EDITORIAL PREFACE

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Welcome to Volume 11, Issue 3 of the International Journal of Electronic Government Research. This issue of IJEGR presents five papers that mainly revolve around e-government adoption, implementation and institutionalisation. Two of the papers offered in this issue discuss the factors that influence adoption of e-government services and present conceptual models by integrating well established theories from existing literatures. Two papers highlight the challenges associated in implementing e-government service and suggest different ways of tackling them. The final paper provides insights into the institutionalisation of digital enabled service transformation in the public sector by studying both Institutional and Structuration theories.

The first paper is by Bwalya Kelvin Joseph and Tanya Du Plessis and is entitled 'Consumers' Awareness of the Value of e-Government in Zambia: Empirical Evidence'. This paper investigates whether e-Government users in selected towns in Zambia are aware of the anticipated benefits of e-Government. The empirical examination of the study revealed that apart from the traditional factors, namely 'perceived ease of use' and 'perceived usefulness' that influence adoption, the Zambian context also presents additional factors that influence adoption, such as culture, cost, trust, and other social dimensions or beliefs. The study contributes to the current debate on e-Government in Sub-Saharan Africa and fills a void in empirical studies of e-Government penetration in Zambia.

The second paper is entitled 'Examining the Role of Social Influence, Usefulness and Ease of Use for Determining the Mandatory Use of a Human Resource Information System in the Context of Saudi Ministries'. This paper is written by Wassan A.A. Al-Khowaiter, Yogesh K. Dwivedi and Michael D. Williams. In this paper the authors observed the role of social influence (SI), perceived usefulness (PU) and ease of use (EU) towards encouraging the mandatory use of a human resource information system (HRIS) in Saudi ministries. This study develops a conceptual model by integrating SI with factors from the technology acceptance model (TAM) to investigate factors affecting the use and user satisfaction of HRIS. The Conceptual model is empirically validated and the results suggest that TAM factors (i.e. PU and EU) had a significant effect on both the use of the system and user satisfaction.

The third paper is entitled 'Three eGovernments Living Happily Ever After'. This paper by Katarina L Gidlund used a combination of discourse analysis and a Bourdieuan inspired use of the concept of epistemic cultures as an analytical framework to disentangle the notion of a participatory eGovernment development. The author poses three overarching questions: (i) 'the who' (i.e. whom the idea of eGovernment is concerned) in combination with (ii) 'the why' (driv-

ing forces, logics and expressed goals), and finally (iii) 'the how' (with what kind of knowledge and practices the why is expected to be realized) and also examines how these are related to each other in terms of overlaps and conflicts. The study also undertakes an empirical analysis of a national plan for digitalisation and discusses the results in relation to existing discourses and epistemic cultures and their interrelations.

The fourth paper presented in this issue of IJEGR is entitled 'Nine Challenges for e-Government Action Researchers'. This paper by Jesper B. Berger and Jeremy Rose argue that action research is a useful form of empirical research in applied fields, and becoming accepted in e-Government research. This study uses Canonical Action Research (CAR) and shows the difficulties that result when applied to a relatively typical e-Government case study: the implementation of an advanced email system in Danish public administration. The authors highlight nine challenges, and suggest some ways of tackling them. This study recommends that future research should concentrate on extending normative principles for action research in the directions suggested, to offer better preparation for action researchers in e-Government.

The final paper is by Amizan Omar and Mohamad Osmani and is entitled 'Digitally Enabled Service Transformations in Public Sector: A Review of Institutionalisation and Structuration Theories'. In this article the authors identify existing research that utilised Institutional and Structuration theories to study the institutionalisation of digital-enabled services transformation in public sector. The findings of this study highlight that existing research is largely limited to European context. Furthermore, the authors found that majority of the research used qualitative approach and it potentially provides motivation to adopt such methodology in future research.

I hope readers will find the five diverse papers offered in this issue of IJEGR useful, interesting and most importantly adding value to the field of e-government research.

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