




[Home](#) > [Vol 9, No 2 \(2002\)](#) > [Bum](#)

Font Size:   

A Virtual Organisation Model for E-Government

Janice Bum, Greg Robins

Abstract

This paper looks at the implementation of a new customer value alliance model in e-government. Firstly we review the issues of e-government and the drive towards customer centric organisations in the context of multiple government agencies. A model of e-Government is introduced and examined within the context of a virtual organisation model which can be applied along the customer value chain across multiple service agencies. A case study is used to demonstrate how this concept of a virtual organisation as a customer value-alliance model can effect a successful transition to e-Government from a traditional Government model. Finally, we examine how the Aboriginal Affairs Department, a Western Australian Government agency is implementing this model for improved customer service and the implications of this model for the management of change in a developing e-community.

Full Text: [PDF](#)

Reading Tools

- [Review policy](#)
- [About the author](#)
- [How to cite item](#)
- [Indexing metadata](#)
- [Notify colleague*](#)
- [Email the author*](#)
- [Add comment*](#)
- [RELATED ITEMS](#)
- [Author's work](#)
- [Book searches](#)
- [Web search](#)

* Requires [registration](#)

Search

 
Web [dl.acs.org.au](#)

About the ACS

- [Membership](#)
- [E-learning](#)
- [Scholarships](#)
- [Library](#)
- [Bookstore](#)