

## Bibliography

- Accenture (2002), “eGovernment Leadership – Realizing the Vision”, [www.accenture.com/xdoc/en/newsroom/epresskit/egov/realizing\\_vision.pdf](http://www.accenture.com/xdoc/en/newsroom/epresskit/egov/realizing_vision.pdf).
- Accenture (2005), “Leadership in Customer Service: New Expectations, New Experiences”, April, [www.accenture.com/NR/rdonlyres/F9C0479F-5139-49E3-A71D-5895AA145C6A/0/leadership\\_cust.pdf](http://www.accenture.com/NR/rdonlyres/F9C0479F-5139-49E3-A71D-5895AA145C6A/0/leadership_cust.pdf).
- Aichholzer, Georg (2005), “Service Take-Up and Impacts of E-Government in Austria”, Institute of Technology Assessment (ITA), Austrian Academy of Sciences, Austria, [www.springerlink.com/content/crcnwfg5vek416y8/fulltext.pdf](http://www.springerlink.com/content/crcnwfg5vek416y8/fulltext.pdf).
- Aichholzer, Georg and Martin Spitzenberger (2005), “E-Government in Österreich. Entwicklungsstand, Nutzung und Modellprojekte”, Institut für Technikfolgenabschätzung der Österreichischen Akademie der Wissenschaften, Wien, July, [www.digitales.oesterreich.gv.at/DocView.axd?CobId=19996](http://www.digitales.oesterreich.gv.at/DocView.axd?CobId=19996).
- AGIMO (Australian Government Information Management Office) (2007), “Excellence in e-Government Awards: 2007 Finalist Case Studies”, Department of Finance and Administration, Australian Government, September, [www.agimo.gov.au/practice/delivery/awards/e-Award\\_2007/ecensus](http://www.agimo.gov.au/practice/delivery/awards/e-Award_2007/ecensus).
- AGIMO (Australian Government Information Management Office) (2007), *Australians’ Use of and Satisfaction with e-Government Services*, AGIMO, Department of Finance and Administration, Australia, December, [www.finance.gov.au/publications/use-of-e-government-services-2007/docs/31576\\_AGIMO\\_Satisfaction-ALL.pdf](http://www.finance.gov.au/publications/use-of-e-government-services-2007/docs/31576_AGIMO_Satisfaction-ALL.pdf).
- Altinn/Brønnøysundregistrene (2007), “En bedriftsundersøkelse om Altinn og elektronisk innrapportering til det offentlige”, 10 August, [https://www.altinn.no/upload/Brukerundersøkelse/20070817\\_nnu2007q2\\_rapport\\_Altinn.pdf](https://www.altinn.no/upload/Brukerundersøkelse/20070817_nnu2007q2_rapport_Altinn.pdf).
- Belgian Federal Government (2006), “Fed-e View Citizen: Longitudinal Study of the Internet and E-government in Belgium, What Citizens Think”, study commissioned by Fedict and undertaken by Indigov bvba, [www.fedict.belgium.be/fr/binaries/Cp\\_Fed-eView\\_FR\\_02042007\\_tcm166-9117.pdf](http://www.fedict.belgium.be/fr/binaries/Cp_Fed-eView_FR_02042007_tcm166-9117.pdf).
- Capgemini Consulting (2007), *2007: E-administration: le temps de la fidélité*, together with TNS Sofres, Paris, September, [www.fr.capgemini.com/actualites/publications/resultats\\_de\\_letude\\_2007\\_eadministration\\_capgemini\\_consulting\\_tns\\_sofres/?d=1](http://www.fr.capgemini.com/actualites/publications/resultats_de_letude_2007_eadministration_capgemini_consulting_tns_sofres/?d=1).
- Cole, Martin and Greg Parston (2006), *Unlocking Public Value: A New Model for Achieving High Performance in Public Service Organisations*, John Wiley and Sons, Inc.
- Crown (2005), “eAccessibility of Public Sector Services in the European Union: Executive Briefing”, published under the auspices of the European Public Administrations Network (EPAN) by the UK Presidency of the European Union, November, [archive.cabinetoffice.gov.uk/e-government/docs/eu\\_accessibility/pdf/eaccessibility\(eu\)\\_report.pdf](http://archive.cabinetoffice.gov.uk/e-government/docs/eu_accessibility/pdf/eaccessibility(eu)_report.pdf).

- Crown (2005), "Transformational Government – Enabled by Technology", Cabinet Office, United Kingdom, November, [www.cio.gov.uk/documents/pdf/transgov/transgov-strategy.pdf](http://www.cio.gov.uk/documents/pdf/transgov/transgov-strategy.pdf).
- Crown (2007), The Communities and Local Government Connect to your Council' Take-Up Campaign. Campaign Review and Recommendations for Future Local Authority Campaigns (Bursts 1-3), Communities and Local Government, London, United Kingdom, December, [www.communities.gov.uk/documents/localgovernment/pdf/Connect\\_your\\_council.pdf](http://www.communities.gov.uk/documents/localgovernment/pdf/Connect_your_council.pdf).
- Crown (2007), "Satisfaction Guidance on Improving the Customer Experience in Public Services: Service Transformation Agreement", October, [www.hm-treasury.gov.uk/media/B/9/pbr\\_csr07\\_service.pdf](http://www.hm-treasury.gov.uk/media/B/9/pbr_csr07_service.pdf).
- Crown (2007), "How to Measure Customer Satisfaction: A Toolkit for Improving the Customer Experience in Public Services", November, [www.cabinetoffice.gov.uk/public\\_service\\_reform/v.uk/transformational\\_government/index.asp](http://www.cabinetoffice.gov.uk/public_service_reform/v.uk/transformational_government/index.asp).
- Crown (2007), "Transformational Government – Our Progress in 2007: Delivering Better, More Efficient Service for Everyone", Cabinet Office, United Kingdom, [www.cio.gov.uk/documents/annual\\_report2007/tg\\_annual\\_report07.pdf](http://www.cio.gov.uk/documents/annual_report2007/tg_annual_report07.pdf).
- Crown (2008), "New Zealand E-Government 2007: Progress Towards Transformation", State Services Commission, New Zealand, June, [www.e.govt.nz/resources/research/progress/Progress2007.pdf](http://www.e.govt.nz/resources/research/progress/Progress2007.pdf).
- Czech Republic's Ministry of Interior (2006), "State Information and Communications Policy – e-Czech 2006", [http://aplikace.mvcr.cz/archiv2008/micr/files/1288/eng\\_sikp.pdf](http://aplikace.mvcr.cz/archiv2008/micr/files/1288/eng_sikp.pdf).
- Danish Auditor General (2005), 4/05 Beretning om digitale løsninger i staten. Beretning fra rigsrevisor fremsendt til Folketinget i henhold til § 18, stk. 1, i lov om revisionen af statens regnskaber m.m. (Report about Digital Solutions in Central Government, report from the Auditor General submitted to the Parliament), Copenhagen, [www.folketinget.dk/BAGGRUND/statsrev/SR0405.pdf](http://www.folketinget.dk/BAGGRUND/statsrev/SR0405.pdf).
- Danish Ministry of Finance (2007), "The Danish E-Government Strategy 2007-2010. Towards Better Digital Service, Increased Efficiency and Stronger Collaboration, The Danish Government, Local Government Denmark (LGDK) and Danish Regions June 2007", The Digital Taskforce, Ministry of Finance, Denmark, [http://modernisering.dk/fileadmin/user\\_upload/documents/Projekter/digitaliseringsstrategi/Danish\\_E-government\\_strategy\\_2007-2010.pdf](http://modernisering.dk/fileadmin/user_upload/documents/Projekter/digitaliseringsstrategi/Danish_E-government_strategy_2007-2010.pdf).
- Danish National IT and Telecom Agency (2008), "Flotte resultater for borger.dk (Excellent Results for borger.dk)", newsfeed on the website of the Danish National IT and Telecom Agency, 21 February, [www.itst.dk/nyheder/nyhedsarkiv/2008/flotte-resultater-for-borger.dk](http://www.itst.dk/nyheder/nyhedsarkiv/2008/flotte-resultater-for-borger.dk).
- Demunter, C. (2006), "How Skilled are Europeans in Using Computers and the Internet?", *Statistics in Focus* 17/2006, Eurostat, [http://epp.eurostat.ec.europa.eu/cache/ITY\\_OFFPUB/KS-NP-06-017/EN/KS-NP-06-017-EN.PDF](http://epp.eurostat.ec.europa.eu/cache/ITY_OFFPUB/KS-NP-06-017/EN/KS-NP-06-017-EN.PDF).
- Dutch Ministry of the Interior and Kingdom Relations (1995), "Terug naar de toekomst: over het gebruik van informatie en informatie – en communicatietechnologie in de openbare sector (Back to the Future: On the use of Information and Communication Technology in the Public Sector)", The Hague, June.
- Dutch Ministry of the Interior and Kingdom Relations (1996), "Terug naar de toekomst. Eerste voortgangsrapportage aan de Staten-Generaal (Back to the Future: First Progress Report to the Parliament)", version 2.2, Gravenhage, July.

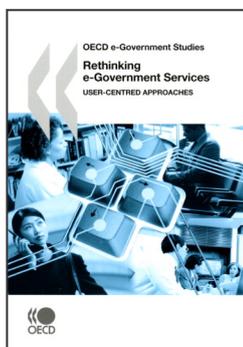
- Dutch Ministry of the Interior and Kingdom Relations (2005), "Progress Report on the Modernising Government Programme", October.
- European Commission (2003), "Top of the Web: Survey on Quality and Usage of Public E-services", prepared by PLS Rambøll Management, Denmark, November, [http://209.85.135.104/search?q=cache:hulGq5fjfrkj:ec.europa.eu/information\\_society/eeurope/2005/doc/all\\_about/quality\\_usage\\_final\\_report\\_2003.pdf+%22Top+of+the+Web%22+European+Commission&hl=fr&ct=clnk&cd=3&gl=fr](http://209.85.135.104/search?q=cache:hulGq5fjfrkj:ec.europa.eu/information_society/eeurope/2005/doc/all_about/quality_usage_final_report_2003.pdf+%22Top+of+the+Web%22+European+Commission&hl=fr&ct=clnk&cd=3&gl=fr).
- European Commission (2004), "Top of the Web: User Satisfaction and Usage – Survey of eGovernment Services", prepared by PLS Rambøll Management, December, [www.eworx.gr/resources/top\\_of\\_the\\_web\\_report\\_2004.pdf](http://www.eworx.gr/resources/top_of_the_web_report_2004.pdf).
- European Commission (2006), "i2010 Benchmarking Framework", i2010 High Level Group, Issue No. 1, April, [http://ec.europa.eu/information\\_society/eeurope/i2010/docs/benchmarking/060220\\_i2010\\_benchmarking\\_framework\\_nov\\_2006.doc](http://ec.europa.eu/information_society/eeurope/i2010/docs/benchmarking/060220_i2010_benchmarking_framework_nov_2006.doc).
- European Commission (2006), "eGovernment Measurement Framework", a presentation by Juan Arregui McGullion, DG INFSO, Brussels, 28 June.
- European Commission (2006), "Online Availability of Public Services: How is Europe Progressing?", Report of the 5th Measurement, prepared by Capgemini, June, [http://ec.europa.eu/information\\_society/eeurope/i2010/docs/benchmarking/online\\_availability\\_2006.pdf](http://ec.europa.eu/information_society/eeurope/i2010/docs/benchmarking/online_availability_2006.pdf).
- European Commission (2006), "eGEP (eGovernment Economics Project) Measurement Framework", Final Version, 15 May, [www.epractice.eu/resource/1299](http://www.epractice.eu/resource/1299).
- European Commission (2007), "The User Challenge Benchmarking the Supply of Online Public Services", Report of the 7<sup>th</sup> Measurement, prepared by Capgemini, September.
- European Commission (2007), *i2010 Annual Information Society Report 2007, Commission Staff Working paper Volume 1*, COM(2007)146, SEC(2007) 395, Brussels, 30.3.2007.
- European Commission (2007), "eGovernment Progress in EU27+. Reaping the Benefits", European Commission – Information Society and Media DG, 19 September, [http://ec.europa.eu/information\\_society/newsroom/cf/itemdetail.cfm?item\\_id=3635](http://ec.europa.eu/information_society/newsroom/cf/itemdetail.cfm?item_id=3635).
- European Commission (2007), fact sheet on e-government in Ireland, version 7.0., January, <http://ec.europa.eu/idabc/servlets/Doc?id=27634>, accessed 14 September 2008.
- European Commission (2007), "Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions, Action Programme for Reducing Administrative Burdens in the European Union", COM(2007)23final, Commission of the European Communities, [http://ec.europa.eu/enterprise/regulation/better\\_regulation/docs/docs\\_admin\\_b/com\\_2007\\_23\\_en.pdf](http://ec.europa.eu/enterprise/regulation/better_regulation/docs/docs_admin_b/com_2007_23_en.pdf).
- European Public Administration Network (EUPAN) eds, UK Presidency of the EU (2005), "eAccessibility of Public Sector Services in the European Union: Executive Briefing", published under the auspices of the European Public Administrations Network (EUPAN), November, [http://archive.cabinetoffice.gov.uk/e-government/docs/eu\\_accessibility/pdf/eaccessibility\(eu\)\\_report.pdf](http://archive.cabinetoffice.gov.uk/e-government/docs/eu_accessibility/pdf/eaccessibility(eu)_report.pdf), accessed 28 August 2008.
- European Union (2007), "The Ministerial Declaration of the 4th Ministerial eGovernment Conference", Lisbon, Portugal, 19 September, [www.egov2007.gov.pt/images/stories/ministerial\\_declaration\\_final\\_version\\_180907.pdf](http://www.egov2007.gov.pt/images/stories/ministerial_declaration_final_version_180907.pdf).

- Executive Office of the President of the United States (2008), "Report to Congress on the Benefits of the President's E-Government Initiatives, Fiscal Year 2008", [www.whitehouse.gov/omb/egov/c-1-6-daip.html](http://www.whitehouse.gov/omb/egov/c-1-6-daip.html).
- Fink, Carsten and Charles J. Kenny (2003), "W(h)ither the digital divide?", pp. 15-24, [www.itu.int/wsis/docs/background/themes/digital\\_divide/fink-kenny.pdf](http://www.itu.int/wsis/docs/background/themes/digital_divide/fink-kenny.pdf).
- Finnish Ministry of Finance (2006), Government Policy Decision on the Development of IT Management in the State Administration, 3c/2006, Finland, [www.vm.fi/vm/en/04\\_publications\\_and\\_documents/03\\_documents/Vnpp\\_eng\\_lyhyt.pdf](http://www.vm.fi/vm/en/04_publications_and_documents/03_documents/Vnpp_eng_lyhyt.pdf).
- Graafland-Essers, Irma and Emile Ettedgui, (2003), "Benchmarking e-Government in Europe and the US", report funded by the European Union under the SIBIS – Statistical Indicators Benchmarking the Information Society programme IST-2000-26276, RAND Europe, [www.rand.org/pubs/monograph\\_reports/2005/MR1733.pdf](http://www.rand.org/pubs/monograph_reports/2005/MR1733.pdf).
- gfs.bern (2007), "Mit steigender Nutzung an Profil gewonnen. Schlussbericht zur studie firmen un e-government, im auftrag des seco und der bundeskanzlei", Bern, 28 March 2007), [www.gfs-bern.ch/pub/Bericht\\_Firmenstudie.pdf](http://www.gfs-bern.ch/pub/Bericht_Firmenstudie.pdf), accessed 4 October 2008.
- gfs.bern (2008), "E-Government für Unternehmen mittlerweile wichtiger als persönlicher Kontakt. Qualifizierte Bedürfnisse der kelineren Unternehmen. Schlussbericht zur studie firmen und e-government, im auftrag des seco un der buodeskantzlei", Bern, 24 April 2008, [www.gfs-bern.ch/pub/48500\\_PortalCHFirmen\\_Schlussbericht\\_def.pdf](http://www.gfs-bern.ch/pub/48500_PortalCHFirmen_Schlussbericht_def.pdf), accessed 4 October 2008.
- Helbig, et al. (2005), "Understanding the Complexity in Electronic Government: Implications from the Digital Divide Literature", Proceedings of the Eleventh Americas Conference on Information Systems, Omaha, NE, 11-14 August.
- Her Majesty the Queen in Right of Canada (2007), "Service Canada Annual Report 2006-2007", [www.servicecanada.gc.ca/en/about/reports/ar\\_0607/pdf/ar\\_0607.pdf](http://www.servicecanada.gc.ca/en/about/reports/ar_0607/pdf/ar_0607.pdf), accessed 15 September 2008.
- Hoff, J. (2004), "Members of Parliaments' Use of ICT in a Comparative European Perspective", *Information Polity* 9(1-2), pp. 5-16.
- Icelandic Prime Minister's Office (2004), "Resources to Serve Everyone: Policy of the Government of Iceland on the Information Society 2004-2007", Prime Minister's Office, Iceland, April, [http://eng.forsaetisraduneyti.is/media/English/IT\\_Policy2004.pdf](http://eng.forsaetisraduneyti.is/media/English/IT_Policy2004.pdf), accessed 14 September 2008.
- Icelandic Prime Minister's Office (2005a), "Hvað er spunnid í opinberavefi?", December, [www.utvefur.is/media/Skyrslur/Op\\_vefir\\_skyrsla.pdf](http://www.utvefur.is/media/Skyrslur/Op_vefir_skyrsla.pdf).
- Icelandic Prime Minister's Office (2005b), "Hvað er spunnid í opinbera vefi – 2007? Helstu niðurstöður – stutt samantekt", [www.ut.is/media/utvefur-skjol/Hvad\\_er\\_spunnid\\_kynning.stefnumotun\\_adgengilegt\\_v.1.1.pdf](http://www.ut.is/media/utvefur-skjol/Hvad_er_spunnid_kynning.stefnumotun_adgengilegt_v.1.1.pdf).
- Icelandic Prime Minister's Office (2008), Iceland the e-Nation. Icelandic Government Policy on the Information Society 2008-2012, <http://eng.forsaetisraduneyti.is/information-society/English/nr/2974>, accessed 4 October 2008.
- Institute for Citizen-Centred Service (2008), the Common Measurement Tool (CMT), [www.iccs-isac.org/eng/cmt-about.htm](http://www.iccs-isac.org/eng/cmt-about.htm), accessed 14 September 2008.
- Irish Department of the Taoiseach (Prime Minister's Office) (2004), "New Connections. A Strategy to Realise the Potential of the Information Society", 2nd Progress Report, April, [www.taoiseach.gov.ie/attached\\_files/Pdf%20files/New%20Connections,%202nd%20Progress%20Report.pdf](http://www.taoiseach.gov.ie/attached_files/Pdf%20files/New%20Connections,%202nd%20Progress%20Report.pdf).

- Italian Council of Ministers (2007), “Verso il sistema nazionale de e-government. line strategiche (Strategic Guidelines – Towards the National E-Government System)”, Presidenza del Consiglio dei Ministri, Ministro per le Riforme e le Innovazioni nella Pubblica Amministrazione, March, [www.innovazionepa.it/ministro/pdf/linee\\_strategiche\\_egov.pdf](http://www.innovazionepa.it/ministro/pdf/linee_strategiche_egov.pdf).
- Lonti, Z. and M. Woods (2008), “Towards Government at a Glance: Identification of Core Data and Issues related to Public Sector Efficiency”, *OECD Working Papers on Public Governance*, No. 7, OECD Publishing, doi: 10.1787/245570167540, [www.oecd.org/dataoecd/52/34/40209928.pdf](http://www.oecd.org/dataoecd/52/34/40209928.pdf).
- Mexican Ministry of the Economy (2004), *¿Dónde estamos y a dónde vamos en nuestra Agenda de Buen Gobierno? (Where are we and where are we going with our Good Government Agenda?)*, [www.innova.presidencia.gob.mx/documentos/14](http://www.innova.presidencia.gob.mx/documentos/14), accessed 23 February 2005.
- Mexican President's Office for Government Innovation (2003), “Modelo de Calidad INTRAGOB (INTRAGOB Quality Model)”, Revision 1, March, [www.innova.gob.mx](http://www.innova.gob.mx).
- Millard, J. (2006), “Evidence-based Support for the Design and Delivery of User-centred Online Public Services”, eGovernment report, European Commission IST 6th Framework IST Programme.
- Nielsen, Jakob (1993), *Usability Engineering (Interactive Technologies)*, Academic Press Inc, July 1993
- Norwegian Ministry of Government Administration and Reform (2007), “Summary in English: Report No. 17 (2006–2007) to the Storting. An Information Society for All”, [www.regjeringen.no/upload/FAD/Vedlegg/IKT-politikk/stm17\\_2006-2007\\_eng.pdf](http://www.regjeringen.no/upload/FAD/Vedlegg/IKT-politikk/stm17_2006-2007_eng.pdf).
- OECD (2003), *OECD e-Government Studies: Finland*, OECD, Paris.
- OECD (2004), *OECD e-Government Studies: Norway*, OECD, Paris.
- OECD (2005), *OECD e-Government Studies: Mexico*, OECD, Paris.
- OECD (2005), *OECD e-Government Studies: e-Government for Better Government*, OECD, Paris.
- OECD (2006), *OECD e-Government Studies: Denmark*, OECD, Paris.
- OECD (2006), ‘Issues in Output Measurement for Government at a Glance’, OECD Directorate for Public Governance and Territorial Development (GOV) Technical Paper 2, OECD Project on Management in Government: Comparative Country Data, unclassified document, GOV/PGC(2006)10/ANN2, 13 October.
- OECD (2007), *OECD e-Government Studies: Hungary*, OECD, Paris.
- OECD (2007), *OECD e-Government Studies: Netherlands*, OECD, Paris.
- OECD (2007), *OECD e-Government Studies: Turkey*, OECD, Paris.
- OECD (2007), “E-Government as a Tool for Transformation”, OECD unclassified document, GOV/PGC(2007)6, 28 March.
- OECD (2007), “Benefits Realisation Management”, OECD unclassified document, GOV/PGC/EGOV(2006)11/REV1, 29 March.
- OECD (2007), Recent Developments in Preparing for “Government at a Glance”, GOV/PGC/RD(2007)3, 10 April.
- OECD (2008), *Making Life Easy for Citizens and Businesses in Portugal: Administrative Simplification and E-Government*, OECD, Paris.
- OECD (2008), *OECD e-Government Studies: Belgium*, OECD, Paris.

- OECD (2008), "Measuring Security and Trust in the Online Environment: A View Using Official Data", OECD Working Party on Indicators for the Information Society, unclassified document, DSTI/ICCP/IIS(2007)4/FINAL, 29 January.
- OECD (2008), "From Open to Inclusive: Building Citizen-centred Policy and Services", OECD unclassified document, GOV/PGC(2008)8, 4 April.
- Østerud, Ø, et al. (2004), "Power and Democracy – A General Study 1998–2003", Main findings presented at an OECD seminar in September 2004, [www.oecd.org/dataoecd/52/54/33800474.pdf](http://www.oecd.org/dataoecd/52/54/33800474.pdf), accessed 29 April 2009.
- Papadomichelaki, X., et al. (2006), "A Review of Quality Dimensions in e-Government Services", in M.A. Wimmer et al. (eds.), *EGOV 2006*, Springer-Verlag, Berlin Heidelberg, LNCS 4084, pp. 128-138.
- Polish Ministry of Interior and Administration (2005), "The Degree of Information Technology Application in Polish Offices, General Report on Quantitative Research for the Ministry of Interior and Administration", 2nd edition of research, Warsaw, November.
- Polish Ministry of Interior and Administration (2007), Press Release of 2 April 2007 on the first meeting of the Polish Informatization and Communications Board and of the government approval of the State Informatization Plan 2007-10, [www.mswia.gov.pl/portal.php?serwis=en&dzial=1&id=239&search=210](http://www.mswia.gov.pl/portal.php?serwis=en&dzial=1&id=239&search=210), accessed 14 September 2008.
- Schedler, Kuno and Lukas Summermatter (2003), "E-Government: What Countries Do and Why: A European Perspective", *Journal of Political Marketing*, Vol. 2, Issue 3/4, 6 January, [www.haworthpress.com/store/ArticleAbstract.asp?sid=LG22P03XXLHB9GH3CFCWCWCK541FVS6AV1&ID=38090](http://www.haworthpress.com/store/ArticleAbstract.asp?sid=LG22P03XXLHB9GH3CFCWCWCK541FVS6AV1&ID=38090).
- State Services Commission (2008), "New Zealand E-Government 2007: Progress Towards Transformation", New Zealand, June, [www.e.govt.nz/resources/research/progress/Progress2007.pdf](http://www.e.govt.nz/resources/research/progress/Progress2007.pdf).
- Steyaert, J. and R. Van Gompel (2005), *Het Internet, klikt het met de Belgische politici? De resultaten van een onderzoek naar de houding tegenover en het gebruik van Internet door politici op federal, regional en provinciaal niveau*, Indigov, Leuven, [www.indigov.be/attachments/1176976656042/Indigov\\_Research\\_Reports\\_Politici\\_en\\_Internet\\_02\\_2005.pdf](http://www.indigov.be/attachments/1176976656042/Indigov_Research_Reports_Politici_en_Internet_02_2005.pdf).
- Strategic Perspectives, Inc. (2006), "Client Satisfaction Research: 2006 Baseline Survey, June 2006, Submitted to Service Canada", [www.servicecanada.gc.ca/en/about/por/pdf/client\\_satisfaction\\_report.pdf](http://www.servicecanada.gc.ca/en/about/por/pdf/client_satisfaction_report.pdf).
- Turkish State Planning Organization (2006), "Information Society Strategy (2006-2010)", July, [www.bilgitoplumu.gov.tr/eng/docs/Information%20Society%20Strategy\\_Turkey.pdf](http://www.bilgitoplumu.gov.tr/eng/docs/Information%20Society%20Strategy_Turkey.pdf).
- United Nations (2008), "UN E-Government Survey 2008 – From E-Government to Connected Governance", United Nations, New York, <http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN028607.pdf>.
- Vintar, Mirko, et al. (2006), "Measuring E-Government User Satisfaction, Extended Summary", University of Ljubljana, Faculty of Public Administration, Institute for Public Administration Informatisation, November, [www.fu.uni-lj.si/iuu/Clanki/MZS-eUprave-RazsirjeniPovzetekZaSplet-06-ANG\(5\).pdf](http://www.fu.uni-lj.si/iuu/Clanki/MZS-eUprave-RazsirjeniPovzetekZaSplet-06-ANG(5).pdf).
- Verva (2007), "Hur går det med e-förvaltningen? En modell för uppföljning av yndigheternas arbete", *Verva (Verket för Förvaltningsutveckling) 2007:11*, [www.verva.se](http://www.verva.se).

West, Darrell M. (2008), "Improving Technology Utilization in Electronic Government around the World, 2008", Governance Studies at Brookings, [www.brookings.edu/~media/Files/rc/reports/2008/0817\\_egovernment\\_west/0817\\_egovernment\\_west.pdf](http://www.brookings.edu/~media/Files/rc/reports/2008/0817_egovernment_west/0817_egovernment_west.pdf).



**From:**  
**Rethinking e-Government Services**  
User-Centred Approaches

**Access the complete publication at:**  
<https://doi.org/10.1787/9789264059412-en>

**Please cite this chapter as:**

OECD (2009), "Bibliography", in *Rethinking e-Government Services: User-Centred Approaches*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/9789264059412-10-en>

This work is published under the responsibility of the Secretary-General of the OECD. The opinions expressed and arguments employed herein do not necessarily reflect the official views of OECD member countries.

This document and any map included herein are without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries and to the name of any territory, city or area.

You can copy, download or print OECD content for your own use, and you can include excerpts from OECD publications, databases and multimedia products in your own documents, presentations, blogs, websites and teaching materials, provided that suitable acknowledgment of OECD as source and copyright owner is given. All requests for public or commercial use and translation rights should be submitted to [rights@oecd.org](mailto:rights@oecd.org). Requests for permission to photocopy portions of this material for public or commercial use shall be addressed directly to the Copyright Clearance Center (CCC) at [info@copyright.com](mailto:info@copyright.com) or the Centre français d'exploitation du droit de copie (CFC) at [contact@cfcopies.com](mailto:contact@cfcopies.com).