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GÉNÉRAL

Andersen, Kim Viborg (2006). "e-Government: Five Key Challenges for Management." Electronic Journal of e-Government 4(1): 1-8.

RÉSUMÉ: <http://libra.msra.cn/Publication/12503451/e-government-five-key-challenges-for-management>

Bekkers, Victor et Vincent Homburg (2007). "The Myths of E-Government: Looking Beyond the Assumptions of a New and Better Government." Information Society 23(5): 373-382.

RÉSUMÉ : <http://www.tandfonline.com/doi/abs/10.1080/01972240701572913>

Borins, Sandford F. et Institut d'administration publique du Canada, Eds. (2007). Digital state at the leading edge. Institute of Public Administration of Canada series in public management and governance. Toronto: University of Toronto Press, x, 446 p.

École nationale d'administration. (2004). "L'administration électronique" (Dossier). Revue française d'administration publique. 110.

Field, Tim, Elizabeth Muller (Dir). , Eds. (2004). L'administration électronique : un impératif. Études de l'OCDE sur l'administration électronique. Paris: Organisation de coopération et de développement économiques, 226 p.

Gauld, Robin, Shaun Goldfinch (Dir). , Eds. (2006). Dangerous enthusiasms : e-government, computer failure and information system development. Dunedin: Otago University Press, 160 p.

Hood, Christopher C. et Helen Margetts, Eds. (2007). The tools of government in the digital age. Public policy and politics. Houndmills, Basingstoke, Hampshire: Palgrave Macmillan, xiv, 218 p.

Institut national des sciences administratives. (2005). "E-gouvernance : défis et opportunités pour la démocratie, l'administration et le droit". (Dossier). Revue internationale des sciences administratives. 47(1).

Khosrowpour, Mehdi, Ed. (2005). Practicing e-government : a global perspective. Hershey, Pa: Idea Group Publishing, xi, 457 p.

Lau, Edwin, Elizabeth Muller (Dir). , Eds. (2005). E-government for better government. OECD e-government studies. Paris: Organisation for Economic Co-operation and Development, 205 p.

Mälkiä, Matti, Ari-Veikko Anttiroiko (Dir). , Eds. (2004). eTransformation in governance : new directions in government and politics. Hershey, PA: Idea Group Publishing, xiv,

317 p.

Misuraca, Gianluca (2012). "Renouveler la gouvernance à l'ère du numérique." Télescope **18**(1-2): 21-43.

Le présent article dresse un survol de l'évolution de la gouvernance électronique au cours de la dernière décennie, en examinant l'état actuel des stratégies de gouvernement électronique et en posant un regard particulier sur l'évolution du domaine en Europe. Il propose un cadre d'interprétation permettant d'évaluer les valeurs publiques qui servent de fondement à la construction virtuelle des systèmes de gouvernement électronique et établit des fondations tournées vers l'avenir en abordant la question de l'emploi de la gouvernance électronique dans le champ de l'élaboration des politiques, c'est-à-dire la relation entre, d'une part, l'emploi de systèmes de gouvernement électronique afin de favoriser une administration participative basée sur des données probantes et, d'autre part, les processus organisationnels et sociaux qui s'y rattachent. Un aperçu sur les défis politiques que l'avenir pourrait réserver aux gouvernements électroniques et sur les directions que pourrait prendre la recherche dans le domaine clôt l'article. Résumé de la revue.

Roy, Jeffrey, Ed. (2006). E-government in Canada : transformation for the digital age. Governance series. Ottawa: University of Ottawa Press, xxxi, 364 p.

GUIDES, MANUELS ET MÉTHODOLOGIE

Bélanger, Armand, Comité sur la langue des sites web de l'administration (Dir). , Eds. (2000). Guide sur l'emploi de la qualité du français dans les sites Web de l'Administration. [Montréal]: Office de la langue française, 1 v. (non paginé).

Dombeu, Jean Vincent Fonou et Magda Huisman (2010). "Integrating E-government Services: A Stepwise Ontology-Based Methodology Framework." Proceedings of the International Conference on e-Government: 18-29.

A number of maturity models have been proposed as methodology approaches for e-government development. Almost all these maturity models suggest the integration of e-government services at advanced stages of e- government development, to build a single point of access to electronic public services. However, existing maturity models lack design guidelines throughout their stages, with regard to e-government services integration, maintenance, and interoperability. In view of the complexity of e-government services, this study proposes a stepwise ontology-based methodology framework which adds design guidelines at different stages of the United Nation's five stage e-government maturity model. Although the study has mainly focused on the United Nation's maturity model, the holistic nature of the framework makes its alignment to other maturity models easier. The main contribution of the study is the alignment of

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ontology modeling activities at various stages of e-government maturity models; thereby, providing e-government project teams with design guidelines at various stages of e-government growth and ensuring a feasible integration, maintenance, and interoperability of e-government services. Résumé de l'auteur.

Létourneau, Patrice, Centre francophone d'informatisation des organisations (Dir). , Eds. (2011). Les usages du Web 2.0 dans les organisations : livre blanc. Québec ; Montréal: CEFRIO, 48, [41] p.

Pavlichev, Alexei et G. David Garson, Eds. (2004). Digital government : principles and best practices. Hershey, Pens.: Idea Group Pub., xii, 379 p.

Québec (Province). Direction de l'accès à l'information et de la protection des renseignements personnels, Ed. (2010). Processus d'évaluation des risques d'atteinte à la protection des renseignements personnels liés aux projets d'acquisition, de développement et de refonte d'un système d'information ou de prestation électronique de services : guide de références. [Québec]: Secrétariat à la réforme des institutions démocratiques et à l'accès à l'information Québec, 24 f.

Québec (Province). Ministère des services gouvernementaux. (2006). Gouvernement en ligne : modèle détaillé d'habilitation et de contrôle d'accès. [Québec]: Services gouvernementaux Québec, v, 192 p.

Québec (Province). Sous-secrétariat à l'inforoute gouvernementale et aux ressources informationnelles, Ed. (2004). Authentification des citoyens et des entreprises dans le cadre du gouvernement électronique : orientations et stratégie. [Québec]: Secrétariat du Conseil du trésor, Sous-secrétariat à l'inforoute gouvernementale et aux ressources informationnelles, i, 46 p.

Roy, Réjean et Centre francophone d'informatisation des organisations, Eds. (2006). Guide sur le gouvernement électronique : vers une nouvelle relation entre le gouvernement et les citoyens. [Québec]: CEFRIO, 85 p.

Yıldız, Mete (2012). "Big questions of e-government research." Information Polity: The International Journal of Government & Democracy in the Information Age **17**(3/4): 343-355.

Taking stock of an area of study and determining potential venues for further contributions by asking challenging big questions have been popular in the discipline of public administration for the last two decades. This has been done through asking "big questions", which aim to encourage thinking "out of the box", without attempting to provide a corresponding set of definitive "big answers". Examples abound, such as articles published on the big questions of public management, public administration education, and public network management research. This chapter argues for the necessity of "a big question approach" in e-government research. The big questions being posed here originate from a review of the e-government research; and they benefit from several reviews of the e-

government literature and by other developments in and around the public administration discipline as they pertain to e-government. Résumé de la base de données. Résumé de l'auteur.

ASPECT TECHNOLOGIQUE

Aichholzer, Georg et Stefan Strauß (2010). "Electronic identity management in e-Government 2.0: Exploring a system innovation exemplified by Austria." Information Polity: The International Journal of Government & Democracy in the Information Age 15(1/2): 139-152.

RÉSUMÉ : <http://iospress.metapress.com/content/1625832555141271/>

Boonmee, Choopol et Apitew Saekow (2009). "Data set Standardization and its Reusability in e-Government Under an Interoperability Framework - A Pilot Project to Enhance the Reusability of the Agreed Data Sets in Seven Government Domains." Proceedings of the European Conference on e-Government: 149-154.

To enhance government public service efficiency, an information seamless flow across government agencies is required. The standardization and simplification of data set to be used in electronic data exchange is significant. The agreed guideline and framework is required in a real life application. Thai government created an e-government interoperability framework (e-GIF) to be used as a tool for data exchange implementation. It includes five main parts; business process modelling, data set standardization technique, XML schema building technique, a collection of agreed interoperable technical standards and change management. For the business process modelling, a technique based on UN/CEFACT Modelling Methodology has been used. For the data set standardization, a technique based on CCTS has been used. For XML schema building, a technique based on UN/CEFACT XML naming and design rules has been used. It is found that the reusability of the agreed data sets across various agencies is one of the significant success factors. In 2007 a project called electronic correspondent letter management system (e-CMS) began to standardize a data set in the domain of electronic official letters. In the project 30 ministerial departments involved to use and re-use the data set to achieve the seamless flow of electronic letter across those agencies. However in the project the data set is only in one domain of interest which is a letter. A new project had begun in 2008 to motivate more agencies to build further more standardized data sets from seven different domains. Résumé de l'auteur.

Fedorowicz, Jane, Janis L. Gogan (Dir). (2010). "Barriers to Interorganizational Information Sharing in e-Government: A Stakeholder Analysis." The Information society 26(5): 315-329.

RÉSUMÉ : <http://www.tandfonline.com/doi/abs/10.1080/01972243.2010.511556>

Holden, Stephen H. et Lynette I. Millett (2005). "Authentication, privacy, and the federal E-government." The Information society **21**(5): 367-377.

As federal agencies move toward more sophisticated e-government offerings, they must consider both policy and operational requirements for electronic authentication (e-authentication). One important consideration in designing and deploying e-authentication solutions is the balance between access, security, authentication, and privacy. Public law and government-wide policy encourage e-government and e-authentication simultaneously with privacy protection, creating policy and operational tensions for e-government efforts. A review of the relevant laws and policies and analyses of the privacy implications of authentication technologies indicates that federal agencies have at least two analytic frameworks for balancing privacy concerns with e-authentication. A framework offered in the 2003 National Research Council report *Who Goes There?* and the privacy impact analysis requirements of the E-Government Act of 2002 provide e-government projects with the tools for navigating the path between privacy and openness, required by both e-government law and policy. Résumé de l'auteur.

Kyu-Nahm, Jun et Christopher Weare (2011). "Institutional Motivations in the Adoption of Innovations: The Case of E-Government." Journal of Public Administration Research & Theory **21**(3): 495-519.

The article focuses on the adoption of innovation in institutional motivations in context with e-government. Institutional motivations can advance theory and inform policies to promote innovation. The adoption of innovative technologies and practices has been investigated through a number of theoretical traditions. E-government is a set of technologies and services, which can be employed by a wide range of public organizations, giving a broad base of potential adopters to study. The adoption of e-government can be driven by a variety of motivations. Résumé de la base de données.

Organisation De Coopération Et De Développement Économiques, Union Internationale Des Télécommunications (Dir). , Eds. (2011). M-government : mobile technologies for responsive governments and connected societies. Paris: OECD, 150 p.

Pilemalm, Sofie, Kristoffer Lundholm (Dir). (2010). "Information Security as a Pre-requisite for e-Government Services - Developing the Organizations and the Information Systems." Proceedings of the International Conference on e-Government: 82-90.

If government agencies shall provide secure e-government and public services, their own organizations need to be adapted in order to be able to adequately handle information security issues. An insufficient information security posture can negatively affect public trust in the agency and the willingness to use public services. Meanwhile, there is an increased understanding that information security has to be integrated with overall organizational, educational and information systems development. This study explores information security as part of organizational activities and systems development, in a Swedish government agency. A set of metrics is developed to support the agency's own information security assessment, and to be used for "marketing" purposes; to acquire the trust

and willingness of the public to use the agency services. The studied case is intended to serve as experience for other agencies seeking to work actively with information security issues, and to increase general awareness of the need to integrate information security in organization and system development activities.
Résumé de l'auteur.

Saekow, Apitep et Choopol Boonmee (2009). "A Pragmatic Approach to Interoperability Practical Implementation Support (IPIS) for e-Government Interoperability." Electronic Journal of e-Government 7(4): 403-414.

In recent years, e-Government interoperability has been a fascinating research and development area in order to facilitate the seamless exchange of information across government sectors. Many researchers have focused on the designing/adopting of Government Interoperability Frameworks (GIFs) and of Enterprise Architectures (EAs) for implementing the interoperability. However, merely adopting the GIFs and EAs would be insufficient since there have been several strong obstacles and barriers on the road to its achievement in the field of e-Government, such as human, semantic and technical issues. In fact, the successful implementation in government interoperability needs more practical and implementable approach. This paper firstly describes those obstacles and barriers with the solution and guideline to overcome them. We propose towards more practical approach covering three dimensions of interoperability: Business, Semantic, and Technical. The approach, is called 'Interoperability Practical Implementation Support (IPIS)', considers the adoption/development of integrated three components: a set of tools, an interoperability repository, and a knowledge based system. Résumé de l'auteur.

Soon Ae, Chun et Janice Warner (2010). "Finding information in an era of abundance: Towards a collaborative tagging environment in government." Information Polity: The International Journal of Government & Democracy in the Information Age 15(1/2): 89-103.

RÉSUMÉ : <http://iospress.metapress.com/content/j687471655632212/>

Tejasvee, Sanjay et S. S. Sarangdevot (2010). "E-Governance and Service Oriented Computing Architecture Model." AIP Conference Proceedings 1324(1): 221-223.

E-Governance is the effective application of information communication and technology (ICT) in the government processes to accomplish safe and reliable information lifecycle management. Lifecycle of the information involves various processes as capturing, preserving, manipulating and delivering information. E-Governance is meant to transform of governance in better manner to the citizens which is transparent, reliable, participatory, and accountable in point of view. The purpose of this paper is to attempt e-governance model, focus on the Service Oriented Computing Architecture (SOCA) that includes combination of information and services provided by the government, innovation, find out the way of optimal service delivery to citizens and implementation in transparent and liable practice. This paper also try to enhance focus on the E-government Service Manager as a essential or key factors service oriented and computing model that

provides a dynamically extensible structural design in which all area or branch can bring in innovative services. The heart of this paper examine is an intangible model that enables E-government communication for trade and business, citizen and government and autonomous bodies. Résumé de l'auteur.

ÉVALUATION

Aboubekr, Malika, Ed. (2003). Vers l'administration gouvernementale électronique : analyse du succès d'un projet. [Montréal]: Cirano, 162 p.

Al-Hadidi, Ahmed et Yacine Rezgui (2009). "Critical Success Factors for the Adoption and Diffusion of m-Government Services: A Literature Review." Proceedings of the European Conference on e-Government: 21-28.

Through a comprehensive review of the relevant literature, including empirical studies in a range of cultural environments, including the USA, Europe, the Middle East, and Australia, this paper considers the critical success factors (CSFs) associated with the successful adoption and diffusion of m-government in differing cultural contexts. Résumé de l'auteur.

Australian National Audit Office, Paul Nicoll (Dir). , Eds. (2004). Measuring the efficiency and effectiveness of E-Government. Canberra: Australian National Audit Office, 100 p.

Bannister, Frank et Regina Connolly (2012). "Forward to the past: Lessons for the future of e-government from the story so far." Information Polity: The International Journal of Government & Democracy in the Information Age **17**(3/4): 211-226.

RÉSUMÉ : <http://iospress.metapress.com/content/h2132j2101303651/>

Brainmaven Research et Stratford Institute (2012). Becoming a digital nation an evaluation of provincial and territorial e-government initiatives. [Stratford, Ont.], Stratford Institute: 89 p.

Büyüközkan, Gülçin (2009). "Evaluating Government Websites Using a Multi-Criteria Decision Making Approach." Proceedings of the European Conference on e-Government: 190-199.

The potential of e-government as a new public medium depends on the quality of web pages and the offered e-services. For this reason, the importance of measuring the performance of e-government initiatives cannot be overemphasized and assessing factors associated with website success are needed. A multi criteria decision making (MCDM) evaluation model that practitioners and researchers can use for assessing the quality of government websites is developed and validated in this paper. More precisely, an axiomatic design based decision making approach is adopted to evaluate government websites' quality. A case study focusing on

Turkish government websites is also presented. Résumé de l'auteur.

Commission Européenne. Direction Générale Société De L'information Et Médias et Capgemini (Firme) (2010). Digitizing public services in Europe putting ambition into action : 9th benchmark measurement, December 2010. [Luxembourg?], European Commission, Directorate General for Information Society and Media: 272 p.

Escher, Tobias, Helen Margetts (Dir). (2006). "Governing from the Centre? Comparing the Nodality of Digital Governments." Conference Papers -- American Political Science Association: 1-32.

What difference does e-government make to the capacity of governments to interact with citizens? How does it affect government's place in social and informational networks - the 'nodality' of contemporary government? What is the structure of 'government on the web' and how do citizens experience government on-line? This paper uses methods from computer science (particularly webmetrics) and political science (a 'tools of government' approach) to go further than previous work in developing a methodology to quantitatively analyse the structure of government on the web, building on Petricek et al (2006). It applies structural metrics (via webcrawling) and user metrics (via user experiments) to the web sites of comparable ministries concerned with foreign affairs in three countries (Australia, the US and the UK). The results are used to assess the on-line presence of the three foreign offices along five indicators: visibility, accessibility, extroversion, navigability and competitiveness. These indicators might be developed further in the future for use by both researchers (to assess e-government initiatives) and by governments (to improve the effectiveness and efficiency of their on-line presence). Governments which are successful in developing their web sites in this way are likely to have greater visibility to citizens, businesses and other governments, strengthening nodality as a policy tool. ..PAT.-Unpublished Manuscript. Résumé de l'auteur.

Leben, Anamarija, Mateja Kunstelj (Dir). (2006). "Evaluating public administration e-portals." Information Polity: The International Journal of Government & Democracy in the Information Age **11**(3/4): 207-225.

RÉSUMÉ : <http://iospress.metapress.com/content/a852633626lg4071/>

INNOVATIONS ET STRATÉGIES

Barkat, Hadi, Lisa Jaeggli (Dir). (2012). Citoyen 2.0 gouvernements et médias sociaux : 17 exemples d'innovation. [Boston], Redcut : Swissnex: 23 p.

Dovifat, Angela, Martin Brüggemeier (Dir). (2007). "The "model of micropolitical arenas" – A framework to understand the innovation process of e-government-projects." Information Polity: The International Journal of Government & Democracy in the

Information Age **12**(3): 127-138.

The article presents a framework to understand the innovation process of electronic government projects. It is noted that electronic government programs focus in a narrow way on the relationship between public agencies and its customers. They are often triggered by technology-driven enhancements to deploy services to the public in a fast and efficient manner. However, the implementation process of some electronic government solutions sometimes cannot escape the common obstacles of change management. Among the reasons for implementation failure include the inability of governments to manage large (IT) projects. Résumé de la base de données.

Jæger, Birgit et Karl Löfgren (2010). "The history of the future: Changes in Danish e-government strategies 1994-2010." Information Polity: The International Journal of Government & Democracy in the Information Age **15**(4): 253-269.

RÉSUMÉ : <http://iospress.metapress.com/content/a885w30814737337/>

Kernaghan, Kenneth (2013). "Changing channels: Managing channel integration and migration in public organizations." Canadian Public Administration **56**(1): 121-141.

L'intégration et la transition des modes de prestation des services sont des questions de plus en plus importantes pour les organismes publics, faisant intervenir l'investissement de ressources considérables. Pour concevoir et mettre en œuvre une stratégie d'intégration et de transition des modes de prestation de services, il faut : 1) une collecte des données de base sur les consommateurs et les mécanismes utilisés pour la prestation de chaque service; 2) une évaluation des changements souhaitables et réalisables à apporter à la présente stratégie de modes de prestation; 3) l'examen de la combinaison appropriée des modes de prestation de services, avec une attention particulière portée aux mesures incitatives pour encourager la transition aux modes de prestation libre-service; 4) la réduction ou l'élimination des obstacles à une gestion et transition efficaces des modes de prestation de services. La poursuite des économies de coûts et de l'amélioration des services, allant de pair avec l'accroissement et l'amélioration des modes de services offerts, maintiendront la gestion des mécanismes en tête des priorités au chapitre de la prestation de services. Résumé de l'auteur.

Nations Unies. Département Des Affaires Économiques Et Sociales, Ed. (2007). Compendium of innovative e-government practices. New York: United Nations, xii, 270 p.

Oberer, Birgit et Alptekin Erkollar (2011). "National Electronic Government Strategies in Austria." Proceedings of the European Conference on e-Government: 422-431.

One of the most emerging concepts of information technology is the one of electronic government. Electronic services that are made available by governments to citizens, businesses, and other governments (international) or governmental authorities (national) are general proof of the changes being made in the public sector. Intersecting the government, citizen, and business domain, a business model can be defined considering the government-to-business,

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government-to-citizen, and government-to-government approaches. Governments around the world try to follow their, most of the time, ambitious strategies to become, or stay, competitive. In this study Austrian strategies and projects for electronic government as well as their implementation plans were analysed, followed by an examination of the electronic services offered by the national governmental authorities in Austria, one pioneer in electronic government in Europe, leading in the European E-Government ranking 2010, and the declared 'European champion in eGovernment' for the fourth time in a row. Résumé de l'auteur.

Pärna, Ott et Nick Von Tunzelmann (2007). "Innovation in the public sector: Key features influencing the development and implementation of technologically innovative public sector services in the UK, Denmark, Finland and Estonia." Information Polity: The International Journal of Government & Democracy in the Information Age **12**(3): 109-125.

The article discusses the key features influencing the development and implementation of technologically innovative government services in Great Britain, Denmark, Finland and Estonia. It is noted that technological innovation is presumed to thrive in dynamic, flexible business enterprises and not in rigid, bureaucratic government organizations. Nonetheless, in response to a range of economic, political and ideological demands, the structures and processes of public governance needs to be changed and modernized. This article is based on an experimental survey of public service innovations in those four countries, that have built up strong reputation in advanced areas of electronic government services. Résumé de la base de données.

Québec (Province). Ministère des services gouvernementaux (2005). Près de 70 initiatives liées au développement du gouvernement en ligne réalisations des ministères et des organismes du gouvernement du Québec, 2004-2005 : gouvernement en ligne. [Québec, Gouvernement du Québec], Services gouvernementaux.

Rabaiah, Abdelbaset et Eddy Vandijck (2009). "A Strategic Framework of e-Government: Generic and Best Practice." Electronic Journal of e-Government **7**(3): 241-257.

This paper studies the strategies of (21) countries in addition to the European Union to put together a generic strategic framework of e-government. We found most of these strategies to be lacking a strategic framework - a framework that stems from the e-government strategy itself. The ultimate purpose of this paper is to introduce a best practice framework that is generic enough to be adopted by any given strategy. The paper argues the missing benefits of such a strategic framework. The proposed framework incorporates very important elements and principles. It has desirable characteristics and features that can add value to the e-government strategy. Unlike previous studies, the proposed framework defines strategic building blocks of e-government based on real-life e-government implementations of the countries reviewed. Our strategic framework possesses modular design. It is flexible, customisable and extensible. In putting this

framework together, we took into consideration commonalities, trends, and best practices in addition to relevant work of other scholars. Résumé de l'auteur.

Tolbert, Caroline J., Karen Mossberger (Dir). (2008). "Institutions, Policy Innovation, and E-Government in the American States." Public Administration Review **68**(3): 549-563.

RÉSUMÉ : <http://onlinelibrary.wiley.com/doi/10.1111/j.1540-6210.2008.00890.x/abstract>

Bolgherini, Silvia (2007). "The Technology Trap and the Role of Political and Cultural Variables: A Critical Analysis of the E-Government Policies." Review of Policy Research **24**(3): 259-275.

RÉSUMÉ : <http://onlinelibrary.wiley.com/doi/10.1111/j.1541-1338.2007.00280.x/abstract>

RELATIONS ENTRE LES CITOYENS ET L'ÉTAT

(2008). "The principles for user generated content services: a middle-ground approach to cyber-governance." Harvard Law Review **121**(5): 1387-1408.

The article discusses the principles of Internet regulation in the U.S. It highlights the key elements for user generated content services that suggest possibility and promise of a middle-ground approach to online governance. It cites that self-governance and traditional regulation may be able to coexist, allowing for an optimal compromise between self-governance and governmental oversight. The article also highlights the important role of the government in developing principles and ensuring the informal regulation of online conduct that reflects the interest of the large corporation and all of those who are affected. Résumé de la base de données.

Almagwashi, Haya et Steve McIntosh (2009). "Understanding the Government to e-Government Transition Using a Soft Systems Approach: What is e-Government Supposed to do?" Proceedings of the European Conference on e-Government: 45-54.

Thus, we have used systems thinking methodologies, and in particular Soft Systems Methodology (SSM), to understand the concept of government and explore the activities involved in order to understand the purpose of government, prior to considering where e-government may be appropriate. In this paper, we consider e-government as a service system to serve and support the activities of government. Our aim is to explore and understand the system served (government) from different perspectives in order to understand the service system (e-government). Our holistic approach uses the Enterprise Model Assembly method in SSM to develop a conceptual model relevant to government that illustrates the tasks that should be carried out by governments. Using the model as a reference, we illustrate how government activities can be considered in

an e-government context and how it can help in deciding on what e-government is supposed to do while including diverse perspectives about the purpose of government. In addition, the model can be used as a framework for exploring various issues and obstacles facing e-government projects. Résumé de l'auteur.

Almahamid, Soud (2009). "Determinants of User Continuance Intention to use e-Government." Proceedings of the European Conference on e-Government: 55-64.

Purpose- This study aims to empirically explore determinants of user continuance intention to use e-government (perceived usefulness, perceived ease of use, perceived internet self- efficacy, and perceived information quality).The study proposes that perceived usefulness, perceived ease of use, perceived internet self-efficacy, and perceived information quality determine continuance intention to use e-government. It has been argued that perceived usefulness, perceived ease of use, and computer self-efficacy determines continuance intention to use e-government. This study extends these arguments by including perceived internet self-efficacy and perceived information quality. We argued that internet self-efficacy is more important than computer self efficacy for using e-government websites and e-services. Résumé de la base de données.

Arif, Mohammer. (2008). Customer Orientation in e-Government Project Management: a Case Study, Academic Conferences, Ltd. Electronic Journal of e-Government. **6**: 1-10.

Customer orientation is vital for success in today's competitive environment. Jaworski and Kohli (1993) proposed a model to measure customer orientation comprising three components: 1) intelligence generation; 2) intelligence dissemination; and 3) organization-wide responsiveness. This model has been applied in several sectors. This paper applies it to an e-Government organization of a municipality. Résumé de l'auteur.

Centre francophone de recherche en informatisation des organisations, Ed. (2005). Cahier synthèse des actes du colloque : vers une nouvelle relation entre le gouvernement et les citoyens : 24, 25 et 26 mai 2005, Centre des congrès de Québec. [Québec ; Montréal]: CEFRIO, 107 f.

Chatillon, Georges, Bertrand Du Marais (Dir). , Eds. (2003). L'administration électronique au service des citoyens. Bruxelles: Bruylant, vi, 492 p.

Detlor, Brian, Maureen Hupfer (Dir). (2009). "A Citizen-Centric Framework for e-Government Services use." Proceedings of the International Conference on e-Government: 41-48.

This paper presents a citizen-centric framework for e-Government services use. The framework is based on an in-depth research investigation of the factors affecting successful community municipal portal use at five community municipal portal sites in the Province of Ontario, Canada. Overall, this paper evaluates the use of e-Government services from a citizen perspective. Recommendations for practitioners and contributions to existing theoretical models on e-Government service use also are made. Résumé de l'auteur.

Dutil, Patrice A., Cosmo Howard (Dir). (2007). "Rethinking Government-Public Relationships in a Digital World: Customers, Clients, or Citizens?" Journal of Information Technology & Politics 4(1): 77-90.

Many have argued that new electronic technologies have the potential to transform how governments relate to users of public services. This article explores the limits of e-government as it is being conceived by testing it against three service recipient models: customer, client, and citizen. We argue that despite the opportunities that electronically-based service transformations present for enhancing democratic citizen engagement and the power of clients, the market-inspired customer image is likely to emerge as the most powerful way in which service recipients are characterized and addressed. The business architecture of e-government being installed today in the pursuit of better customer relationship management may also represent a decreasingly attractive medium for client empowerment and democratic interactions between service recipients and government. Résumé de l'auteur.

Goupil, Sylvie (2007). "Gouvernement en ligne et démocratie." Politique et Sociétés 26(1): 27-46.

Dans cet article, l'auteure s'interroge sur l'impact de l'implantation du gouvernement en ligne, notamment au Québec, sur la relation citoyenne à l'État. Si le discours élaboré par les gouvernements pour légitimer leur action vise non seulement la modernisation des services, mais aussi le développement d'une démocratie en ligne, cette dernière étant supposée contribuer à combler le déficit démocratique, il est permis de se questionner sur les incidences réelles de ce phénomène. C'est ainsi que l'auteure propose deux dimensions d'analyse du e-gouvernement qui se traduisent par un processus d'individualisation et d'instrumentalisation susceptible de transformer la relation entre l'État et le citoyen. Résumé de la base de données.

Goupil, Sylvie et Association francophone pour le savoir-Acfas. Congrès (2004). Gouvernance et réseaux de communication la mise en place de l'inforoute gouvernementale et les mutations de la démocratie : le citoyen-client. [Québec (Province), s.n.

Groupe De Travail Sur Le Web 2.0 (Québec), Henri-François Gauthrin (Dir). (2012). Gouverner ensemble comment le Web 2.0 améliorera-t-il les services aux citoyens? [Québec (Province)], Gouvernement du Québec: iv, 198 p.

Le Bot, Olivier et Jordane Arlettaz, Eds. (2010). La démocratie en un clic? : réflexions autour de la notion d'e-démocratie : actes du colloque de Nice, 16 novembre 2009. Paris: L'Harmattan, 129 p.

Mcneal, Ramona, Kathleen Hale (Dir). (2008). "Citizen-Government Interaction and the Internet: Expectations and Accomplishments in Contact, Quality, and Trust." Journal of Information Technology & Politics 5(2): 213-229.

RÉSUMÉ : <http://www.tandfonline.com/doi/abs/10.1080/19331680802298298>

Morgeson Iii, Forrest V., David Vanamburg (Dir). (2011). "Misplaced Trust? Exploring the Structure of the E-Government-Citizen Trust Relationship." Journal of Public Administration Research & Theory **21**(2): 257-283.

RÉSUMÉ : <http://jpart.oxfordjournals.org/content/early/2010/04/25/jpart.muq006>

Organisation de coopération et de développements économiques, Ed. (2009). Rethinking e-government services : user-centred approaches. Paris, France: OECD, 239 p.

Shark, Alan R. et Sylviane Toporkoff, Eds. (2008). Beyond e-government & e-democracy : a global perspective. [Washington, D.C.]: Published by Public Technology Institute & ITEMS International, 334 p.

Susanto, Tony Dwi et Robert Goodwin (2010). "Factors Influencing Citizen Adoption of SMS-Based e-Government Services." Electronic Journal of e-Government **8**(1): 55-70.

This paper identifies the factors that determine citizens' acceptance of SMS-based e-government services. It reports on a web-based survey, paper-based questionnaires, and phone-call interviews that collected 159 responses from 25 countries. The results indicate that there are fifteen perceptions toward using SMS-based e-government services that may influence citizens to use or to reject the services... This study found that Notification services are the most frequently used followed by Pull SMS, Listen, and Transaction SMS services. Notification services could be an appropriate starting point for governments who want to establish SMS-based e-government services. Résumé de l'auteur.

Taylor, J. A. et A. M. B. Lips (2008). "The citizen in the information polity: Exposing the limits of the e-government paradigm." Information Polity: The International Journal of Government & Democracy in the Information Age **13**(3/4): 139-152.

The rise of 'e-government', both as a recognized field of practice and an identifiable and legitimate field of study, has occurred extraordinarily rapidly throughout the world. The term 'e-government' has come to capture and de-limit in toto what might be termed the agenda for government in the age of the Internet. This article questions the value of the orthodox interpretation, the paradigm, that has so rapidly emerged around e-government, in particular the casual assumption that e-government is ipso facto 'citizen-centric'. In so-doing this article reveals a concern that different questions must be asked in order to understand 'e-government' and its implications fully and fundamentally. If we are to ask these different questions rather than those to which we are drawn under the orthodox e-government frame of reference then this field will become more theoretically informed, particularly in ways that aid our understanding of 'citizenship' in the 'e-ubiquitous' State. Résumé de l'auteur.

Wangpipatwong, Sivaporn, Wichian Chutimaskul (Dir). (2008). "Understanding Citizen's Continuance Intention to Use e-Government Website: a Composite View of Technology Acceptance Model and Computer Self-Efficacy." Electronic Journal of e-Government

6(1): 55-64.

This study aims to understand the fundamental factors influencing the citizen's continuance intention to use e-Government websites by using the Technology Acceptance Model (TAM) as a based theoretical model. Computer self-efficacy is adopted as an additional factor that influences the citizen's continuance intention to use e-Government websites. To empirically test the proposed research model, the web-based survey was employed. The participants consisted of 614 country-wide citizens with at least a bachelor's degree and an experience with e-Government websites. Regression analysis was conducted to test the model. The results revealed that perceived usefulness and perceived ease of use of e-Government websites and citizen's computer self-efficacy directly enhanced citizen's continuance intention to use e-Government websites. In addition, perceived ease of use of e-Government websites indirectly enhanced citizen's continuance intention through perceived usefulness. Résumé de l'auteur.

Welch, E. W., C. C. Hinnant (Dir). (2005). "Linking citizen satisfaction with e-government and trust in government." Journal of Public Administration Research & Theory **15**(3): 371.

RÉSUMÉ : <http://jpart.oxfordjournals.org/content/15/3/371.abstract>

ÉTUDES DE CAS ET COMPARATIVES

Bigliardi, Barbara et Alberto Ivo Dormio (2009). "New Management Models of Public Administration: The Italian Experience of e-Government." Proceedings of the European Conference on e-Government: 137-148.

The revolution into the fields of "information and communication technologies (ICT)" does not influence only the daily life of the people, but it has also a significant impact on the interactions between the public administration and the citizens. From the beginning of the 1990s, public administration (PA) has been confronted by a series of new demands. A great trend towards growing individualisation is growing up, whereby there are increasing demands by individuals on the state, to provide solutions to a variety of problems. At the meantime, in the context of national and international competition, efficient and effective state activity and support for entrepreneurial activities in a region or country are becoming an increasingly decisive factor in location decisions. For some years, the term, "electronic government" (e-government) has been proposed as a way of closing this gap, therefore it can be said that the core of e-government is the execution of administrative processes. E-government makes it easier for citizens to become involved in and make their contribution to government-related issues, promising to improve the delivery of many public services, like online transactions and the dissemination of information about the operations carried out by the PA. Résumé de l'auteur.

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Carpenter, Gwendolyn, Barbara Lörincz (Dir). , Eds. (2008). Belgium. OECD e-government studies. Paris: OECD, 248 p.

Carpenter, Gwendolyn, Yih-Jeou Wang (Dir). , Eds. (2007). Netherlands. OECD e-government studies. Paris: Organisation for Economic Co-operation and Development, 271 p.

Chourabi, Hafedh, Sehl Mellouli (Dir). (2009). "Modeling e-government business processes: New approaches to transparent and efficient performance." Information Polity: The International Journal of Government & Democracy in the Information Age **14**(1/2): 91-109.

RÉSUMÉ : <http://iospress.metapress.com/content/p4q4337216635811/>

Dunleavy, Patrick, Helen Margetts (Dir). (2008). "Australian e-Government in comparative perspective." Australian Journal of Political Science **43**(1): 13-26.

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École nationale d'administration publique (Québec). Observatoire de l'administration publique et Québec (Province). Sous-secrétariat à l'inforoute gouvernementale et aux ressources informationnelles (2003). Gestion des inforoutes gouvernementales synthèse comparative, Canada, France, Nouveau-Brunswick, Ontario. Québec, Sous-secrétariat à l'inforoute gouvernementale et aux ressources informationnelles, Secrétariat du Conseil du trésor: 1 texte électronique.

Eifert, Martin et Jan Ole Püschel, Eds. (2004). National electronic government : comparing governance structures in multi-layer administrations. Londres ; New York: Routledge, xvi, 270 p.

Holzer, Marc (2008). Digital Governance in Municipalities Worldwide. Washington : Rutgers-Newark School of Public Affairs & Administration.

Hyun Jung, Yun et Cynthia Opheim (2010). "Building on Success: The Diffusion of e-Government in the American States." Electronic Journal of e-Government **8**(1): 71-81.

The purpose of this study is to determine what factors encourage the diffusion of Internet technology, or e-government, in the American states. Different dimensions of digital technology are examined by investigating the spread of both e-service and e-democracy. A longitudinal mixed linear model is used to test the direct effects of states' political, economic, demographic, and ideological factors on the states' efforts to adopt Internet technology over the first seven years of the new millennium. The results indicate that the adoption of Internet technology is a cumulative process; a state's preexisting digitalization is continuously built on progress in expanding the governmental digital services and outreach. States whose leaders are engaged in professional networks are more likely to adopt e-government. Institutionally powerful governors also encourage the adoption of on-line technology. The study concludes that the spread of Internet technology in

providing services and expanding outreach fits the explanatory analysis of noncontroversial policies that are diffused by a process of emulation. Executive power, leadership, and professional networks reinforce this pattern of emulation. Résumé de l'auteur.

Lee, Chung-Pin, Kaiju Chang (Dir). (2011). "Testing the Development and Diffusion of E-Government and E-Democracy: A Global Perspective." Public Administration Review **71**(3): 444-454.

E-government uses information and communication technology to provide citizens with information about public services. Less pervasive, e-democracy offers greater electronic community access to political processes and policy choices. Few studies have examined these twin applications separately, although they are widely discussed in the literature as distinct. The authors, Chung-pin Lee of Tamkang University and Kaiju Chang and Frances Stokes Berry of Florida State University, empirically analyze factors associated with the relative level of development of e-government and e-democracy across 131 countries. Their hypotheses draw on four explanations of policy change-learning, political norms, competition, and citizen pressures. All four explanations are strongly linked to nations where e-government policy is highly advanced, whereas a country's e-democracy development is connected to complex internal factors, such as political norms and citizen pressures. Résumé de l'auteur.

Lips, Miriam (2012). "E-Government is dead: Long live Public Administration 2.0." Information Polity: The International Journal of Government & Democracy in the Information Age **17**(3/4): 239-250.

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Organisation de coopération et de développement économiques, Ed. (2008). Making life easy for citizens and businesses in Portugal : administrative simplification and e-government. Paris: OECD, 209 p.

Perri, Ed. (2004). E-Governance : styles of political judgement in the informaton age polity. New York: Palgrave, xii, 238 p.

Ranerup, Agneta (2007). "Electronic Government as a combination of human and technological agency: Testing the principle of symmetry." Information Polity: The International Journal of Government & Democracy in the Information Age **12**(3): 153-167.

It is argued here that Electronic Government (E-Gov) research to date has misconceived humans and technology, tending to give primacy to one or the other, but failing to grapple with their interaction. The present paper tries to remedy this by introducing an Actor-Network Theory (ANT) inspired approach in which the principle of symmetry is applied to an empirical case. This perspective emphasizes agency as a combination of actions of humans and technology, both separately and in conjunction (a "hybrid"). The research context is a computerized

decision support (DSS) for portfolio management in the premium pension system in Sweden. The study shows that a system incorporating humans in conjunction with the DSS (a "hybrid") is able to make advanced economic decisions in line with pension policy by incorporating the preferences and characteristics of humans as well as the capabilities of technology. From a more general perspective, E-Gov is discussed today as a way of extending the hybridization of society, which is becoming an increasingly important component of the state's relationship with its citizens. The paper also discusses methodological implications, most importantly how to represent technology in a symmetrical analysis and how to avoid excessive detail in reporting. Résumé de l'auteur.

Rodousakis, Niki et Antonio Mendes Dos Santos (2008). "The development of inclusive e-Government in Austria and Portugal: a comparison of two success stories." Innovation: The European Journal of Social Sciences **21**(4): 283-316.

RÉSUMÉ : <http://www.tandfonline.com/doi/abs/10.1080/13511610802591892>

Schwester, Richard (2009). "Examining the Barriers to e-Government Adoption." Electronic Journal of e-Government **7**(1): 113-122.

e-Government initially began as process where government entities developed websites and began populating these sites with information. After mastering this information dissemination aspect, government units moved toward processing online transactions. Subsequent to mastering transaction processing, governments moved across a continuum and engaged citizens online in a participatory framework; that is, offering Internet applications that connect citizens with public administrators, decision-makers, and perhaps elected officials. While the subsequent progression and potential benefits of e-Government applications are without limits, there are a number of barriers that impede the implementation of such applications. Using survey data collected by the International City/County Management Association (ICMA), this paper examines the factors that most impede the adoption of e-Government applications. Résumé de l'auteur.

Wohlers, Tony E. (2009). "The Digital World of Local Government: A Comparative Analysis of the United States and Germany." Journal of Information Technology & Politics **6**(2): 111-126.

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Ubaldi, Barbara Chiara, Carine Tyler (Dir). , Eds. (2010). Denmark : efficient e-government for smarter public service delivery. Paris: OECD, 302 p.

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Côté, Sabrina, Centre francophone d'informatisation des organisations (Dir). , Eds. (2006). Le Web municipal au Québec : portrait de la situation en 2006 : étude. [Québec]: Ministère des affaires municipales et des régions Québec : Cefrio, 103 p.

Fontaine, Mélanie, Centre francophone d'information des organisations (Dir). Eds. (2013). NetGouv 2012 : Gouvernement en ligne : des défis à l'horizon! Interventions citoyennes et services publics. Québec, Montréal : Cefrio, 16 p.

Gautrin, Henri-François (2004). Vers un Québec branché pour ses citoyens rapport sur le gouvernement en ligne. [Québec, Henri-François Gautrin.

Horizons De Politiques Canada (2011). Gouverner par wiki rapide, net et intense : étude prospective sur les médias sociaux. [Ottawa], Horizons de politiques Canada: 24 p.

Jacob, Caroline, Centre francophone d'informatisation des organisations (Dir). (2004). Le Web municipal au Québec portrait de la situation en 2004 : étude. [Québec (Province)], Ministère des affaires municipales Cefrio.

Jacob, Caroline, Catherine Lamy (Dir). (2004). NetGouv 2004 services gouvernementaux en ligne au Québec : sondage réalisé auprès des citoyens et des entreprises du Québec : volet citoyens. Québec, CEFRIO.

Jacob, Caroline, Catherine Lamy (Dir). (2004). NetGouv 2004 services gouvernementaux en ligne au Québec : sondage réalisé auprès des citoyens et des entreprises du Québec : volet entreprises. Québec, CEFRIO.

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Observatoire des éditions numériques et association linguo-responsable.Org, Eds. (2009). Le comportement linguistique de l'État sur internet : étude statistique. Paris; [Versailles]: Observatoire des éditions numériques ; Association linguo-responsable.org, 17 p.

Roy, Réjean, Najoua Kooli (Dir). , Eds. (2011). Portrait de l'utilisation des services

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gouvernementaux en ligne par les PME québécoises : NetGouv entreprises : rapport 2011. Québec: CEFRIO, 50 p.