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Improving the process of E-Government initiative: An in-depth case study of web-based GIS implementation

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Abstract

Research on E-Government has largely focused on understanding the “outcomes and outputs of the E-Government project” [Yildiz, M. (2007). E-Government research: Reviewing the literature, limitations, and ways forward. *Government Information Quarterly*, 24(3), 646–665.]. It is argued that the existing research on E-Government tends to oversimplify the phenomenon. To address the call, the current study focuses on the process of an E-Government initiative by loosely drawing on the “technology enactment framework,”TM in conjunction with the “systems development life cycle”TM approach. Using a case study orientation, this study describes in detail how a geographic information systems implementation project is conducted at a local government in the United States. Insights into E-Government initiatives are presented and discussed.



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Keywords

E-Government; Geographic information system; Information systems implementation; Information systems development process; Technology enactment

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