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

Nancy Tsai <sup>a</sup> ... Mark Perry <sup>b</sup>

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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,”<sup>TM</sup> in conjunction with the “systems development life cycle”<sup>TM</sup> 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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**Nancy Tsai** is a Professor of MIS in the College of Business Administration at the California State University, Sacramento, USA. She holds a Ph.D. in MIS from University of Texas. Her research interests include information system security, information system development, end-user computing, supply chain management and information system architecture. Her publication list contains 20 journal articles and more than 55 conference articles.

**Beomjin Choi** is an Assistant Professor of MIS in the College of Business Administration at California State University, Sacramento, USA. He holds a Ph.D. in MIS from Arizona State University. His research interests include e-Business and IT standards. His research has appeared in Communications of the ACM, International

**Mark Perry** is the founder and president of GeoPrise and has been involved in Web development and GIS for 10 years. He holds a master's degree in business administration and management information science from California State University, Sacramento, USA.

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