

Digital Public Administration and E-Government in Developing Nations: Policy and Practice

Edward Francis Halpin
Leeds Metropolitan University, UK

David Griffin
Leeds Metropolitan University, UK

Carolynn Rankin
Leeds Metropolitan University, UK

Lakshman Dissanayake
University of Colombo, Sri Lanka

Nazmunnessa Mahtab
University of Dhaka, Bangladesh

A volume in the Advances in Electronic
Government, Digital Divide, and Regional
Development (AEGDDRD) Book Series

Information Science
REFERENCE

An Imprint of IGI Global

Table of Contents

Preface xix

Acknowledgment xxx

Section 1

Technological and Political in Developing E-Government: Administration, Policy, Politics, and Management

Chapter 1

Comparing E-Government Research in Developed vs. Emerging Economies: A Bibliometric Study ..1

Laura Alcaide Muñoz, University of Granada, Spain

Manuel Pedro Rodríguez Bolívar, University of Granada, Spain

Chapter 2

E-Governmentization: A Panacea for the Democratization of Developing Countries?.....25

JungHo Park, Korea Institute of Public Administration, South Korea

Greg Prombescu, Northern Illinois University, USA

Chapter 3

Political and Cultural Issues in Digital Public Administration43

Fuat Alican, Central American Scientific Research and Education Center, Costa Rica

Chapter 4

Integrated Architecture Framework for E-Government: A Socio-Technical Assessment of

E-Government Policy Documents74

Ephias Ruhode, Cape Peninsula University of Technology, South Africa

Chapter 5

E-Governance as a Paradigm Shift in Public Administration: Theories, Applications, and

Management.....97

Muhammad Muinul Islam, Jahangirnagar University, Bangladesh

Mohammad Ehsan, University of Dhaka, Bangladesh

Chapter 6

- Realizing E-Government: Delineating Implementation Challenges and Defining Success112
Alexandru V. Roman, California State University – San Bernardino, USA

Chapter 7

- Design of a Triple Helix Strategy for Developing Nations Based on E-Government and
Entrepreneurship: An Application to Ecuador.....138
*José Manuel Saiz Alvarez, Nebrija University, Spain & Catholic University of Santiago de
Guayaquil, Ecuador*
Rubén González Crespo, Universidad Internacional de La Rioja, Spain

Chapter 8

- Not Just Videogames: Gamification and its Potential Application to Public Services146
Alberto Asquer, University of London, UK

Chapter 9

- The Use of Social Network Sites to Market E-Government to Citizens166
María de Miguel Molina, Universitat Politècnica de València, Spain
Carlos Ripoll Soler, Universitat Politècnica de València, Spain

Section 2

Evidence: Case Studies and Issues of E-Government in Practice and Reality

Chapter 10

- Articulating Wider Smartphone Emerging Security Issues in the Case of M-Government in
Turkey177
Ronan de Kervenoael, Sabanci University, Turkey & Aston Business School, UK
Vasileios Yfantis, Ionian University, Greece

Chapter 11

- A Road Far Too Long? E-Government and the State of Service Delivery in Bangladesh206
Noore Alam Siddiquee, Flinders University, Australia
Md Gofran Faroqi, Flinders University, Australia

Chapter 12

- Understanding ICT: The Potential and Challenges for the Empowerment of Rural Women in
Bangladesh224
Nazmunnessa Mahtab, University of Dhaka, Bangladesh
Nehal Mahtab, Leeds Metropolitan University, UK

Chapter 13

- E-Governance Preparedness of Public Bureaucracy in Bangladesh248
Md. Rokon-Ul-Hasan, Bangladesh Public Administration Training Centre, Bangladesh
Mobasser Monem, University of Dhaka, Bangladesh

Chapter 14	
Beyond the Digital Divide: Language Factors, Resource Wealth, and Post-Communism in Mongolia	277
<i>Undrah Buyan Baasanjav, Southern Illinois University – Edwardsville, USA</i>	
Chapter 15	
Developing a Citizen-Centric eGovernment Model for Developing Countries: Case of Kurdistan Region of Iraq	292
<i>Hamid Jahankhani, Williams College, UK</i>	
<i>Mohammad Dastbaz, Leeds Metropolitan University, UK</i>	
<i>Shareef M. Shareef, University of Salahaddin, Iraq</i>	
<i>Elias Pimenidis, University of East London, UK</i>	
Chapter 16	
Development of E-Governance in Sri Lanka	307
<i>Suran Dissanayake, Leeds Metropolitan University, UK</i>	
<i>Lakshman Dissanayake, University of Colombo, Sri Lanka</i>	
Chapter 17	
Rural-Urban Digital Divide in Romania	317
<i>Virgil Stoica, Alexandru Ioan Cuza University of Iasi, Romania</i>	
<i>Andrei Ilas, Independent Researcher, Romania</i>	
Chapter 18	
ICTs and Their Impact on Women’s Roles and Evolution within Developing Societies.....	335
<i>Ana-Cristina Ionescu, Chamber of Commerce and Industry of Romania (CCIR), Romania</i>	
Chapter 19	
Medicare and Medicaid Services Online: Government Initiatives Narrowing Online Access Inequalities	359
<i>Mary Schmeida, Kent State University, USA</i>	
<i>Ramona McNeal, University of Northern Iowa, USA</i>	
Chapter 20	
The Role of E-Health in Developing Nations	374
<i>Shane O’Hanlon, University of Limerick, Ireland</i>	
Compilation of References	386
About the Contributors	436
Index	446