



Management In Practice

Volume 11

Number 3

Summer 2006

Recent Trends and Developments in E-Government Applications at the Local Level: A Follow-up Study

Abstract

In 2001, about 150 Web sites of local governments across the U.S. were surveyed. Recently these sites were revisited, and significant changes and improvements were spotted. To build on these observations, another survey was sent to the same local governments to gather further information on services provided to citizens, information timeliness, employment opportunities, tourist assistance, feedback and comment channels, and technical problems. Local governments often lack the money and expertise to have first-class Web sites, creating an apparent opportunity for customized software developers.

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