



Public Sector Transformation through E-Government: Experiences from Europe and North America (Routledge Studies I Innovation, Organization and Technology)

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Over the last decade governments in Europe and North America have attempted to improve efficiency of public services through Information and Communication Technology, commonly branded as electronic government (e-government). *Public Sector Transformation through E-Government* explores the influence that e-government has on public sector organizations, the organizational complexities that result, and its impact on citizens and democratic society.

This book examines e-government's potential to transform public services from a theoretical perspective, and provides practical examples from leading public sector institutions that have utilized e-government as a basis to bring about change. It further investigates the relationship between citizens and government and how they are affected by e-government policies and programs. Aimed at students and researchers of public administration/management and information systems, this book serves as a welcome tool for examining and understanding e-government and transformational change.

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