



Benchmarking E-Government in Europe and the U.S.

Irma Graafland-Essers, Emile Ettedgui, Statistical Indicators Benchmarking the Information Society (Project)

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This study addresses the demand-side of e-government - not only usage - but also perceptions and barriers to utilization that have not been treated previously. Indicators to measure acceptance and adoption of e-government were used to form surveys which were then piloted among member states.

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