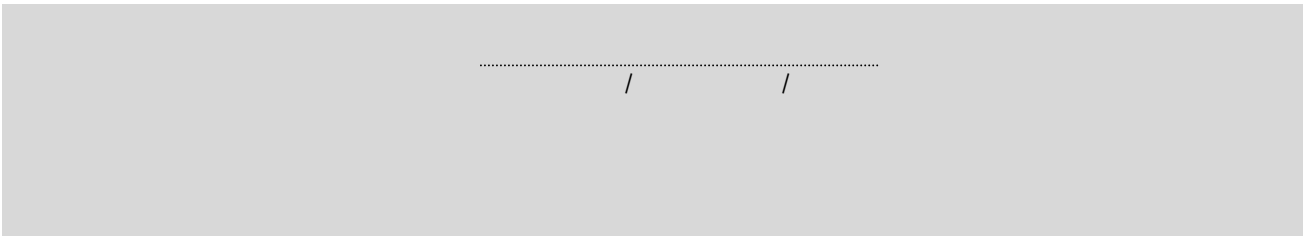


(TAYLOR 2003)



(DAVENPORT 2006) .

»

«

« » « »

.....
/ /



()

.

.

:

.

:

)

) .

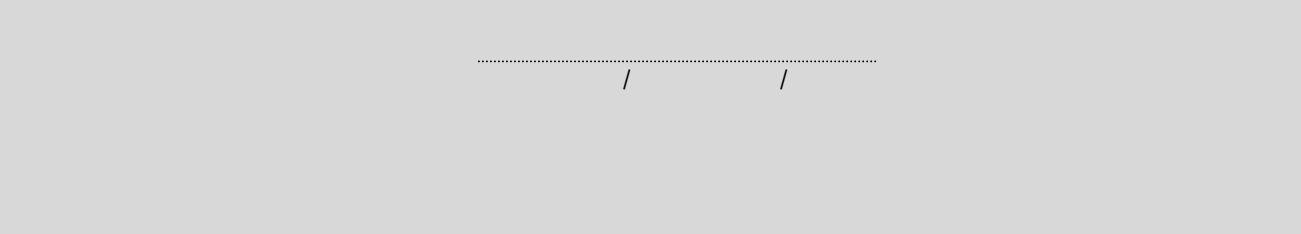
(

(

)

(

(DAVENPORT 2006) .



:(FLETCHER 2002)

(LEARNING)

):

(

:

(

: (INFORMATION & COMMUNICATION TECHNOLOGY)

(

.....

/

/

(

(

(

: (

(

:

:

)

(

(

(

(

:

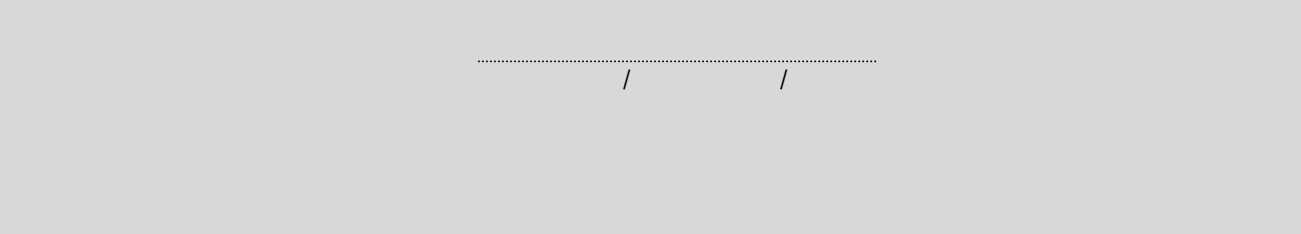
o

o

o

o

(



(

(

(

(

()

!

(

(

(

(

(

(

)

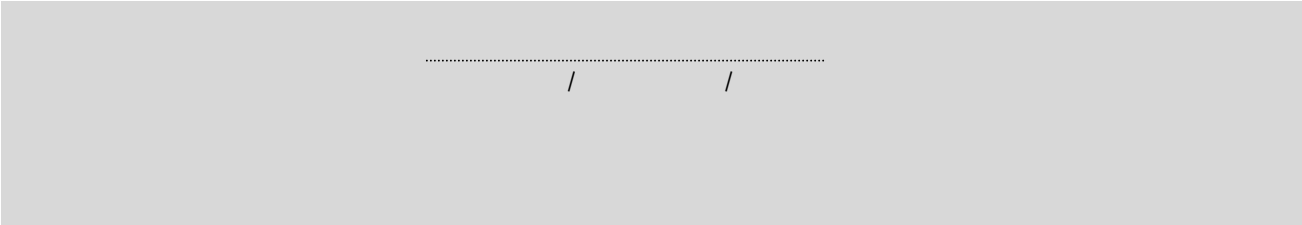
(

(

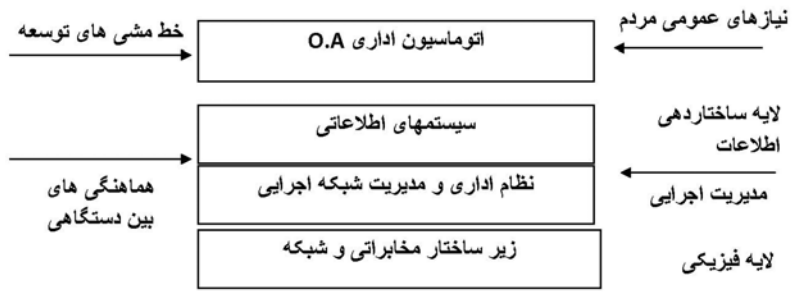
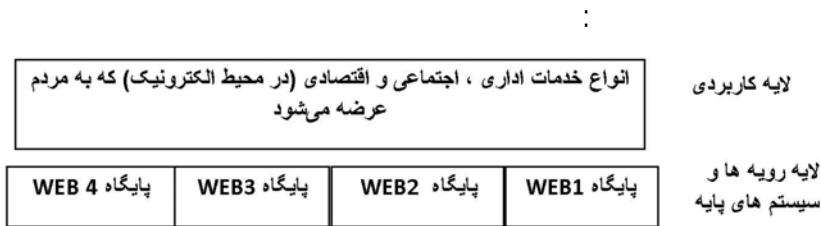
ICT

(

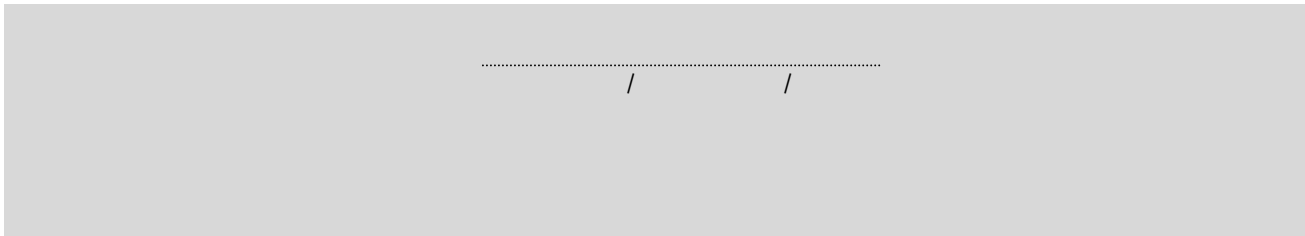
(



()
 ()
 ()
 ()



(GAP /DISTANCE)



(
(
(

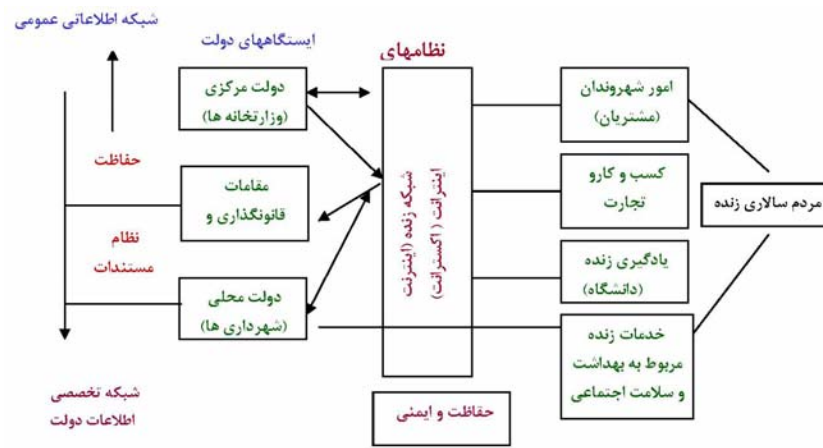
()

:

»

(TAT-KEI 2002) .«

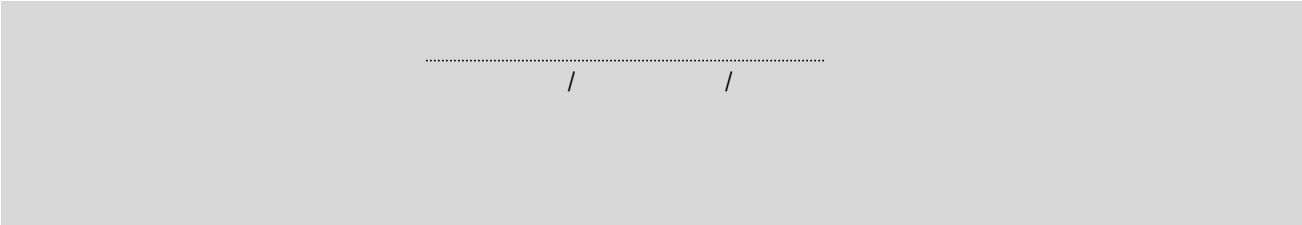
.....
/ /



« »

(M.BEESON .

2001)



»

«

(LOVELOCK 2001) .

)

() (

(Learning)

()

(LOVELOCK 2001)

•

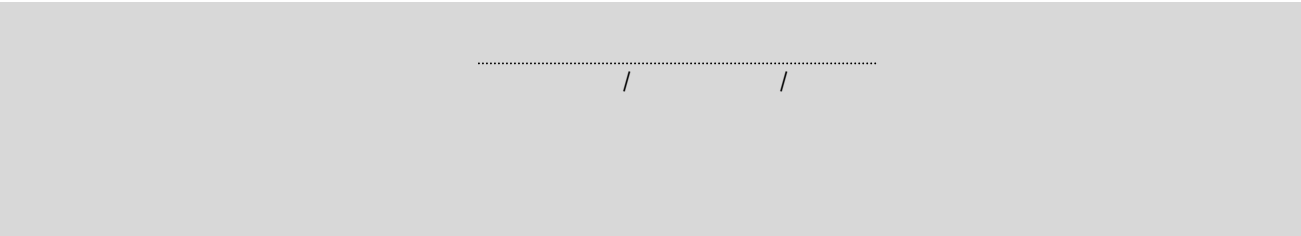
•

•

•

•

•



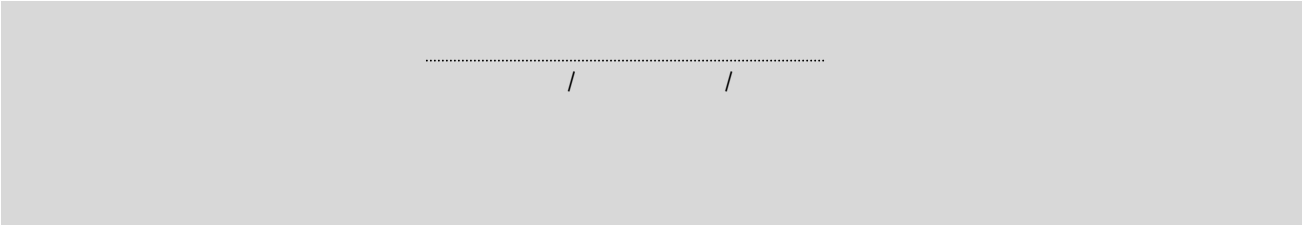
(ABDULKARIM 2003) :

(

(

(

(



.....

/

/

(BSC)

(CID)

(IAP)

(NRI)

. ... (ERP) (EFQM)

(MILNER 2002) .

()

(

.....
/ /

(

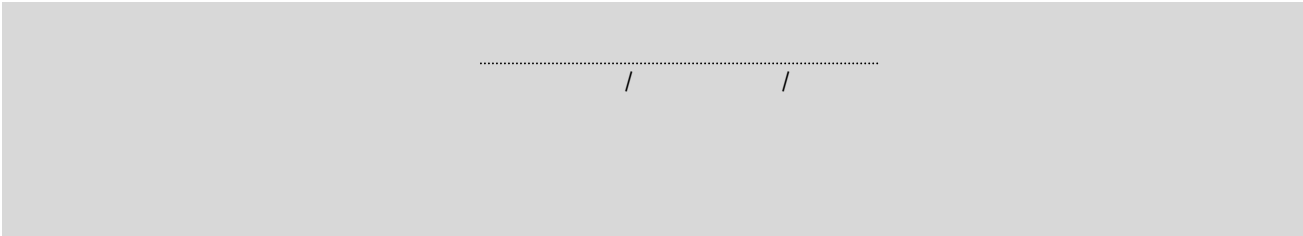
(

(

(

(

(



()

/ /

().

1) TRIPLE HELIX



.....

/

/

-
- 1) Allen , B .A . Et Al . (2001), E – Government and Government Online in Canada: Partnerships , People and Prospects , Government Information Quarterly , 18 .
 - 2) Bannister , F ., & Walsh , N . (2002) , the Virtual Public Servant: Ireland's Public Service Provider , Information Policy
 - 3) Fletcher , P . D . (2002) , the Government Paperwork Elimination Act: Operating Instruction for an Electronic Government , INT , L . J . Of Public Admin
 - 4) Hughes , O . E . (2002), Public Management and Administration , Palgrave Mcmillan , Third Edition.
 - 5) J. Ure P. Lovelock: "E-government In China" ,2001
 - 6) Korean Ministry Of Planning And Budget-fiscal Year 2002
 - 7) Layne , K., & Lee , J.(2001) , Developing Fully Functional E - Government Government Ivformation Quarterly , 18 .
 - 8) Lenk , K . (2002) , Electronic Service Delivery – A Driver of Public Sector Modernization , Information Policy
 - 9) Lowery , L . M . (2002) Developing a Successful E-government Strategy Department of Telecommunication and Information Services , Sanfrancisco , USA .
 - 10)Mohd Khalid , N . And Abdul Karim , M . R . (2003) , E – Government in Malaysia , Asean Academic Press LTD (Pelanduk Publications) .
 - 11)Tat – Kei Ho , A. (2002) , Reinventing Local Government and the E-Government Initiatve , Public Administration Review, Vol, 62, No.4.
 - 12)Taylor Nelson Sofres: "Government Online Study" , 2003
 - 13)The Working Group on E-government in the Developintg World (2002) , Roadmap for E-government in the Developing Word, 18 Question E-government Leaders Should Ask Themselves, Pacific Council on International Policy, April.
 - 14)Thomas Friedman, Olive Tree And Texas, Et Al.
 - 15)West , D . M . (2004) , E – Government and the Transformation of Service Delivery and Citizen Attitudes , Public Administration Review , Vol . 62 , No.4.

-
-
- ¹ Balanced scorecard
 - ² center of international development
 - ³ network readiness index
 - ⁴ information age partnership
 - ⁵ european foundation for quality management
 - ⁶ enterprise resource planning
 - ⁷ ready government
 - ⁸ economic development
 - ⁹ e-democracy
 - ¹⁰ e-communities
 - ¹¹ e - inter government
 - ¹² global digital life
 - ¹³ environment policy
 - ¹⁴ next generation internet
 - ¹⁵ bionic
 - ¹⁶ happiness
 - ¹⁷ knowledge workers
 - ¹⁸ brainware
 - ¹⁹ capabilities