

E-government: A global view and an empirical evaluation of some attributes of citizens

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Abstract

This paper reviews and discusses e-government (e-gov) issues in general, its global perspective, and then reports the findings of a survey concerning impact of gender and education amongst the e-gov users in Turkey. Although the impact of gender and education in the use of e-gov has long been attracting interests of academics, no quantitative research has ever been realized in this field in the country. The survey was conducted among e-gov users with different gender and level of education from different sectors such as ordinary citizens, government, and private sectors. According to the comparative analysis the use of e-gov content and services is pervasive and is closely linked to gender and level of education. (c) 2005 Elsevier Inc. All rights reserved.