

Minitrack: From Implementation to Adoption: Challenges to Successful E-government Diffusion

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Description:

Since the mid 1990s ICT has played an important role in incrementally changing and shifting traditional and bureaucratic government models into the current e-government model where services are delivered according customers' needs. E-government implementation efforts have now evolved from basic information provisioning to more integrated service offerings in most countries. Having successfully e-enabled front office and customer facing processes during early e-government efforts, most countries are now working towards reengineering and e-enabling back office processes and information systems to facilitate more joined up and citizen centric e-government services; these efforts are often referred to as the transformational stage of e-government or t-government. Conversely, many researchers have proposed various stages of e-government development; these revolve mainly around four phases, which are web presence, interaction, transaction and transformation. The transformational phase (or t-government) is considered the highest level of maturity for e-government programmes and encompasses redefining the delivery of government services by providing a single point of contact to citizens' that makes the government transparent to citizens and businesses. Also, from a demand perspective extensive efforts are required to increase citizens' awareness about the transformation of the delivery of government services and their online availability. In order to prevent digital divide in terms of using e-government services, it is also necessary that citizens from all segments of society are equipped with basic ICT skills as well as private and or public access to high speed internet connections (i.e. through the use of broadband connections at home or in public places). The above-mentioned issues may seem obvious; nonetheless, we believe that they are critical challenges to various governments' plans for diffusion as well as citizens' adoption of e-government services.

Subsequently, there are also many technical, organizational, managerial and socio-economic challenges for successful implementation and adoption of e-government, which needs attention from various stakeholders including researchers and policy makers. The aim of this minitrack is to provide a common platform for discussion and presentation of original

research highlighting issues related with technical, organizational, managerial and socioeconomic aspects of e-government implementation and adoption from both the government and citizen's perspective.

The mini-track will focus on:

- The development, implementation, control and maintenance of e-government and Transformational government projects.
- Different process, information systems and technology integration approaches used in e-government and t-government projects
- Enterprise architecture at various levels of government
- IT-Governance, integrated service delivery and reengineering of the public sector
- Barriers to awareness, adoption and diffusion of e-government services
- Barriers to implementing transformational stage e-government (or t-government)
- Evaluation of case studies
- Technology alignments in e-government and t-government
- Innovative applications and best practices in e-government and t-government
- Overview studies; development within countries, policies, infrastructure facilities and comparative studies (comparing countries)
- Role of high-speed internet in encouraging adoption and diffusion of e-government services
- Role of socio-economic determinants in encouraging adoption and diffusion of e-government services
- Policy and strategy to create and disseminate successful e-government services
- E-government and digital divide

Best papers from AMCIS 2010 will be published in a special issue of the International Journal of Electronic Government Research (IJEGR)