

# REINVENTING GOVERNMENT IN THE INFORMATION AGE

International practice in  
IT-enabled public sector reform



edited by **RICHARD HEEKS**  
*Executive Director of the International Technology and Society*

# Reinventing Government In The Information Age

**W. Bartley Hildreth, Gerald J.  
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## **Reinventing Government In The Information Age:**

**Reinventing Government in the Information Age** Richard Heeks, 2002-01-10 Will information technology help reinvent government It might but only if it is correctly managed This book provides a new model for management of information age reform based on international case studies drawn from the US UK mainland Europe and developing countries It offers practical guidance and analytical insights and will be of value to practitioners students educators and researchers in both public administration and information systems

**Handbook of Public Information Systems, Second Edition** Christopher M Shea, 2000-01-20 Written by more than 60 contributors who depict the remarkable transformation of the public management profession by computers this book presents the historical institutional legal organizational functional policy and theoretical background that constitutes IT literacy for public service The book describes the application of IT to training budgeting and policy simulation at the federal level and to community planning community telecommunications and welfare at the state level Providing a broad and timely overview of IT as it applies to the public sector the book collects critical knowledge and delivers insight into contemporary uses of IT in the public sphere

*Digital Government* Miriam Lips, 2019-07-17 Digital Government Managing Public Sector Reform in the Digital Era presents a public management perspective on digital government and technology enabled change in the public sector It incorporates theoretical and empirical insights to provide students with a broader and deeper understanding of the complex and multidisciplinary nature of digital government initiatives impacts and implications The rise of digital government and its increasingly integral role in many government processes and activities including overseeing fundamental changes at various levels across government means that it is no longer perceived as just a technology issue In this book Miriam Lips provides students with practical approaches and perspectives to better understand digital government The text also explores emerging issues and barriers as well as strategies to more effectively manage digital government and technology enabled change in the public sector Digital Government is the ideal book for postgraduate students on courses in public administration public management public policy political science and international relations and e government It is also suitable for public service managers who are experiencing the impact of digital technology and data in the public sector

**Encyclopedia of Digital Government** Anttiroiko, Ari-Veikko, Malkia, Matti, 2006-07-31 Containing more than 250 articles this three volume set provides a broad basis for understanding issues theories and applications faced by public administrations and public organizations as they strive for more effective government through the use of emerging technologies This publication is an essential reference tool for academic public and private libraries

**A Handbook of Comparative Social Policy** Patricia Kennett, 2006-01-01 Kennett has made a major contribution to the comparative study of social policy The book will undoubtedly serve as a major resource for social policy scholars and the editor is to be commended for taking on what must have been a Herculean task It is to be hoped that the book will be available in many university libraries It deserves to be widely consulted not only by those

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Martin Rein Massachusetts Institute of Technology US The current context of social policy is one in which many of the old certainties of the past have been eroded The predominantly inward looking domestic preoccupation of social policy has made way for a more integrated international and outward approach to analysis which looks beyond the boundaries of the state It is in this context that this Handbook brings together the work of key commentators in the field of comparative analysis in order to provide comprehensive coverage of contemporary debates and issues in cross national social policy research Organized around five themes this impressive volume explores the contextual conceptual analytical and processual aspects of undertaking comparative social research In the first part the authors are concerned with de centring the state and extending the epistemological framework through which cross national analysis is explored In Parts II and III the focus is on the conceptual and theoretical frameworks for analysing social policy cross nationally while Part IV examines the day to day reality of preparing for and carrying out cross national analysis In the final section the authors highlight continuing and emerging themes and issues which are of particular relevance to understanding the contemporary social world

International in scope this authoritative Handbook presents original cutting edge research from leading specialists and will become an indispensable source of reference for anyone interested in comparative social research It will also prove a valuable study aid for undergraduate and postgraduate students from a range of disciplines including social policy sociology politics urban studies and public policy

*Digital Government*

Alexei Pavlichev,G. David Garson,2004-01-01 E government has emerged not merely as a specialization in public administration but as a transformative force affecting all levels and functions in government This publication written by a collection of practitioners and researchers provides an overview of the management challenges and issues involved in seeking a new form of governance digital government

**Handbook of Public Administration** W. Bartley Hildreth,Gerald J. Miller,Jack Rabin,2018-01-19 Since the publication of the previous edition the best selling Handbook of Public Administration enters its third edition with substantially revised updated and expanded coverage of public administration history theory and practice Edited by preeminent authorities in the field this work is unparalleled in its thorough coverage and comprehensive references This handbook examines the major areas in public administration including public budgeting and financial management human resourcemanagement decision making public law and regulation and political economy Providing a strong platform for further research and advancement in the field this book is a necessity for anyone involved in

public administration policy and management This edition includes entirely new chapters on information technology and conduct of inquiry In each area of public administration there are two bibliographic treatises written from different perspectives The first examines the developments in the field The second analyzes theories concepts or ideas in the field s literature

Implementing and Managing EGovernment Richard Heeks,2006 The first textbook on information systems to specifically address public sector and government issues Implementing and Managing eGovernment offers a truly international perspective and coverage incorporating hundreds of case studies and case sketches *International Handbook of Public Management Reform* Shaun Goldfinch,Joe Wallis,2009-01-01 This volume presents a compelling package for anyone interested in public sector reform It effectively combines a wide range of well researched reviews of national experiences with state of the art thematic chapters in key reform areas such as IT governance public sector leadership and accountability The result is a robust insightful and sometimes sobering series of accounts of the promises and pitfalls of efforts to reform the institutions and practices of public governance around the world A must read Paul t Hart Australian National University This major Handbook provides a state of the art study of the recent history and future development of international public management reform Through a careful cross country analysis spanning the last three decades this timely volume critically evaluates whether countries are converging towards a single public management model The book goes on to investigate unresolved issues surrounding leadership e government accountability and computer systems failure currently facing reformers Shaun Goldfinch and Joe Wallis have brought together a number of eminent scholars from across Europe Asia North America and Australasia to explore the role of economic ideas human resources and the state of public management reform in twelve countries Providing a broad global overview of public management and facilitating a greater understanding of the difficult issue of reform this book will find widespread appeal amongst academics and postgraduate students of public administration as well as practitioners in the field

The Many Faces of Public Management Reform in the Asia-Pacific Region Clay Wescott,Bidhya Bowornwathana,L.R. Jones,2009-12-09 During the past decade globalization and democratization have been the major forces that helped transform the structures functions and processes of Asian public sectors These issues were explored at a conference July 7 9 2008 in Bangkok Thailand This book presents some of the works contributed by participating scholars at the conference *E-Government Success Factors and Measures: Theories, Concepts, and Methodologies* Gil-Garcia, J. Ramon,2013-05-31 As governments around the world seek new and more effective methods of organizing their administrations electronic government plays an increasingly more important role in governmental success However due to hindrances in financial and communication resources these advantages are often overlooked E Government Success Factors and Measures Theories Concepts and Methodologies investigates successful e government initiatives in a modern technological environment exploring both benefits and challenges due to various technical organizational social and contextual factors The book provides academics and professionals with concepts theories

and current research in the arena of e government enabling readers to develop a broader understanding of the measures inherent in successful e governments on a global scale This book is part of the Advances in Electronic Government Digital Divide and Regional Development series collection      **E-Government: Information, Technology, and Transformation** Hans J Schnoll,2015-03-12 This book presents a citizen centric perspective of the dual components of e government and e governance E government refers to the practice of online public reporting by government to citizens and to service delivery via the Internet E governance represents the initiatives for citizens to participate and provide their opinion on government websites This volume in the Public Solutions Handbook Series focuses on various e government initiatives from the United States and abroad and will help guide public service practitioners in their transformation to e government The book provides important recommendations and suggestions oriented towards practitioners and makes a significant contribution to e government by showcasing successful models and highlighting the lessons learned in the implementation processes Chapter coverage includes Online fiscal transparency Performance reporting Improving citizen participation Privacy issues in e governance Internet voting E government at the local level      Comparative E-Government Christopher G. Reddick,2010-08-19 Comparative E Government examines the impact of information and communication technology ICT on governments throughout the world It focuses on the adoption of e government both by comparing different countries and by focusing on individual countries and the success and challenges that they have faced With 32 chapters from leading e government scholars and practitioners from around the world there is representation of developing and developed countries and their different stages of e government adoption Part I compares the adoption of e government in two or more countries The purpose of these chapters is to discern the development of e government by comparing different countries and their individual experiences Part II provides a more in depth focus on case studies of e government adoption in select countries Part III the last part of the book examines emerging innovations and technologies in the adoption of e government in different countries Some of the emerging technologies are the new social media movement the development of e participation interoperability and geographic information systems GIS      **Electronic Government** Maria A. Wimmer,2005-08-11 This book constitutes the refereed proceedings of the 4th International Conference on Electronic Government EGOV 2005 held in Copenhagen Denmark in August 2005 The 30 revised papers presented were carefully reviewed and selected from numerous submissions and assess the state of the art in e government e governance and provide guidance for research development and application of this emerging field The papers are arranged in topical sections on challenges performance strategy knowledge and technology      **E-Services Adoption** Mohammed Quaddus,Arch G. Woodside,2015-10-07 This book recognizes the uniqueness of the moment the number of new users of e services will double during 2015 2018 moving from 2 billion users mostly from developed nations to an additional 2 billion mostly from developing nations This radical embrace of new e service technologies will improve the quality of lives for residents globally

*Open Development* Matthew L. Smith, Katherine M. A. Reilly, 2014-01-10 Experts explore current theory and practice in the application of digitally enabled open networked social models to international development The emergence of open networked models made possible by digital technology has the potential to transform international development Open network structures allow people to come together to share information organize and collaborate Open development harnesses this power to create new organizational forms and improve people's lives it is not only an agenda for research and practice but also a statement about how to approach international development In this volume experts explore a variety of applications of openness addressing challenges as well as opportunities Open development requires new theoretical tools that focus on real world problems consider a variety of solutions and recognize the complexity of local contexts After exploring the new theoretical terrain the book describes a range of cases in which open models address such specific development issues as biotechnology research improving education and access to scholarly publications Contributors then examine tensions between open models and existing structures including struggles over privacy intellectual property and implementation Finally contributors offer broader conceptual perspectives considering processes of social construction knowledge management and the role of individual intent in the development and outcomes of social models Contributors Carla Bonina Ineke Buskens Leslie Chan Abdallah Daar Jeremy de Beer Mark Graham Eve Gray Anita Gurusurthy Havard Haarstad Blane Harvey Myra Khan Melissa Loudon Aaron K Martin Hassan Masum Chidi Oguamanam Katherine M A Reilly Ulrike Rivett Karl Schroeder Parminder Jeet Singh Matthew L Smith Marshall S Smith Copublished with the International Development Research Centre of Canada IDRC

**E-Government Website Development: Future Trends and Strategic Models** Downey, Ed, Ekstrom, Carl D., Jones, Matthew A., 2010-07-31 This book provides fundamental clues about the direction forward in electronic government needed to achieve even greater value from websites and assist the continuing transformation of governmental interaction with citizens Provided by publisher

**Information Technology Governance in Public Organizations** Lazar Rusu, Gianluigi Viscusi, 2017-07-18 This book examines trends and challenges in research on IT governance in public organizations reporting innovative research and new insights in the theories models and practices within the area As we noticed IT governance plays an important role in generating value from organization's IT investments However there are different challenges for researchers in studying IT governance in public organizations due to the differences between political administrative and practices in these organizations The first section of the book looks at Management issues including an introduction to IT governance in public organizations a systematic review of IT alignment research in public organizations the role of middle managers in aligning strategy and IT in public service organizations and an analysis of alignment and governance with regard to IT related policy decisions The second section examines Modelling including a consideration of the challenges faced by public administration a discussion of a framework for IT governance implementation suitable to improve alignment and communication between stakeholders of IT services the design and

implementation of IT architecture and the adoption of enterprise architecture in public organizations Finally section three presents Case Studies including IT governance in the context of e government strategy implementation in the Caribbean the relationship of IT organizational structure and IT governance performance in the IT department of a public research and education organization in a developing country the relationship between organizational ambidexterity and IT governance through a study of the Swedish Tax Authorities and the role of institutional logics in IT project activities and interactions in a large Swedish hospital

Managing Democracies in Turbulent Times Eran Vigoda-Gadot, Shlomo Mizrahi, 2014-03-12 This book discusses some of the main challenges that arise in the management of modern democracies with a focus on the role of citizens and their perceptions of government A theoretical and practical framework is suggested for dealing with some of the most urgent problems that governments face today the balance between bureaucracy and democracy and between political and administrative concerns the pressing economic concerns in a market based globalized knowledge society and the changes in the relationship of trust amongst the players At the heart of the analysis is the idea that running governments effectively means settling the potential conflicts between all those who are involved in the governmental process and in the making of public policy and public actions The authors suggest approaches for strengthening the trust in democratic institutions and cooperation between the main actors in the democratic sphere without compromising on the need to ensure effective governance

**Applied Technology Integration in Governmental Organizations: New E-Government Research** Weerakkody, Vishanth, 2010-11-30 This book provides organizational and managerial directions to support the greater use and management of electronic or digital government technologies in organizations while epitomizing the current e government research available Provided by publisher



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duplicate name last first middle applicant s driver license any aliases place of birth current physical address city state county zip code mailing address if different from current physical

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