

Contents

Part I Introduction

- 1 **The Challenges in Implementing E-Democracy in the United States** 3
Robert Cropf
- 2 **Exploring the Emergence of Open Spatial Data Infrastructures: Analysis of Recent Developments and Trends in Europe** 23
Glenn Vancauwenberghe and Bastiaan van Loenen
- 3 **Improving Domestic Revenue Mobilisation in African Countries Using ICT: A Literature Review Analysis** 47
Emmanuel Eilu

Part II Effectiveness of E-Government Infrastructures

- 4 **A Method to Evaluate E-Government Service Quality Attributes** 65
Mohammad Anwar Rahman
- 5 **Trust in the System: The Mediating Effect of Perceived Usefulness of the E-Filing System** 89
T. Santhanamery and T. Ramayah
- 6 **Administrative Efficiency and Effectiveness with the Application of E-Government: A Study on Bangladesh Public Administration** 105
Md. Abir Hasan Khan
- 7 **Agile Collaborative Architecture for the Development of E-Government Services in Romania: Electronic Public Procurement Case Study** 117
Marian Stoica, Marinela Mircea, and Bogdan Ghilic-Micu

8	User Centric Services Under the Web 2.0 Era. Coproduction, Execution and Efficiency of Public Services	137
	Manuel Pedro Rodríguez Bolívar	
Part III User Centric E-Government		
9	Towards User Centric E-Government	161
	Madeeha Saqib and Asiya Abdus Salam	
10	Enacting Digital Government Services for Noncitizens: The Case of Migration Services	167
	Luz Maria Garcia-Garcia and J. Ramon Gil-Garcia	
11	The ‘engage’ System: Using Real-Time Digital Technologies to Support Citizen-Centred Design in Government	183
	Brian Cleland, Jonathan Wallace, and Michaela Black	
12	Play It to Plan It? The Impact of Game Elements on Usage of a Urban Planning App	203
	Sarah-Kristin Thiel and Titiana Ertiö	
13	Usability Evaluation of the Mobile Application of Centralized Hospital Appointment System (CHAS)	231
	Buket Taşkın, Hüsna İrem Coşkun, and Hakan Tüzün	
	Index	249



<http://www.springer.com/978-3-319-59441-5>

User Centric E-Government

Challenges and Opportunities

Saeed, S.; Thurasamy, R.; Mahmood, Z. (Eds.)

2018, XIII, 256 p. 25 illus., 21 illus. in color., Hardcover

ISBN: 978-3-319-59441-5