EDITORIAL PREFACE

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Welcome to the Volume 10, Issue 4 of the International Journal of Electronic Government Research. This issue of IJEGR presents five papers that mainly revolve around e-government adoption and diffusion, e-government benchmarking and the challenges of governing Big Data. A review of existing benchmarking studies in the field of e-government reveal that much attention is focused on service maturity and quality often neglecting issues surrounding citizen's adoption of services. Therefore, several papers in this issue position the role citizen adoption as a key performance indicator when benchmarking e-government services. Moreover, this issue of IJEGR emphasises on the significance and challenges of Big Data and how e-government has increased transparency by providing citizens with information around government processes and services.

The first paper is by Mubarak Alruwaie and is entitled 'The Role of Social Influence and Prior Experience on Citizens' Intention to Continuing to Use E-government Systems: A Conceptual Framework'. The paper has developed a conceptual framework by integrating Social Cognitive Theory (SCT) and Expectation Confirmation Theory (ECT). The conceptual framework investigates the influence of personal factors (prior experience, self-efficacy, personal outcome expectation and satisfaction) in association with social influence towards continuance intention to use e-government. The

paper has theoretically contributed to field of e-government by proposing a conceptual model that investigates the factors that influence pre-adoption and post-adoption of e-government services. Furthermore, the paper has practically contributed by offering guidance for decision makers in the e-government domain by highlighting the factors that influence the continuous use of e-government service.

The second paper is entitled 'A Review of the Factors Affecting User Satisfaction in Electronic Government Services'. This paper is authored by Vishanth Weerakkody, Zahir Irani, Habin Lee, Nitham Hindi and Ibrahim Osman. The purpose of this paper is to undertake a comprehensive review of the literature related to e-government satisfaction and adoption with a particular focus on the most critical factors and their manifested variables that influence user satisfaction in e-government. Based on the collected 147 papers, the authors found that majority of the construct relationships demonstrated a significant range of average summative correlation, and effect size, however the influence of perceived ease of use, effort expectancy on behavioural intention, behavioural intention on use behaviour, and perceived trust on risk were still found to be non-significant. The paper further found that although a large number of theories and theoretical constructs were borrowed from reference disciplines such as Information Systems, e-commerce

and public administration, their utilisation by e-government researchers appears to be largely random in approach.

The third paper is by Joan Batlle, Josep Blat and Ernest Abadal and is entitled 'Benchmarking municipal e-Government services: a bottom up methodology and pilot results'. This paper suggests that existing e-government benchmarks mostly address the national level and do not cater for this wealth of locally provided e-services. This paper presents a new bottom-up benchmarking methodology specifically tailored to cities e-administration, as based on a meaningful grouping of services. The methodology takes into account both service provision and citizens' adoption. The methodology was applied in a pilot study of 15 quite diverse medium and large European cities, and its results are presented within the context of validating the methodology introduced.

The fourth paper is entitled 'Sociopolitical Digital Interactions' Maturity: Analyzing the Brazilian States'. Authors Herman Resende Santos, Dany Flávio Tonelli and Paulo Henrique S. Bermejo presented a conceptual framework of understanding the levels of sociopolitical digital interactions' maturity (SDIM). The paper was underpinned by two central questions: (1) how can the sociopolitical digital interactions' maturity levels be classified; and (2) what is the current developmental stage of digital sociopolitical interactions in Brazilian states'

governmental websites? The paper qualitatively validated the conceptual scheme (SDIM) based on the 27 Brazilian state government websites. The paper found that SDIM provides a tool that can be used in processes of design, analysis, and improving the digital interactions between government and society on government websites and collaborative architectures.

The fifth paper is by Chinh Nguyen, Rosemary Stockdale, Helana Scheepers and Jason Sargent and is entitled 'Electronic Records Management - an old solution to a new problem: Governments providing usable information to stakeholders'. The paper highlights the significance of Big Data and the challenges the governments are facing to control, manage and extract right information from scattered data. The paper presents Electronic Records Management (ERM) as a framework for controlling and governing the important data of an organisation. This paper investigates the challenges identified from reviewing the literature for Gov 2.0, Big Data, and ERM in order to develop a better understanding of the application of ERM to Big Data to extract useable information in the context of Gov 2.0.

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