



Responsive E-Government: A Study of Local Government E-Feedback Methodology

By Dr Nels Lindahl

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 (efeedback) 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 egovernment, 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...

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