

# **3rd International Conference on eGovernment**

**(ICEG 2007)**

**Montreal, Canada  
27 – 28 September 2007**

**Editors:**

**Dan Remenyi**

**ISBN: 978-1-63266-829-5**

**Printed from e-media with permission by:**

Curran Associates, Inc.  
57 Morehouse Lane  
Red Hook, NY 12571



**Some format issues inherent in the e-media version may also appear in this print version.**

Copyright© The Authors, (2007). All Rights Reserved.

No reproduction, copy or transmission may be made without written permission from the individual authors.

Papers have been double-blind peer reviewed before final submission to the conference. Initially, paper abstracts were read and selected by the conference panel for submission as possible papers for the conference.

Many thanks to the reviewers who helped ensure the quality of the full papers.

Printed by Curran Associates, Inc. (2014)

Published by Academic Conferences Ltd.  
Curtis Farm Kidmore End  
Reading RG4 9AY UK

Phone: 441 189 724 148

Fax: 441 189 724 691

[info@academic-conferences.org](mailto:info@academic-conferences.org)

**Additional copies of this publication are available from:**

Curran Associates, Inc.  
57 Morehouse Lane  
Red Hook, NY 12571 USA  
Phone: 845-758-0400  
Fax: 845-758-2634  
Email: [curran@proceedings.com](mailto:curran@proceedings.com)  
Web: [www.proceedings.com](http://www.proceedings.com)

# ICEG 2007

## Contents

Paper Title	Author(s)	Page No.
Preface		v
Biographies of Conference Chairs, Programme Chair, Keynote Speaker and Mini-track Chairs		vii
Biographies of contributing authors		viii
Opening the Black Box: Economic and Organisational Effects of e-Government	<i>Georg Aichholzer, Austrian Academy of Sciences, Vienna, Austria</i>	1-10
The e-Government in Uzbekistan: On a way to Information Society	<i>Farrukhjon Akramov<sup>1</sup> and Bobur Khudoyberganov<sup>2</sup></i> <i><sup>1</sup>Tashkent State institute of Law, Uzbekistan</i> <i><sup>2</sup>Edumig global LTD, Tashkent, Uzbekistan</i>	11-20
Measuring Impacts of ICT on the Process Landscape of Public Administrations	<i>Lars Baacke<sup>1</sup>, René Fitterer<sup>1,2</sup>, and Peter Rohner<sup>1</sup></i> <i><sup>1</sup>University of St. Gallen, Switzerland</i> <i><sup>2</sup>SAP Research CEC, St. Gallen, Switzerland</i>	21-30
Electronic Government in Brazil: A Historical Perspective of its Development Based on a Structured Model of Analysis	<i>Alexandre Barbosa, Alvaro Junqueira, Eduardo Diniz, Otavio Prado</i> <i>Escola de Administração de Empresas de São Paulo, Brazil</i>	31-40
The European Union and e-Democracy: Interactive Policy-Making Initiative (IPM)	<i>Tuna Baskoy</i> <i>Ryerson University, Toronto, Ontario, Canada</i>	41-52
Model Project: Workflow for the Austrian Social Insurance Code of Reimbursement	<i>Gerd Bauer</i> <i>Hauptverband der Österreichischen Sozialversicherungsträger, Wien, Austria</i>	53-60
Digital Planning Dialog	<i>Lasse Berntzen<sup>1</sup> and Jon Arne Trollvik<sup>2</sup></i> <i><sup>1</sup>Vestfold University College, Tønsberg, Norway</i> <i><sup>2</sup>Norwegian Mapping and Cadastre Authority, Hønefoss, Norway</i>	61-68
Is e-Government on the Agenda of Small Municipalities? Empirical Evidence from an Italian Case Study	<i>Francesco Bof<sup>1</sup> and Pietro Prevital<sup>2</sup></i> <i><sup>1</sup>SDA Bocconi School of Management, Milan, Italy</i> <i><sup>2</sup>Business Research Department, University of Pavia, Italy</i>	69-76
Formalization and Analysis of Public Administration Domain with the OTS/CafeOBJ Method	<i>Xiaoyi Chen, Jianwen Xiang, Weiqiang Kong, and Kokichi Futatsugi</i> <i>Japan Advanced Institute of Science and Technology, Nomi, Ishikawa, Japan</i>	77-86

<b>Paper Title</b>	<b>Author(s)</b>	<b>Page No.</b>
e-Government in Russia: Obstacles on the way to Improve Public Management in a Federal State	<i>Sergey Chernov, Alexander Larichev and Tatiana Chernova Petrozavodsk State University, Russia</i>	87-92
L'intranet, Vecteur de Partage des Informations au Sein des Collectivites Territoriales	<i>André Fayaud Institut d'Administration des Entreprises, CEREGE, Poitiers, France</i>	93-100
Internet Policy Markets to Prevent Legislative Corruption	<i>James Gamble III PoliticalSheepdog.com, Gibson Island, Maryland, USA</i>	101-106
Interstellar Government	<i>Karl Gangle Glen Ellyn, IL, USA</i>	107-120
Dynamic Workflow Generation with Semantic Web Services: A Case Study in Public Administration Service Provision	<i>Sotirios Goudos<sup>1</sup>, Vassilios Peristeras<sup>2</sup>, Dimitrios Tektonidis<sup>3</sup>, Efthimios Tambouris<sup>1</sup>, Konstantinos Tarabanis<sup>1,4</sup> <sup>1</sup>Centre for Research and Technology Hellas, Thessaloniki, Greece <sup>2</sup>National University of Ireland, Galway, Ireland <sup>3</sup>ALTEC S.A., 6 M.Kalou, Thessaloniki, Greece <sup>4</sup>University of Macedonia, Thessaloniki, Greece</i>	121-130
The Integrated use of Paper and Electronic Processes in a Public Agency in Luxembourg	<i>Patrik Hitzelberger and Fernand Feltz Centre de Recherche Public, Belvaux, Luxembourg</i>	131-138
Virtual Policy Networks: Where all Roads Lead to Rome	<i>Kathleen McNutt University of Regina, Canada</i>	139-150
Impact de la Cyberadministration Omniprésente Dans la Coordination d'activités Municipales	<i>Diane Mercier Ville de Montréal, Québec Canada</i>	151-160
The Effects of Online Groups on e-Government	<i>Charles Mitchell Grambling State University, Louisiana, USA</i>	161-168
e-Government in Cyprus: The Reality and the Perspective	<i>Panayiotis Panayiotou Lands and Surveys Department, Lefkosia, Cyprus Intercollege, School of Business, MBA Program, Lefkosia, Cyprus</i>	169-178
Analyzing and Comparing European e-Government Strategies	<i>Konstantinos Parisopoulos<sup>1</sup>, Efthimios Tambouris<sup>2</sup> and Konstantinos Tarabanis<sup>1</sup> <sup>1</sup>University of Macedonia, Thessaloniki, Greece <sup>2</sup>Informatics and Telematics Institute, Thessaloniki, Greece</i>	179-188
Can e-Government Improve Charities Effectiveness, Efficiency and Communication ?	<i>Michel Plaisent, Amadou Diallo et Prosper Bernard University of Québec in Montréal, Canada</i>	189-196

<b>Paper Title</b>	<b>Author(s)</b>	<b>Page No.</b>
The Austrian e-card as a Citizen Card	<i>Simone Polzer</i> Main Association of the Austrian Social Insurance Institutions, Vienna, Austria	197-206
How Cyberterrorism Challenges e-Government and its Successful Implementation	<i>Rajash Rawal and Paul Nixon</i> HEBO, The Hague University, The Netherlands	207-214
Lessons Learned from Testing, Analyzing and Problem Solving an Online Military Watchboard Medical Decision Support System (MWMDSS) Application: Potential Implications for Civilian and e-Government Organizations	<i>James Rodger<sup>1</sup> and Parag Pendharkar<sup>2</sup></i> <sup>1</sup> Indiana University, PA, USA <sup>2</sup> Penn State Capitol College, PA, USA	215-226
The Development of e-Government Framework Based on Open Source in Indonesia	<i>Didi Rosiyadi<sup>1</sup>, Nuryani<sup>1</sup> and Dana Waskita<sup>2</sup></i> <sup>1</sup> Indonesia Institute of Sciences, Bandung, Indonesia <sup>2</sup> Institute of Technology, Bandung	227-232
Leading Factors to Assess and Conduct Effective e-Government Deployment: Modelling, Analysis, and Practice	<i>Moufida Sadok<sup>1</sup> and Yacine Djemaief<sup>2</sup></i> <sup>1</sup> Institute of Technology in Communications at Tunis, Tunisia <sup>2</sup> University of the 7th of November at Carthage, Tunisia	233-242
Towards the e-Government Shop: Applying the e-Shop Paradigm to e-Government	<i>Peter Salhofer, David Ferbas, Gerhild Janser and Barbara Meyer</i> University of Applied Sciences, Graz, Austria	243-252
Quality-Aware Agents for e-Government Information Systems Architecture	<i>Gabriella Salzano<sup>1,3</sup>, Abdelbasset Guemeida<sup>1,3</sup> and Robert Jeansoulin<sup>2,3</sup></i> <sup>1</sup> Laboratoire Sciences et Ingénierie de l'Information et de l'Intelligence Stratégique (S3IS) <sup>2</sup> Laboratoire d'Informatique de l'Institut Gaspard Monge. CNRS UMR8049 <sup>3</sup> Université de Paris-Est, Paris, France	253-264
eSV - A Forward-Looking Initiative of all Social Insurance Institutions for Customer-Friendly Service on the Internet	<i>Christian Schuller</i> Main Association of Austrian Social Insurance Institutions, Vienna, Austria	265-270
The Aging and Disability Resource Center in Global Perspective	<i>Mack Shelley II, and Seongyeon Auh</i> Iowa State University, Ames, Iowa, USA	271-278
e-Government Services to Support Vaccination Programmes: Libya, A Successful Implementation	<i>Nassraddeen Amer Sweisi<sup>1</sup>, Fatma Younis Eldresi<sup>2</sup> and Carl Adams<sup>1</sup></i> <sup>1</sup> University of Portsmouth, UK <sup>2</sup> The Arabian Gulf Oil Company, National Oil Corporation, Libya	279-290

<b>Paper Title</b>	<b>Author(s)</b>	<b>Page No.</b>
Multichannel e-Government. A Reality Check by way of in-Depth User and Usability Research in Flanders	<i>Leo Van Audenhove<sup>1</sup>, Greet Jans<sup>2</sup>, Tomas Staelens<sup>1</sup>, Jeroen Van Attenhove<sup>2</sup>, An Jacobs<sup>1</sup>, Pieter Verdegem<sup>3</sup> and Laurence Hautekeete<sup>3</sup></i> <i><sup>1</sup>IBBT-SMIT, Vrije universiteit Brussel, Belgium</i> <i><sup>2</sup>IBBT-CUO, Katholic University Leuven, Belgium</i> <i><sup>3</sup>IBBT-MICT, University of Ghent, Belgium</i>	291-300
Conditions for Creating e-Government	<i>Johan Van Wamelen</i> <i>Ordina Consulting, Delft, The Netherlands</i>	301-306
MySpace: My Politics	<i>Brandon Waite</i> <i>University of Tennessee, Knoxville, USA</i>	307-314
24-7 Government, the Permanent Campaign, and e-Democracy: An Analysis of Massachusetts Governor Deval Patrick's Interactive Website	<i>Christine Williams</i> <i>Bentley College, Waltham, MA, USA</i>	315-322
e-Participation in Comparison and Contrast: Online Debates at the EU's Platform Your Voice in Europe	<i>Roman Winkler</i> <i>Austrian Academy of Sciences, Vienna, Austria</i>	323-330
Priorities for e-Government in European Transforming Countries. Example of Romania	<i>Emil Zahan and Nicolae Costake</i> <i>BCom Technologies Ploiesti, Bucharest, Romania</i>	331-340
e-Government in South Africa: A Perspective On Issues and Challenges	<i>Goonasagree Naidoo</i> <i>University of Cape Town, South Africa</i>	341-350
Political Participation and the Internet: Evidence from the 2007 French Presidential Election	<i>Thierry Vedel<sup>1</sup> and Karolina Koc Michalska<sup>2</sup></i> <i><sup>1</sup>Center for Political Research (CEVIPOF) at Sciences-Po, Paris, France</i> <i><sup>2</sup>American Center, Sciences-Po, Paris, France</i>	351-358