

Preface

In recent decades, governments around the world have been faced with rapidly growing challenges on how to make public service and administration transparent, effective, and efficient. Increasingly connected citizens and stakeholders are demanding that governments be more transparent and deliver services more rapidly and efficiently. The implementation of the Information and Communication Technologies (ICT) in public administrations, which has been called widely as “e-Government,” has become a central part of the process of the modernization of public administration, allowing a strategic and intensive use of ICT, both in the internal relations of public administrations and in terms of the relationship with citizens and with companies in the private sector.

Although there is a large amount of research on e-Government, these studies have sought to highlight the possibilities of e-Government implementations and to show different experiences about e-Government projects. Nonetheless, these e-Government implementations are usually not justified from an efficient analysis point of view by both governments and researchers, and it is difficult to know if these implementations are meeting stakeholders’ demands regarding information transparency, rendering of online public services, or citizens’ participation in public sector management.

The edited volume *Measuring e-Government Efficiency. The Opinions of Public Administrators and Other Stakeholders* enhances our understanding of how e-Government implementations are impacting on the efficiency of government in improving their transparency and in providing public services. By focusing on e-Government efficiency, this edited volume fills the knowledge gap in the efficiency of e-Government projects, analyzing if public managers, policy-makers, and other stakeholders think that e-Government policies have improved their management and decision-making process through the engagement of the citizenry or else they are only a procedural improvement through the introduction of new ways of delivering public services or disclosing public sector information.

Through a rigorous peer review process that focused on relevance, quality, and extent of contribution to the theme of the book, this edited volume presents excellent research on how to measure e-Government efficiency and how public managers and other stakeholders perceive the usefulness of e-Government projects in improving efficiency in public administrations. This book includes 13 chapters from leading e-Government scholars and experts from around the world and is a convenient source of information on what governments are doing in terms of their e-Government initiatives and provides the most up-to-date information on important developments regarding e-Government around the world and its effects on the meeting of stakeholders' needs and on the work of public managers/politicians.

This is a very interesting and relevant issue for those who are interested in understanding e-Government development as a worldwide phenomenon. Therefore, I believe that the book will be found useful for both academicians and practitioners. On one hand, it will strive to include theoretical perspectives and, therefore, to carry on further academic research. On the other, it will come across with some strategic proposals that will allow to move forward and to address future challenges.

This book would not be possible without the tireless work of the authors and the helpful comments of reviewers. The review process was carefully undertaken and papers were evaluated in three different times to ensure a high quality of their contributions. Therefore, the editor thanks the reviewers for their invaluable service in making this project a success.

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