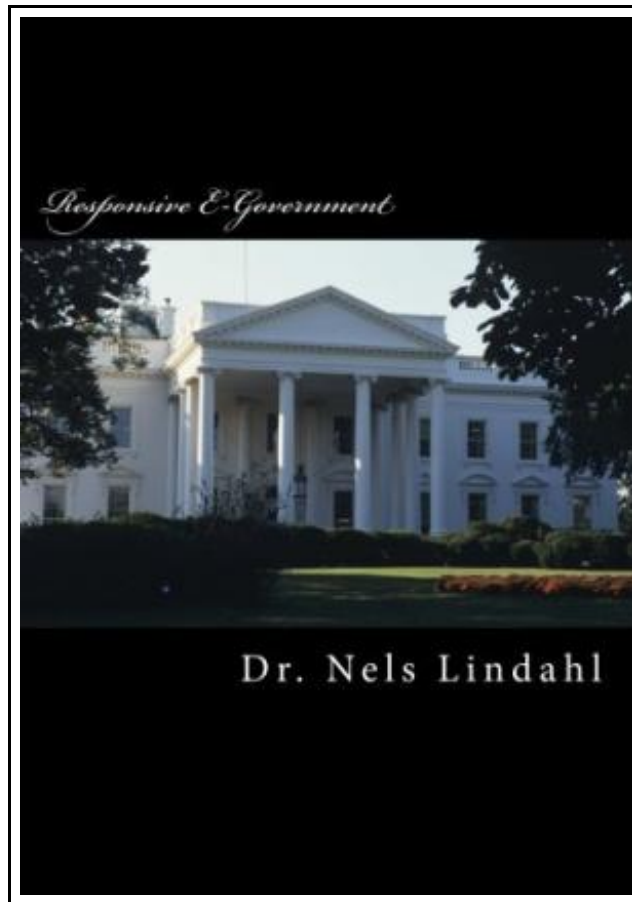# Responsive E-Government: A Study of Local Government E-Feedback Methodology (Paperback)

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RESPONSIVE E-GOVERNMENT: A STUDY OF LOCAL GOVERNMENT E-FEEDBACK METHODOLOGY (PAPERBACK)

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Createspace, United States, 2010. Paperback. Book Condition: New. 254 x 178 mm. Language: English . Brand New Book ***** Print on Demand *****.Local governments have increased the use of technology (e-government) to gather citizen input. The current literature does not address the effectiveness, actual usage, or importance of electronic citizen feedback (e-feedback) to make policy decision. The purpose of the exploratory correlational study was to provide initial empirical evidence to assess the relationship between local e-government services and e-feedback collection methods. General theories of e-government practice were synthesized into a conceptual framework addressing research questions related usage of e-government, e-feedback and testing associations indicating that e-feedback was employed to guide e-government. A survey that documented current e-feedback collection methods and e-government services was sent to key informants representing a random sample of 174 principle cities of metropolitan and micropolitan statistical areas within the United States. Descriptive results indicated e-government was only 48 implemented across the sample with a potential expected expansion to 72 . Multiple linear regression analyses of survey items were used to identify significant predictors of current e-government and e-feedback practices; and parallel analyses were used to identify significant predictors of intended e-government and e-feedback practices. Pearson correlations were used to reveal significant linkages connecting e-government, e-feedback, and auditing e-feedback. The results support the conclusion that e-feedback methods create the potential for increased citizen influence in shaping government services and practices via the e-government model. The study contributes to positive social change by providing empirical data that can be used to guide initial e-government implementation within communities that have not yet adequately defined models of practice and means of gathering input from their citizenry.

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