

New Book on E-Governance and Social Inclusion

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The recently published book *E-Governance and Social Inclusion: Concepts and Cases* presents the theoretical underpinnings as well as current and emerging trends in e-government practices. It examines the implementation of technology in government and looks at overall implications across political, social and economic environments. The book is edited by Professor Scott Baum from the Griffith University, Australia and Arun Mahizhnan, Special Research Adviser from the Institute of Policy Studies.

In his introduction to the book, Mr Mahizhnan describes e-government as a relatively new phenomenon in many parts of the world, having been put in place only as late as the 2000s. It is therefore not a fixed concept but an evolving one. Even longstanding concepts such as social inclusion need to be re-examined and updated to suit the digital world in which it is being applied. Throughout the book, various authors attempt to interrogate the many propositions made on concepts surrounding e-governance, cyber trust and e-democracy. Some have offered their own formulations and others have endorsed some old ones, all of which provide a useful foundation for understanding the central themes.

In addition to concepts, the book provides extensive coverage and useful critiques of actual e-government practices in several parts of the world. It also features case studies from seven countries, including Singapore. These case studies analyse a range of issues that include the extent to which there is accessible and reliable infrastructure; relevance and friendliness of information and feedback channels; and also the extent to which citizens trust the process of e-government. These cases add an important empirical layer to the concepts discussed in the first half of the book.

This handbook is a useful reference guide for academics, researchers, policy makers, practitioners, programme managers, and students interested in e-government issues, practices, and resultant social inclusions (and exclusions) during the implementation of e-governance.

E-Governance and Social Inclusion: Concepts and Cases can be purchased at <http://www.igi-global.com/book/governance-social-inclusion/99994>

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