

<i>List of figures</i>	xi
<i>List of tables</i>	xiii
<i>Notes on contributors</i>	xv
<i>Acknowledgements</i>	xxi
<i>Introduction</i>	xxiii

RAJASH RAWAL, VASSILIKI N. KOUTRAKOU AND PAUL G. NIXON

## **Part I**

### **The fundamentals of E-Government in Europe 1**

#### **1 The Fifth Estate: democratic social accountability through the emerging network of networks 3**

WILLIAM H. DUTTON

#### **2 Delivering citizen-centric public services through technology-facilitated organisational change 19**

MICHAEL BLAKEMORE, NEIL McDONALD, NICOLA HALL  
AND RASA JUCIUTE

#### **3 Beyond i2010: E-Government current challenges and future scenarios 38**

CRISTIANO CODAGNONE AND DAVID OSIMO

## **Part II**

### **Conceptual challenges 59**

#### **4 E-Government and government transformation: technical interactivity, political influence and citizen return 61**

FILIFE MONTARGIL

<b>5 E-Government, customers and citizens</b>	<b>78</b>
MICHAEL MARGOLIS AND GERSON MORENO-RIANO	
<b>6 Accountability in the context of E-Government</b>	<b>96</b>
DIMITRA PETRAKAKI	
<b>7 Addressing the real world of public consultation: whither E-Consultation?</b>	<b>113</b>
DAVID O'DONNELL, PAUL McCUSKER, G. HONOR FAGAN, SIMON STEPHENS, D. R. NEWMAN, JOHN MORISON AND MICHAEL MURRAY	
 <b>Part III</b>	
<b>E-Government in practice</b>	<b>129</b>
<b>8 Online dispute resolution, E-Justice and Web 2.0</b>	<b>131</b>
JOSEPH SAVIRIMUTHU	
<b>9 Identity management in E-Government service provision: towards new modes of government and citizenship</b>	<b>151</b>
MIRIAM LIPS, JOHN TAYLOR AND JOE ORGAN	
<b>10 Biometrics: from biometricised borders to securitising non-territorial space</b>	<b>169</b>
JULIET LODGE	
<b>11 The merger of health and technology for Europe's future: identifying obstacles and achieving a successful E-Health implementation</b>	<b>186</b>
SAVVAS SAVVIDES AND VASSILIKI N. KOUTRAKOU	
<b>12 Overcoming barriers to innovation in E-Government: the Swiss way</b>	<b>202</b>
GIANLUCA MISURACA, PIERRE ROSSEL AND OLIVIER GLASSEY	
<b>13 Elected politicians and their tastes for E-Democracy: experiences from the Netherlands, the United Kingdom and Norway</b>	<b>219</b>
ARTHUR EDWARDS	

<b>Part IV</b>	
<b>Perceptions, subversions and new challenges to E-Government</b>	<b>233</b>
<b>14 Challengers to traditional E-Government (non-governmental actors)</b>	<b>235</b>
PAUL G. NIXON, ANTJE GREBNER AND LAURA SUDULICH	
<b>15 Responding to cyberterror: a failure to firewall freedoms?</b>	<b>252</b>
RAJASH RAWAL	
<b>16 Ministry of Truth? Perceptions of trust in E-Government</b>	<b>268</b>
PAUL G. NIXON	
<b>17 Using E-Government for communication and co-ordination among regional international organisations: preliminary insights from nascent interactions</b>	<b>284</b>
VASSILIKI N. KOUTRAKOU	
<b>Conclusions</b>	<b>306</b>
PAUL G. NIXON, RAJASH RAWAL AND VASSILIKI N. KOUTRAKOU	
<i>Index</i>	<b>312</b>