Editorial for EJEG Volume 17 Issue 1

It is with great pleasure that I write this editorial. In this issue, we have 4 full research papers. In the first paper in this issue, Pierre Bakunzibake from University of Rwanda, and his co-authors, Åke Grönlund and Gunnar Klein from Örebro University explores the organizational issues underlying the implementation of 'one-stop' e-government initiatives in Rwanda (Rwanda is an LDC – a Least Development Country). The authors apply the stages in the Business Process Change approach and the taxonomy of organizational factors in Nurdin, Stockdale and Scheepers´ work for analysis. Rwanda is an interesting case as it is a country developing rapidly, and the findings offer both advice to the Rwandan e-government professionals and contribute to research by providing insights into organizational issues in an early stage of e-government development.

The second paper is a literature review on Multichannel Management in the Public Sector, authored by Christian Ødegård Madsen, IT University of Copenhagen, and Sara Hofmann, University of Agder. The paper contributes by offering an up-to-date, extensive and systematic review and through this identifies knowledge gaps and sets an agenda for future research. They find that only highly developed countries are considered in the existing publications, and that the citizen's perspective is not included. Further, they suggest that future research on Multichannel Management (MCM) could include areas such mobile apps and social media, and cover both in- and outbound traffic, sequential and simultaneous channel use, and cross-organizational interaction.

Mark Weber, and William Trefzger, both from US Department of Health and Human Services, and Thomas Backer, from California State University Northridge have studied whether a particular approach to systems change can help a large bureaucratic government agency enhance its digital communications activities, through a case study. The case, from the U.S. Department of Health and Human Services (HHS) systems change process, to re-imagine its digital communications reveals three common principles necessary for success, particularly in a government bureaucratic setting:

- Sustained leadership - in each of the three settings, prior efforts failed in part because there were leadership changes while the change effort was being planned or underway
- Stakeholder involvement, not only in implementing the change but also in the effort to plan and shape it
- Technical assistance and support to help staff implementing the change to deal with both the technical and psychological challenges of making major changes happen

The final paper by Yang Bai has studied the relationship between Website accessibility and usability by examining US County Government online portals. Providing accessible online services to people with disabilities is a legal requirement in the U.S for the federal government and it is highly recommended for other government agencies. However; severe accessibility issues persist on e-government portals. The conformance of the homepage of the websites to the WCAG 2.0 accessibility standard was evaluated using an automated tool. Further, an 18-item heuristic checklist was assembled based on prior works and used to assess the usability of the websites, and finally, the correlation between the usability and accessibility scores was tested.

The analysis shows a significant positive relationship between usability and accessibility scores, which suggests that improving the accessibility could also enhance the usability of websites; hence, the online experience of non-disabled users could also be improved.

Chief Editor
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