

## Public Administration 834:665-01 E-government and E-governance Ph.D. Seminar

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**Course Websites:** [www.rci.rutgers.edu/~jmelitsk](http://www.rci.rutgers.edu/~jmelitsk)

### Required Texts:

Heeks, Richard. Reinventing Government in the Information Age. Routledge, 2001 (paperback).

Fountain, Jane. Building the Virtual State: Information Technology and Institutional Change. Brookings Institute Press. 2001.

Class compilation of readings.

### Optional Text:

Garson, G. David (ed). Handbook of Public Information Systems. Marcel Dekker, 2001.

All of the texts are available at through [www.amazon.com](http://www.amazon.com). Please order them as soon as possible so that you will have them for class. The Garson text is quite expensive and alternative arrangements can be made for those of you that do not want to purchase it.

### Objectives:

1. To develop an understanding of the role of e-government and e-governance in today's society and in public organizations, with an emphasis on the effective management of information and its flow.

2. To develop useful skills in information management, information technology, computer-mediated communications, and the improvement of managerial systems dedicated to effective information flow within organizations.

3. To learn to identify, structure, and solve information-based problems in organizations.

4. To understand some of the limitations and dangers involved with the rapidly changing role of information and information technology in today's society.

## **Course Requirements**

Required: Class Reading and Active Discussion. Each session, one student assists in leading the discussion.

Web Page Development Project	15%
Class participation and presentations on readings (includes diagrams of readings and analysis of class discussions)	20%
Virtual Team Information Management Project (Group Project) (Classes 5,6,7)	25%
Individual Paper (Classes 9, 10, 11)	30%
Compilation of Readings	10%

## **ASSIGNMENTS:**

### **Website development (Due 7/1/2002)**

Develop and post a webpage on the server of your choosing where you will post papers, diagrams, and other materials for this course. At this point, you only need to set up a home page so that we know you can edit your site. Feel free to ask each other for help. When you are finished send the URL of the home page to [jmelitsk@rci.rutgers.edu](mailto:jmelitsk@rci.rutgers.edu), so that I can pull the addresses together for Prof. Holzer.

If you already have web site, you may simply post a home page for this course on it and send me the URL.

If you do not already have a website, you can get server space through Rutgers. For more information, contact Rutgers University Computing Services (<http://www.ncs.rutgers.edu/>) or (<http://rucs.rutgers.edu/websupport.html>). As an alternative, there are a variety of services that will host your website for free. Examples of free website hosts include Geocities <<http://www.geocities.com>> and Netscape <<http://mywebpage.netscape.com>> Typically with free website hosts, there is a fairly short registration form required and you may have to look at a few banner advertisements.

Once you identify your site, you will need to create an HTML file for the home page. One way to create the HTML file is to use an HTML editor like DreamWeaver or FrontPage. There are also a few free HTML editors that can be downloaded from various sites on the internet (<http://download.com.com/3130-2046-0-1-2.html?tag=dir>). Another option is to download Netscape 6.0 (which includes Composer an HTML editor) for free at <http://home.netscape.com/download/>. Also, most of the free web hosting services have web-enabled editors that your may use as well.

Once you have created your home page, make sure you post (e.g. FTP) it to your internet host before you e-mail me the URL. Whichever way you choose to build your webpage, please e-mail me the address before class on July 1.

### **Class presentations and diagrams:**

- ? All presentations and diagrams must use PowerPoint
- ? Develop conceptual diagram for all readings.
- ? Outline key concepts for assigned reading.
- ? Discuss assigned readings and talk about some new technology or application- some technology of the future
- ? Address how it could/will be used in public / non-profit sector agency of the future
- ? E-mail a copy of your presentation to [mholzer@pipeline.com](mailto:mholzer@pipeline.com) and [jmelitsk@rci.rutgers.edu](mailto:jmelitsk@rci.rutgers.edu).
- ? Post copies of all diagrams and presentations to your website.

### **Group Project:**

As a group decide on an agency to study based on one of the Sloan Foundation cases in Citizen-Driven Government Performance.

Evaluate the agency's need for technology, training, hardware, and software. In particular examine how the agency can use technology, web-based and other, to increase citizen participation.

The analysis should include, but not be limited to the following:

- ? What services are currently offered over the Internet
- ? What information is offered on the Internet
- ? What might the entity do to improved in the next year? In the next five years?

? How can citizens be empowered through the use of technology?

In addition, develop a plan for the agency to increase its information technology capacity. Be sure to include a timeline.

### **Supplemental Text:**

Identify five issue-oriented articles on e-government and e-governance from recent publications, and submit at Class 2, for selection and duplication for Class 3.

### **Analytical paper**

Preparation of a 15-20 page research paper and presentation on a contemporary public sector e-government/e-governance problem or issue at the national, state, and/or local level. Substantiate your presentation with appropriate references to professional academic journals and books. Use APA style. Use Internet sources and current news articles published in national or local news papers (e.g., New York Times, Wall Street Journal, USA Today, Washington Post, Star Ledger, etc) only to supplement your paper. **The final paper is due no later than August 5<sup>th</sup>, including a presentation to the class.**

### **COURSE SCHEDULE:**

#### **Class One:**

Orientation and Organization of Course

#### **Class Two:**

Government on the Web and Sloan Cases

Open Government in Seoul:

Selections from “Building Good Governance: Reforms in Seoul”

Supplemental Text Readings Due

#### **Classes Three and Four:**

Heeks, Chapter 1. Reinventing government in the information age.

Heeks, Chapter 2. Different approaches to information age reform.

Fountain, Chapter 1. Introduction

Fountain, Chapter 2. Leveraging Cyberspace to Reinvent Government

Garson, Chapter 1. An Introduction to Public Information Systems.

Garson, Chapter 40. Information Systems, Politics and Government: Leading Theoretical Perspectives.

Robert E. Kahn and Vinton G. Cerf, "What is the Internet (And What Makes it Work)" Internet Policy Institute December 1999 [http://www.internetpolicy.org/briefing/12\\_99\\_story.html](http://www.internetpolicy.org/briefing/12_99_story.html)

The Economist, "Knowledge is power: Do we need a new competition policy for the new economy?" Sep 21, 2000.  
[http://www.economist.com/library/focus/displayStory.cfm?Story\\_id=375597](http://www.economist.com/library/focus/displayStory.cfm?Story_id=375597)

The Economist, "The end of taxes?" Sep 21, 2000.  
[http://www.economist.com/library/focus/displayStory.cfm?Story\\_id=375612](http://www.economist.com/library/focus/displayStory.cfm?Story_id=375612)

**Classes Five:  
Management Information Systems (G2G)**

Heeks, Chapter 5. Information systems for improved performance management development approaches in US public agencies.

Heeks, Chapter 6. Automating personnel records for improved management of human resources: the experience of three African governments

Heeks, Chapter 7. Evaluating information systems for decentralization: Health management reform in Ecuador.

Garson, Chapter 27. Public Finance Management Information Systems

Garson, Chapter 28. Information Systems and Interdisciplinary Budget Model

Fountain, Chapter 3. Networked Computing

Fountain, Chapter 4. Bureaucracy

**Class Six:  
Extra-Organizational Information Systems (G2G, B2G)**

Heeks, Chapter 8. Internet-enabled applications for local government democratization: contradictions of the Swedish experience

Heeks, Chapter 9. Community development and democratization through information technology: building the new South Africa.

Fountain, Chapter 5. Interorganizational Networks

Fountain, Chapter 6. Enacting Technology: An Institutional Perspective

Garson, Chapter 13. Intergovernmental Cooperation in the Development and Use of Information Systems.

**Classes Seven and Eight:  
Citizen Participation and Democratization (C2G)**

Heeks, Chapter 10. Information Technology's impact on the quality of democracy: reinventing the democratic vessel.

Garson, Chapter 18. Citizen Participation and Direct Democracy Through Computer Networking.

Garson, Chapter 20. Cyber-Communication: Congressional Use of Information Technologies.

Garson, Chapter 21. The role of Computing Technology and the New York State Legislature.

Garson, Chapter 33. Community Decision Support Systems: Managing Knowledge for community and Economic Development.

Thomas Davenport, Mission Critical: Realizing the Promise of Enterprise Systems (Harvard Business School Press, 2000), pp. 1-41, 299-311.

**Class Nine:  
E-government**

Garson, Chapter 11. The impact of IT on organizational performance in the Public Sector.

Heeks, Chapter 3. Understanding success and failure in information age reform.

Layne, K; Lee, J. "Developing fully functional E-government: A four stage model."  
Government Information Quarterly, 2001, vol. 18, no. ER2, pp. 122-136  
JAI PRESS INC

Diane Frank. "24 E-gov initiatives." Federal Computer Week. Oct. 29, 2001 ... UPDATED  
Jan. 23, 2002.

<http://www.fcw.com/fcw/articles/2001/1029/web-egovlist-10-29-01.asp>

OMB E-government Strategy. <http://www.whitehouse.gov/omb/inforeg/egovstrategy.pdf>

Diane Frank. "OMB releases e-gov strategy." Federal Computer Week. Feb. 27, 2002.  
<http://www.fcw.com/fcw/articles/2002/0225/web-first-02-27-02.asp>

West, Darrel

- ? City E-Government, September 2001
- ? State and Federal E-Government Full Report, September, 2001
- ? Assessing E-Government  
[http://www.brown.edu/Departments/Taubman\\_Center/polreports/egov.html](http://www.brown.edu/Departments/Taubman_Center/polreports/egov.html)

Kate Oakley, "E-Government; An International Study of Online Government," Cable & Wireless Communications, London 2000. <http://www.cwcom.co.uk/cwuk/press/pressreleases/e-govt.pdf>

Benchmarking E-government: A Global Perspective  
<http://www.aspanet.org/about/pdfs/BenchmarkingEgov.pdf>

The Economist, Survey on E-Management  
<http://www.economist.com/surveys/showsurvey.cfm?issue=20001111>

The Economist, Survey on e-Commerce  
<http://www.economist.com/surveys/showsurvey.cfm?issue=20000226>

"Electronic Procurement Catching on Among Businesses" Computerworld, Jan. 10, 2000  
[http://www.computerworld.com/cwi/story/0,1199,NAV47\\_STO40566,00.html](http://www.computerworld.com/cwi/story/0,1199,NAV47_STO40566,00.html)

Timothy J. Sprehe. "E-Government: Smoke and mirrors." Federal Computer Week. May 6, 2002. <http://www.fcw.com/fcw/articles/2002/0506/pol-sprehe-05-06-02.asp>

## **Class Ten: Digital Divide and E-governance**

Garson, Chapter 19 The information Age: Which Countries will Benefit.

The Economist, "Falling through the net? Sep 21, 2000  
[http://www.economist.com/library/focus/displayStory.cfm?Story\\_id=375645](http://www.economist.com/library/focus/displayStory.cfm?Story_id=375645)

"Digital divide is Wide and Getting Wider," Excerpt from World Employment Report 2001, International Labour Organization  
<http://www.ilo.org/public/english/bureau/inf/pkits/wer2001/wer01ch2.htm>

William J. Drake, Shanthi Kalathil, Taylor C. Boas, "Dictatorships in the Digital Age: Some Considerations on the Internet in China and Cuba"  
[http://www.cisp.org/imp/october\\_2000/10\\_00drake.htm](http://www.cisp.org/imp/october_2000/10_00drake.htm)

Saskia Sassen, "The Impact of the Internet on Sovereignty: Real and Unfounded Worries" presented at The Internet and International Systems: Information Technology and American Foreign Policy Decision-making, December 10, 2000, San Francisco, CA  
<http://www.nautilus.org/info-policy/workshop/papers/sassen.html>

Kenneth N. Waltz, "Globalization and Governance" PS: Political Science and Politics, Dec 1999  
<http://www.apsanet.org/PS/dec99/waltz.cfm>

### **Class 11:**

#### **Organizational Issues in Information Management: Strategic Management for IT, BPR, Integration, and Knowledge Management**

Garson, Chapter 8. The need for strategic information systems planning when contracting out and privatizing public sector functions.

Garson, Chapter 10. A core periphery approach to centralization/decentralization issues in public information systems.

Garson, Chapter 30. Data Warehousing in Government Agencies: Conceptual and Managerial Issues.

Heeks, Chapter 14. Strategic information systems planning: applying private sector frameworks in UK public healthcare.

Heeks, Chapter 15. Reengineering public sector organizations using information technology.

Steve Towns, "Embracing the Enterprise in ERP" Government Technology, August 2000  
<http://www.govtech.net/publications/gt/2000/aug/erp/embracing.phtml>

\*Knowledge Management articles to be assigned.