

# Chapter 1

## Electronic Government: Principles and Applications

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### **ABSTRACT**

*This chapter indicates the prospect of Electronic Government (e-government); e-government, Actor-Network Theory (ANT), and network management; e-government and transparency; the adoption and diffusion of e-government systems; the usability and use of e-government websites; the implementation of e-government systems; and the significant perspectives on e-government. To the extent that e-government makes it easier for citizens to conduct their affairs with government and to simply retrieve important information they need, e-government can both increase efficiency and increase the relevance of the government in the aspects of the citizens and businesses. The significant advantages of e-government for businesses and governments include the reduced cost of doing business, increased access to information, and the growth in public esteem for governments. The chapter argues that utilizing e-government has the potential to increase performance and achieve strategic goals in the public and private sectors.*

### **INTRODUCTION**

Electronic government (e-government) has rapidly become a political imperative at the local, national, and international levels (Azab, 2010). E-government is citizen-driven and its variation in an area's demographics would likely impact the government's utilization of emerging technology, such as social media (Cumbie & Kar, 2015). E-government changes the way that governments deliver the online services and

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becomes an integral part of governmental strategies (Zhang, Xu, & Xiao, 2014). Through e-government, many governments communicate their information and services through digital methods and advocate the promotion of digital inclusion (da Silva & da Silva, 2010). Different government departments at all levels of the governance hierarchy electronically respond to millions of citizen demands through e-government (Sagheb-Tehrani, 2016).

New technologies have offered the possibilities for the democratic and public administrative procedures to become more efficient and accessible to the public, thus giving birth to e-government, which has wider implications for governance and democracy (Siskos, Askounis, & Psarras, 2014). E-government has become a priority for many governments across the globe and the main change drivers in the provision of new services in the public administration context (Moreira & Zimmermann, 2015). E-government is the strategic innovation which has become a powerful agent of change for developing the improved government's services and supporting the modernization of government's operations (Mousa, 2013).

E-government offers online services regarding information, communication, and transaction toward enhancing government-related processes (Kollmann & Kayser, 2010). Many governments have created websites and portals which provide information about government agencies and transactions, such as tax payment systems, online communities, job search, licensing, and vehicle registration (Sandoval-Almazán & Gil-Garcia, 2008). Social media transforms the nature of interaction among individuals and organizations and has the potential to overcome the restrictive challenges of e-government (Cumbie & Kar, 2015).

This chapter focuses on the literature review through a thorough literature consolidation of e-government. The extensive literature of e-government provides a contribution to practitioners and researchers by indicating the principles and applications of e-government in order to maximize the impact of e-government in the public and private sectors.

## **Background**

In the past 30 years, the public sector in many parts of the world and in Europe has been shaken by various intellectual and political waves of innovation going under different names (Muccio & Mauri, 2012), such as new public management (Dunleavy & Hood, 1994), public value management (O'Flynn, 2007), reinventing government (Osborne & Gaebler, 1993), and new governance (Rhodes, 1996). The cessation of new public management had given rise to the digital-era governance (DEG), which was initiated to change the way public organizations operate, with specific focus given on the delivery system and governance (Omar & Osmani, 2015). Offering more

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