E-Government Service Maturity and Development: Cultural, Organizational and Technological Perspectives

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Implementing e-government services can give governments a competitive advantage by reducing operational and management costs, increasing transparency, and fulfilling their commitment to good governance. Yet, advances in e-government technologies and their applications present complex managerial and technological challenges.

E-Government Service Maturity and Development: Cultural, Organizational and Technological Perspectives discusses important concepts for public administration reformation, taking into account the complex social, administrative, cultural, and legal problems of implementing modern digital systems. The book helps define empirical studies and methodologies for e-government research and identifies factors affecting the development and proliferation of e-government. Researchers and practitioners will gain an understanding of managing e-government; meeting their strategies and objectives; building trust, confidence, and security; providing interactivity and community; developing personalized experiences and content; increasing service selection; and other issues essential to adopting, implementing, and sustaining e-government.

Topics Covered:
- E-Governance and Financial Reform
- E-Governance Implementation
- E-Government
- E-Government Adoption
- E-Government Interoperability
- E-Government Service Development
- Future Directions of E-Government
- Strategic Development of E-Government

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