

## Chapter XII

# A Bibliometric Analysis of Electronic Government Research

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### ABSTRACT

*The main purpose of this chapter is to provide readers an exhaustive list of references focused upon electronic government related issues. The chapter also presents information on a series of variables which were extracted after conducting a bibliometric analysis of 1,037 articles on various aspects of electronic government research, published in 19 peer reviewed journals between 1986 and 2008. Results of this research may have implications for authors/researchers, journal and book editors, reviewers and universities.*

### INTRODUCTION

It has been argued that the electronic government concepts and applications are varied and ranges from facilitating regular interaction and transactions of citizens with local and federal/national Governments to managing the unforeseen calamities and anti-social behaviour (Irani and Dwivedi, 2008). It has also been argued that electronic government research is truly multi-

disciplinary in nature and required theories and methods from various disciplines to understand and explain the issues related with its conception, design, implementation, adoption, use and impact (Irani and Dwivedi, 2008). Many scholars suggest electronic government research still in emerging state but others argues that e-government research currently moving towards initial maturity. Since it's a relatively new area of investigation, there are only few academic outlets (*Electronic Gov-*

*ernment, An International Journal, International Journal of Electronic Government Research and Transforming Government: People, Process and Policy (TGPPP)*) dedicated solely to publish research on e-government (Dwivedi 2009). This indicates that electronic government research may have opening in various journals and conferences from its reference disciplines (such as information systems, electronic commerce, public administration etc.). However, such wide distribution of the research publications on electronic government poses problems to potential researchers searching publications sparsely located across various disciplines. Such challenges become more severe if researchers unfortunately do not have access to academic search databases representing various reference disciplines. A thorough literature search and analysis critical for establishing research gap and providing basis for new research and to identify relevant theoretical and methodological approaches. Considering the wide distribution of the electronic government research and critical role of accessibility of published research, it was felt important to undertake an analysis of published research in this area as hardly any published research has made such attempt.

Therefore, the main purpose of this chapter is to provide electronic government researchers an exhaustive list of references focused upon electronic government related issues. Utilising identified references the chapter also attempts to create a profile of electronic government research on following dimensions: subject categories; source titles publishing most articles on electronic government; the general trends on electronic government research according to the year of publication; and countries and institutions (and hence areas of greatest activity) with the largest number of publications on electronic government; authors active in the area of electronic government.

In order to realise aforementioned aim, a Bibliometric analysis of 1037 articles published during the period 1986-2008 was conducted. The remainder of this chapter is structured as follows.

In Section 2 a discussion of the method employed in this analysis is presented. Findings are presented and discussed in Section 4 and finally, Section 5 presents conclusions from this work and the limitation to the approach.

## **METHODOLOGY**

The method utilised in this study is adapted from previous studies which have employed Bibliometrics approach to analyse literature on specific topics (Dwivedi et al. 2008abc). In line with previous studies (Dwivedi et al. 2008abc) this research also made use of the academic journals database provided by Thomson Scientific (previously known as the Institute for Scientific Information (ISI)). The Web of Science® product provides two main search-techniques i.e. 'General Search' and 'Advanced Search'. The search-technique used within this research exercise was the 'General Search'. The main reason for employing a 'General Search' approach was simply that its easy to use characteristics facilitate the repetition of searches without any confusion, henceforth is straightforward to obtain consistent results in repetitive searches provided the same search criteria are applied (Dwivedi et al. 2008abc).

In order to identify publications specific to the electronic government area, following search-terms were sought after in this study: "Electronic government" OR "egovernment" OR "e-government" OR "e-gov" OR "egov" OR "transformational government" OR "online government" OR "e-democracy". The search was restricted to occurrences of any of these keywords appearing in the article title in order to avoid locating publications where any of these keywords might have been used as casual words in the main text. However, if one of these words appeared in the article title, it suggested that the main focus of the article is electronic government related issues in some form. The search using the aforementioned keywords resulted in 1037 con-

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