

As governments strive to discharge their responsibilities and fulfill their tasks, they evolve structurally, building on their own infrastructure to levels of operational maturity. There are four stages of this maturational model as represented in Fig. 5: (1) Basic, (2) Integrated, (3) Interactive and (4) Proactive. At the basic level, the government fulfills its duties and goes about its tasks, each department of government independently providing services. At the integrated stage the different government departments begin to integrate through data sharing processes. As systems evolve further, business processes and their applications integrate to provide interactive services with increased citizen participation in government. The most evolved government would be one offering its services with 24-hour availability government and the citizens, in its natural form, given a way to all the administrative processes that affect daily life. This model such an evolution brings us to the present form: e-Government.



Fig. 5. Government maturity phases

In the e-Government context, integration and citizen participation are functions of the availability of the government for citizens. Greater availability would imply more citizen participation. More participation would mean a more pro-active government, sharing the responsibilities and duties with its citizens and ensuring delivery of quality services to citizens to improve quality of life [15,16]. Let us explore the role of ICT in its government context in the following section.

IV. ICT ROLE IN GOVERNMENT

The role of ICT in government transformation and evolution cannot be overstated. Let us look at an example of government practice in this domain. Fig. 6 depicts a diagram developed by the European Commission that illustrates the role of ICT in enabling various e-government models for the European Union (EU) in 2020 [14]. It illustrates the proposed adoption of technology in six distinct stages. The first stage concentrates on the development of a clear taxonomy of value-based government roles and the identification of key areas of transformation where ICT can make a substantial impact. The second stage involves identifying 'promising' technologies that may contribute to the enhancement of (future) governmental tasks and activities. The third stage represents the identification of what have been labeled the 'hot spots' of government transformation. This stage should

result in the identification and clustering of combinations of roles and technologies to various 'hot spots'.



Fig. 6. ICT enabler Government. Source: [14].

The fourth stage depends upon the way future trends manifest themselves. They might present an scenario in which the consequences of promising ICT developments are actualized as new e-government services and new e-government models. These ICT innovation based service models might show themselves in the broader context of cultural, social, economic, institutional and organizational trends. The fifth stage represents the future-oriented framework in which the benefits and impacts of e-government are measured. The sixth stage represents research work towards, and forming of, apt policy changes that enable successful e-transformation.

The components presented in the above diagram form the crux of this model for ICT in a government context. The model provides an archetype for government transformation and can inform long-term strategic planning. It can be applied to identify emerging trends and opportunities arising in the process of evolution of new information and communication technologies, in order to enhance government performance and capacity for government in 2020 [14].

V. THE TRANSITION TO THE CUSTOMER AGE

In today's climate of political and socioeconomic change, communication is playing a decisive role in promoting development [1]. We are living in the age of information and its digital world of instant communication. The information revolution has dramatically increased the potential for sharing information across the globe [17]. This information age is now evolving.

The emergence of a series of new communications concepts and applications in this age of information revolution has created more opportunities and possibilities for both users and service providers. Forrester's research has identified this new age as the age of the customer [18]. See also Fig. 7. Forrester points out that the Age of Customer is not about 'customer-centricity' thinking or the customer is always right. Rather, it is about the empowerment of customers so that

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Local Electronic Government Helmut Drüke, 2005-09-30 This book investigates how the internet is being used as a tool for comprehensively modernizing local government

National Governments and Control of the Internet, **Frontiers in New Media Research** Francis L.F. Lee, Louis Leung, Jack Linchuan Qiu, Donna S.C. Chu, 2013-05-07 This volume puts together the works of a group of distinguished scholars and active researchers in the field of media and communication studies to reflect upon the past present and future of new media research The chapters examine the implications of new media technologies on everyday life existing social institutions and the society at large at various levels of analysis Macro level analyses of changing techno social formation such as discussions of the rise of surveillance society and the fifth estate are combined with studies on concrete and specific new media phenomena such as the rise of Pro Am collaboration and fan labor online In the process prominent concepts in the field of new media studies such as social capital displacement and convergence are critically examined while new theoretical perspectives are proposed and explicated Reflecting the inter disciplinary nature of the field of new media studies and communication research in general the chapters interrogate into the problematic through a range of theoretical and methodological approaches The book should offer students and researchers who are interested in the social impact of new media both critical reviews of the existing literature and inspirations for developing new research questions

A Normative Theory of the Information Society Alistair S. Duff, 2012-03-12 There is a clear need for a systematic integrative and rigorous normative theory of the information society In this book Duff offers a prescriptive theory to help to guide the academic and policy communities as they debate the future shape of emerging post industrial information based societies He argues that information policy needs to become anchored in a left liberal philosophy which foregrounds a feasible permutation of the core ideals of freedom equality and brotherhood The information society if it is to be worth having at all cannot be allowed to be largely the outcome of the free play of market forces and technological determinism The social structure including the information economy must be subjected to a regulatory axiological system as explicated by some leading proponents of social democracy This text will be of interest to scholars and students at the cutting edge of information studies journalism and media computer science sociology politics philosophy management and law

Urban Youth in China: Modernity, the Internet and the Self Fengshu Liu, 2011-01-25 Fengshu Liu situates the lives of Chinese youth and the growth of the Internet against the backdrop of rapid and profound social transformation in China In 2008 the total of Internet users in China had reached 253 million in comparison with 22.5 million in 2001 Yet despite rapid growth the

Internet in China is so far a predominantly urban youth phenomenon with young people under thirty especially those under twenty four mostly members of the only child generation as the main group of the netizens population As both youth and the Internet hold the potential to inflict or at least contribute to far reaching economic social cultural and political changes this book fulfills a pressing need for a systematical investigation of how youth and the Internet are interacting with each other in a Chinese context In so doing Liu sheds light on what it means to be a Chinese today how Chineseness may be re constructed in the Internet Age and what the implications of the emerging form of identity are for contemporary and future Chinese societies as well as the world

Hacking Capitalism Johan Söderberg,2015-12-22 Hacking Capitalism examines the Free and Open Source Software FOSS movement giving exceptional insight into the struggle by hackers over technological development and legislation

Performance Accountability and Combating Corruption Anwar Shah,2007 Performance based oversight and accountability can serve as an important antidote to government corruption inefficiency and waste This volume provides an analytical framework and operational approaches needed for the implementation of results based accountability The volume makes a major contribution to the literature on public management and evaluation Major subject areas covered in this book include performance based accountability e government network solutions to performance measurement and improvement institutions of accountability in governance legal and institutional framework to hold government to account fighting corruption external accountability ensuring integrity of revenue administration the role of supreme audit institutions on detecting fraud and corruption and the role of parliamentary budget offices and public accounts committees

Network Governance of Global Religions Michel S. Laguerre,2012-03-28 This study seeks to explain three models of network governance embedded in digital practices that the mainstream monotheistic religions Judaism Catholic Christianity and Islam have used to lead and manage the worldwide distribution of their local nodes exploring the connection between network governance and its digital embeddedness and showing how the latter enhances the performance of the former

Migration, Diaspora and Information Technology in Global Societies Leopoldina Fortunati,Raul Pertierra,Jane Vincent,2013-03-01 Migrants and diaspora communities are shaped by their use of information and communication technologies This book explores the multifaceted role played by new media in the re location of these groups of people assisting them in their efforts to defeat nostalgia construct new communities and keep connected with their communities of origin Furthermore the book analyses the different ways in which migrants contribute along with natives in co constructing contemporary societies a process in which the cultures of both groups are considered Drawing on contributions from a range of disciplines including sociology anthropology psychology and linguistics it offers a more profound understanding of one of the most significant phenomena of contemporary international societies the migration of nearly a billion people worldwide and the relationship between technology and society

Disorder and the Disinformation Society Jonathan Paul Marshall,James Goodman,Didar Zowghi,Francesca da Rimini,2015-04-17 This book is the first general

social analysis that seriously considers the daily experience of information disruption and software failure within contemporary Western society Through an investigation of informationalism defined as a contemporary form of capitalism it describes the social processes producing informational disorder While most social theory sees disorder as secondary pathological or uninteresting this book takes disordering processes as central to social life The book engages with theories of information society which privilege information order offering a strong counterpoint centred on disinformation Disorder and the Disinformation Society offers a practical agenda arguing that difficulties in producing software are both inherent to the process of developing software and in the social dynamics of informationalism It outlines the dynamics of software failure as they impinge on of information workers and on daily life explores why computerized finance has become inherently self disruptive asks how digital enclosure and intellectual property create conflicts over cultural creativity and disrupt informational accuracy and scholarship and reveals how social media can extend but also distort the development of social movements

Technologies of Religion Sam Han, 2016-02-05 Bringing together empirical cultural and media studies of religion and critical social theory Technologies of Religion Spheres of the sacred in a post secular modernity investigates powerful entanglement of religion and new media technologies taking place today taking stock of the repercussions of digital technology and culture on various aspects of religious life and contemporary culture more broadly Making the argument that religion and new media technologies come together to create spheres environments produced by an architecture of digital technologies of all sorts from projection screens to social networking sites the book suggests that prior social scientific conceptions of religious worship participation community and membership are being recast Using the case of the strain of American Christianity called multi site an emergent and growing church model that has begun to win favor largely among Protestants in the last decade the book details and examines the way in which this new mode of religiosity bridges the realms of the technological and the physical Lastly the book situates and contextualizes these developments within the larger theoretical concerns regarding the place of religion in contemporary capitalism Technologies of Religion Spheres of the sacred in a post secular modernity offers an important contribution to the study of religion media technology and culture in a post secular world

The Politics of Cyberconflict Athina Karatzogianni, 2006-09-27 The Politics of Cyberconflict focuses on the implications that the phenomenon of cyberconflict conflict in computer mediated environments and the internet has on politics society and culture Athina Karatzogianni proposes a new framework for analyzing this new phenomenon which distinguishes between two types of cyberconflict ethnoreligious and sociopolitical and uses theories of conflict social movement and the media A comprehensive survey of content opinion and theory in several connected fields relating not only to information warfare and cyberconflict but also social movements and ethnoreligious movements is included Hacking between ethnoreligious groups and the use of the internet in events in China the Israel Palestine conflict India Pakistan conflict as well as the antiglobalization and antiwar movements and the 2003 Iraq War are covered in detail This is essential

reading for all students of new technology politics sociology and conflict studies **National Electronic Government**

,2004 **Internet and Society** Christian Fuchs,2007-12-12 By outlining a social theory of the internet and the information society this book demonstrates how the ecological economic political and cultural systems of contemporary society have been transformed by new information and communication technologies Is There a Home in Cyberspace? Heike Mónica

Greschke,2012-08-21 How is global togetherness possible How does the availability of the Internet alter migrants everyday lives and senses of belonging This book introduces an alien people inhabiting a specific common virtual space in the World Wide Web while the members of this space most of them ethnic Paraguayans are physically located in many different parts of the world By developing an innovative and uniquely adequate set of research methods the author explores the interrelation of media and migration practices in their own right and sheds light not only on the living conditions of contemporary Paraguayan migrants but also on emerging global forms of living together The concentration on a single case facilitates an in depth understanding of contemporary migration practices cultural meanings of digital media and senses of belonging The book discusses empirical data methods and theoretical concepts in a reflexive writing style allowing readers to follow the research process and to learn from its choices and challenges which are rarely visible in most research reports The reflexive research procedure contributes not only to the understanding of social realities in the light of globalization but also to an advancement of sociological methods and concepts for researching social phenomena in global landscapes and mediatization

Privacy and Capitalism in the Age of Social Media Sebastian Seignani,2015-08-27 This book explores commodification processes of personal data and provides a critical framing of the ongoing debate of privacy in the Internet age using the example of social media and referring to interviews with users It advocates and expands upon two main theses First people s privacy is structurally invaded in contemporary informational capitalism Second the best response to this problem is not accomplished by invoking the privacy framework as it stands because it is itself part of the problematic nexus that it struggles against Informational capitalism poses weighty problems for making the Internet a truly social medium and aspiring to sustainable privacy simultaneously means to struggle against alienation and exploitation In the last instance this means opposing the capitalist form of association online and offline Social Media, Politics and the State Daniel

Trottier,Christian Fuchs,2014-07-17 This book is the essential guide for understanding how state power and politics are contested and exercised on social media It brings together contributions by social media scholars who explore the connection of social media with revolutions uprising protests power and counter power hacktivism the state policing and surveillance It shows how collective action and state power are related and conflict as two dialectical sides of social media power and how power and counter power are distributed in this dialectic Theoretically focused and empirically rigorous research considers the two sided contradictory nature of power in relation to social media and politics Chapters cover social media in the context of phenomena such as contemporary revolutions in Egypt and other countries populism 20 anti austerity protests the

fascist movement in Greece's crisis Anonymous and police surveillance

ICT, Public Administration and Democracy in

the Coming Decade A.J. Meijer, F. Bannister, M. Thaens, 2013-06-20 The physicist Neils Bohr allegedly wrote that Prediction is very difficult especially about the future Many academics believe that serious scholars should never attempt to write about the future but some awareness of the ways in which the future of e government may evolve is needed if well grounded long term decisions about issues such as infrastructures institutions and educational programs are to be made In addition future oriented research is of the utmost importance for informed public debate about technological developments with far reaching societal implications This book marks the 25th anniversary of the permanent study group on e government of the European Group for Public Administration and the papers here were first presented at their 2012 meeting in Bucharest Romania The invited authors were not asked for rigorous analyses based on systematic empirical research or deeply rooted in a theoretical framework instead they were challenged to write thoughtful and measured but provocative essays about ICT and public administration in the coming decade Their contributions are reflections on the nature of new and emerging technologies in the public sector and their impact on government and on democracy itself The book is divided into three sections the past and present as starting point for thinking about the future of e government imagining the future of government and implications for research and practice The many questions raised by developments in ICT for future public administration are presented in a clear and thought provoking manner and merit more debate This volume represents a departure from the normal run of academic publications It is intended both to provoke academics and administrators to think about questions which will affect all of our futures and to offer a range of creative ideas about how the opportunities presented by technology can be exploited to provide better government and governance Electronic Government and Electronic Participation H.J.

Scholl, O. Glassey, M.F.W.H.A. Janssen, 2016-08-30 ICT e government and electronic participation have become increasingly important in the public sector and the social sphere in recent years This book presents 53 of the papers accepted for the dual IFIP EGOV ePart conference 2016 which took place in Guimar es Portugal in September 2016 This conference which consisted of five partially intersecting tracks presented advances in the socio technological domain of the public sphere demonstrating cutting edge concepts methods and styles of investigation by multiple disciplines The conference has been a premier academic forum for over 15 years and has a worldwide reputation as one of the top two conferences in the research domains of electronic open and smart government policy and electronic participation The papers in this joint proceedings of the 2016 IFIP EGOV ePart conference comprise accepted submissions from all categories and all tracks with the exception of some 38 papers which are published separately The book is divided into 9 sections eParticipation e Government Evaluation Open Data and Open Government Governance Smart Cities e Government Implementation and Adoption Ph D Colloquium Papers Posters and Workshops Offering a comprehensive overview of research and practice on electronic government and electronic participation this book will be of interest to all those involved in the socio technological domain of the public

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