Enacting electronic government success: an integrative study of government-wide websites, organizational capabilities, and institutions

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Abstrak

[This book presents a review of e-government success measures and e-government success factors. It also provides empirical evidence from quantitative analysis and two in-depth case studies. Although based on sound theory and rigorous empirical analysis, the book not only significantly contributes to academic knowledge, but also includes some practical recommendations for government officials and public managers.

Theoretically, the book proposes a way to quantitatively operationalize Fountain's enactment framework. Based on the institutional tradition, the technology enactment framework attempts to explain the effects of organizational forms and institutional arrangements on the information technology used by government agencies. The book proposes variables to measure each of the different constructs in this framework and also tests the relationships hypothesized by Fountain's theory. Finally, using the advantages of the selected quantitative analysis technique (Partial Least Squares), the study also proposes some adjustments and extensions to the original framework in a theory building effort.

Methodologically, the book reports on one of the first multi-method studies in the field of e-government in general and e-government success in particular. This study uses a nested research design, which combines statistical analysis with two in depth case studies. The study begins with a statistical analysis using organizational, institutional, and contextual factors as the independent variables. , This book presents a review of e-government success measures and e-government success factors. It also provides empirical evidence from quantitative analysis and two in-depth case studies. Although based on sound theory and rigorous empirical analysis, the book not only significantly contributes to academic knowledge, but also includes some practical recommendations for government officials and public managers.

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