E-GOVERNMENT PORTAL EFFECTIVENESS: MANAGERIAL CONSIDERATIONS FOR DESIGN AND DEVELOPMENT

E-government portals are considered one of the most popular conduits for offering government services, information, and products online. Synonymous to majestic gateways of large buildings, in a literal sense, e-government portals are anchor websites which provide a jurisdictional window to electronic governments by offering a single entry point for the citizen/customer and government employees to access integrated services and information for all of a government’s departments.

Successful implementations of e-government portals are lauded in several academic papers for breaking down the traditional ‘silo’ based view of government. However, there are very few studies available which provide guidance to managers on assessing the portal design and development considerations.

This research aims at addressing this gap by developing a framework for assessing the effectiveness of e-government portals against ten key design and development considerations. Secondary data and review of literature is the main source for information gathering for this research. The assessment measures are further validated through structured interviews of several managers responsible for the operations and management of e-government portals for their respective government/department. The framework provides managers and executives with a useful way to assess the effectiveness of their e-government portals.