC), Ottawa, Canada. He has done his PhD in Business Administration from Sprott School of Business, Carleton University, Ottawa, Canada. He received his graduate degree from both the Institute of Business Administration, University of Dhaka, Bangladesh in Business Administration and Carleton University, Ottawa, Canada in Civil Engineering. His research interest is focused on development and performance of electronic-government and quality management of electronic-commerce. He is the principal author of the recently published book, Proliferation of the Internet Economy: E-Commerce for the Global Adoption, Resistance and Cultural Evolution, which has drawn enormous attention from scholarly researchers. He has published more than 30 papers addressing adoption and quality issues of e-commerce and e-government in different refereed conference proceedings and international journals. He is the author of 2 book chapters in Information Technology Handbook (IGI group) and has published 2 reputed books on quality management issues. He is an internationally recognized Information Technology (IT) consultant and has presented seminal papers in IT seminars. He was the recipient of more than 10 academic awards including 2 Best Research Paper Awards in the UK and Canada.

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