

# **5th International Conference on e-Government 2009**

**Boston, Massachusetts, USA  
19-20 October 2009**

**Editor:**

**Michael Lavin**

**ISBN: 978-1-5108-0730-3**

**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, (2009). 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. (2015)

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)

## CONTENTS

<b>Paper Title</b>	<b>Author(s)</b>	<b>Page No.</b>
Preface		iii
Biographies of Conference Chair, Keynote Speaker and Mini-track Chairs		iv
Conference Committee		v
Biographies of contributing authors		vi
E-Government Authentication Frameworks: a gap Analysis	<i>Haya Almagwashi and Alex Gray Cardiff University, UK</i>	1
E-Governance as Digital Ecosystem: a new way to Think About Citizen Engagement and the Internet?	<i>Mark Balnaves and Mathew Allen Curtin University of Technology, Perth, Western Australia</i>	9
Risk Characterization, Assessment, Management and Mitigation in United States Federal e-Government Initiatives	<i>Paul Battaglia Florida Institute of Technology, Alexandria, Virginia, USA</i>	15
The Role and Potentialities of Public e-Procurement: the Italian Experience in the European Context	<i>Francesco Bof<sup>1</sup> and Pietro Previtali<sup>2</sup> <sup>1</sup>SDA Bocconi School of Management, Milan, Italy <sup>2</sup>University of Pavia, Italy</i>	24
Improving Government Internet Sites through Comprehensive Evaluations in Developing Countries: Case Mexico	<i>Luis Antonio Delgado, Miguel Ángel Chávez and Andrés Gómez Presidency's Internet System, Mexico City, Mexico</i>	33
A Citizen-Centric Framework for e-Government Services use	<i>Brian Detlor<sup>1</sup>, Maureen Hupfer<sup>1</sup>, Umar Ruh<sup>2</sup> and Li Zhao<sup>1</sup> <sup>1</sup>McMaster University, Hamilton, Canada <sup>2</sup>University of Ottawa, Canada</i>	41
State-Specific Governmental Factors Associated With Interagency Collaboration	<i>Jane Fedorowicz Bentley University, Waltham, USA</i>	49
E-Government Portals and Online Services: Status quo India	<i>Mangala Hirwade<sup>1</sup>, D. Rajyalakshmi<sup>1</sup> and Anil Hirwade<sup>2</sup> <sup>1</sup>RTM Nagpur University, Nagpur, India <sup>2</sup>Patent Information System, Nagpur, India</i>	58
Towards New Approaches for Structured Information Management in Public Administrations: Experiences From two Applied Research Projects in Luxembourg	<i>Patrik Hitzelberger, Paulo Da Silva Carvalho, Heiko Polgart and Fernand Feltz Centre de Recherche Public – Gabriel Lippmann, Belvaux, Luxembourg</i>	71
An eGovernment Survey Among Austrian Municipalities	<i>Johann Höchtl, Peter Parycek, and Walter Seböck Danube University, Krems, Austria</i>	81
State of e-Government Development in the Developing World: Case of Tanzania – Security vie	<i>Geoffrey Karokola and Louise Yngström Stockholm University/Royal Institute of Technology, Sweden</i>	92
Use of Development Indicators in Evaluation of e-Governance Initiatives	<i>Anjali Kaushik<sup>1</sup> and Lekha Kumar<sup>2</sup> <sup>1</sup>Management Development Institute, Gurgaon, India <sup>2</sup>Ministry of Personnel, PG &amp; Pensions, Government of India, India</i>	101

<b>Paper Title</b>	<b>Author(s)</b>	<b>Page No.</b>
Application of Macro-Micro Simulation to e-Government: the Quantification of Public Values	<i>Yumiko Kinoshita The University of Tokyo, Japan and Japan Society for the Promotion of Science, Tokyo, Japan</i>	111
A Comparison of Different Methodologies for the Construction of Aggregate Indices: the Example of Digital Divide Indices	<i>Kamila Kolpashnikova University of Tokyo, Tokyo, Japan</i>	121
Barriers to Electronic Government use as Perceived by Citizens at the Municipal Level in Mexico	<i>Carlos Lopez-Sisniega University of Phoenix, USA</i>	130
The Rhetoric and the Reality of the Internet as a Potential Public Sphere	<i>Taewoo Nam University at Albany, SUNY, USA</i>	139
Clarity of Roles and Responsibilities in Government Cross-Boundary Information Sharing Initiatives: Identifying the Determinants	<i>Theresa Pardo<sup>1</sup>, Brian Burke<sup>1</sup>, Ramon Gil-Garcia<sup>2</sup>, and Ahmet Guler<sup>1</sup> <sup>1</sup>University at Albany, USA <sup>2</sup>Centro de Investigación y Docencia Económicas (CIDE), México</i>	148
E-Government as a Tool to Promote Transparency and Openness: the Case of Bangladesh	<i>Nahid Rashid Monash University, Australia</i>	156
Integrated Architecture Framework for e-Government: an Assessment of the e-Government Initiatives in Zimbabwe	<i>Ephias Ruhode and Vesper Owei Cape Peninsula University of Technology, Cape Town, South Africa</i>	165
The Theory of Planned Behavior and Technology Innovation Adoption	<i>Robert Wright Suffolk University, Boston, USA</i>	174
<b>Research in Progress Papers</b>		<b>185</b>
Brazilian Public Software and its Impact on Brazilian Society	<i>Angela Alves, Giancarlo Stefanuto, Paula Castro and Sueli Varani Eleutério Centro de Tecnologia da Informação Renato Archer – CTI, Campinas, Brasil</i>	187
Characterizing and Improving Collaboration and Information-Sharing Across Emergency Preparedness and Response Communities	<i>Deborah Bodeau<sup>1</sup>, Jane Fedorowicz<sup>2</sup>, Lynne Markus<sup>2</sup> and JoAnn Brooks<sup>1</sup> <sup>1</sup>The MITRE Corporation, Bedford USA <sup>2</sup>Bentley University, Waltham, USA</i>	192
Online Accessibility Challenges in US Healthcare Reform	<i>Jonathan Frank Suffolk University, Boston, USA</i>	201
A new Approach of e-Gov Processes Development: the use of Complex Thinking Theory	<i>Giancarlo Stefanuto, Angela Alves, Rachel Cavalcanti, Paula Castro and Sueli Varani Eleutério Centro de Tecnologia da Informação Renato Archer – CTI, Campinas, Brasil</i>	209