

INFORMATION RESOURCES MANAGEMENT JOURNAL

April-June 2011, Vol. 24, No. 2

Table of Contents

**SPECIAL ISSUE ON PUBLIC ADMINISTRATION AND POLICY MAKING IN
AN ELECTRONIC ERA**

GUEST EDITORIAL PREFACE

- i Public Administration and Policy Making in an Electronic Era**
Ali A. Pourezzat, University of Tehran, Iran

RESEARCH ARTICLES

- 1 An Integrated Strategic Framework for E-Government Initiatives**
Fatemeh Saghafi, Iran Telecommunication Research Center, Iran
Behrouz Zarei, Tehran University, Iran
Akbar Kary Dolat Abadi, Shahid Sattari University, Iran
Kolsoom Abbasi Shahkooh, Iran Telecommunication Research Center, Iran
- 16 What Drives Malaysian E-Government Adoption? An Empirical Analysis**
Alain Yee-Loong Chong, The Hong Kong Polytechnic University, Hong Kong
- 28 Bundling Processes Between Private and Public Organizations:
A Qualitative Study**
Armin Sharafi, Technische Universität München, Germany
Marlen Jurisch, Technische Universität München, Germany
Christian Ikas, Technische Universität München, Germany
Petra Wolf, Technische Universität München, Germany
Helmut Krcmar, Technische Universität München, Germany
- 46 Impact of e-CRM on Website Loyalty of a Public Organization's Customers**
Wen-Jang Jih, Middle Tennessee State University, USA
- 61 Success of Public Knowledge Management in the Light of the Russian Ethics**
Mehdi Shami Zanjani, University of Tehran, Iran
Hossein Dabbagh, Shahid Beheshti University, Iran
Roshanak Rouzbehani, University of Tehran, Iran
- 76 Challenges Faced by Megacities in the Future**
Ali Assadian, University of California, San Diego, USA
Mostafa Nejati, Universiti Sains Malaysia, Malaysia