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University of Michigan

SI 533
Digital Government II: Information Technology and Democratic Administration

School of Information, University of Michigan
Winter 2009

Instructor: Steven Jackson

OVERVIEW:

This 1.5 credit course is the second in a two-part sequence exploring contemporary practices, challenges, and opportunities at the intersection of information technology and democratic governance. Whereas the first course focuses on tensions and innovations in democratic *politics*, this second course takes on emerging directions in democratic *administration* – and the shifting role of information technologies in supporting, transforming, and understanding these. The first part of the course explores the emerging role of IT in deliberative planning and policy-making processes. The second part of the course locates recent and emerging digital or e-government initiatives in historical, institutional, and comparative context. In the final weeks we'll explore global dynamics and emerging directions in e-government research and practice, with particular attention to comparative evaluation and e-government initiatives in developing country contexts. Throughout, we will explore a range of local, national, and international cases in which new informational forms and practices have met with – and in some cases, begun to alter – the traditional art and practice of democratic governance.

REQUIRED TEXT:

Patrick Dunleavy, Helen Margetts, Simon Bastow, and Jane Tinkler, *Digital Era Governance: IT Corporations, The State, and E-Government* (Oxford University Press: Oxford, 2006).

RECOMMENDED TEXTS:

Jane Fountain, *Building the Virtual State: Information Technology and Institutional Change* (Brookings Institution Press: Washington, 2001).

Viktor Mayer-Schonberger and David Lazer, eds. *Governance and Information Technology: From Electronic Government to Information Government* (MIT Press: Cambridge MA, 2007).

Darrell West, *Digital Government: Technology and Public Sector Performance* (Princeton University Press: Princeton NJ, 2005).

These texts are in stock and available for purchase at reasonable price through all major online book sellers. Assigned sections from the Fountain, Mayer-Schonberger and Lazer, and West books will be made available in PDF form through the course Ctools site. A copy of the Dunleavy et. al. book will be placed on 4 hour reserve in the library.

ASSIGNMENTS:

Reading notes (best 4 x 5) -- 20%
In-class group assignments (2 x 10) -- 20%
Term paper (8-10 pp) -- 40%
Seminar participation -- 20%

Reading notes: Working individually, students will be responsible for producing a brief summary and analysis of one of the assigned readings on a (near) weekly basis. Your summary should be no more than one single-spaced page, and should: a) synthesize the key points and arguments of the article; and b) connect the article to arguments and themes from the weekly reading set and/or larger themes in the course. Your notes should be posted to the relevant section of the Ctools Resources folder by the start of seminar. Please also bring 6-7 paper copies to class (4-5 to share with your group mates, 2 to submit to Anthea and me).

In-class small group exercises*:*
Twice during the term students will work on assigned tasks in small-group settings. Each of these will carry specific deliverables, to be submitted by the group scribe on behalf of the group at the conclusion of class. More details on these exercises will be distributed on a week-by-week basis.

Term paper*:* Working individually, students will be responsible for formulating an 8-10 page (double-spaced) paper on a digital government research topic of their choosing. Examples of potential paper topics might include: analysis of a particular citizen planning or regulatory policy process (cf. the March 10th readings); a particular administrative reform, protocol, or directive (cf. the Fountain or Dunleavy et. al. books); an evaluation of the online presence, initiatives or activities of a public agency at the municipal, state, or federal levels (cf. West); or an analysis of e-government initiatives, frameworks and barriers in countries beyond the United States. Materials from DG I (SI 532) are welcomed where they support your argument, but the subject matter of the term paper should fall principally under the topical areas of DG II (SI 533). Students may also opt to work in groups of up to 3 people to pursue somewhat larger scale and/or comparative projects (an example might be a comparative analysis of e-government frameworks across three separate national or state-level jurisdictions, or a proposal to incorporate new IT resources or processes into existing administrative functions); if you're thinking of this option, please come speak to me relatively soon in the term. Up to one page descriptions of the proposed paper are due *in class* on April 7th, and will be returned with ideas and suggestions the following week. Students are also encouraged to come speak with me and/or Anthea about their paper ideas at any point in the term. Two hard copies of the final paper are due in my mailbox NO LATER than 12 p.m. (noon) on Monday, April 27th; please also submit an electronic copy to your drop box on the course Ctools site.

General seminar participation: This is intended as a serious graduate research seminar, and all the usuals apply: come thoroughly prepared and ready to discuss, and treat your colleagues in a respectful and appropriate manner. While I will lecture from time to time, the quality of this, like any seminar experience, will depend largely on the work of you and your colleagues. I'd also encourage you to devote some time to serious note-taking during and after reading. If you know in advance that you won't be able to attend a session, please let me know via email or in person.
READINGS AND WEEKLY SCHEDULE:

March 10: Planning, Evaluation, and Citizen Engagement
Renée A. Irvin and John Stansbury, "Citizen Participation in Decision Making: Is It Worth the Effort?" *Public Administration Review* Jan/Feb 2004 (64:1), pp 55-65.

Mark Robbins, Bill Simonsen, and Barry Feldman, "Citizens and Resource Allocation: Improving Decision Making with Interactive Web-Based Citizen Participation," *Public Administration Review* May/June 2008, pp 564-575.

Navdeep Mathur and Chris Skelcher, "Evaluating Democratic Performance: Methodologies for Assessing the Relationship between Network Governance and Citizens," *Public Administration Review* March/April 2007, pp 228-237.

Plus *one* of the following: Vera Schattan P. Coelho, Barbara Pozzoni, and Mariana Cifuentes Montoya, "Participation and Public Policies in Brazil," in John Gastil and Peter Levine, eds. *The Deliberative Democracy Handbook: Strategies for Effective Civic Engagement in the 21st Century* (John Wiley & Sons: San Francisco, 2005), pp 174-184.

Anthony Cheng and Janet Fiero, "Collaborative Learning and the Public's Stewardship of Its Forests," in John Gastil and Peter Levine, eds. *The Deliberative Democracy Handbook: Strategies for Effective Civic Engagement in the 21st Century* (John Wiley & Sons: San Francisco, 2005), pp 164-173.

Steven Jackson, "Water Models and Water Politics: Design, Deliberation, and Virtual Accountability," *Proceedings of the 7th Annual International Conference on Digital Government Research* (San Diego, May 2006), pp 95-104.

[nb: there's a practical skill-set around facilitation relevant to citizen engagement in planning (and some of the deliberative initiatives explored in DG I) which we WON'T have the time and space to explore in depth; for those interested in highly practical tips and strategies around group facilitation processes, the following two resources may be of some use: Sam Kaner, *Facilitator's Guide to Participatory Decision-Making* (Jossey-Bass: San Francisco, 1996) (coming out of U.S. work on participatory decision-making in formal and informal organizational settings); and Robert Chambers, *Participatory Workshops: a sourcebook of 21 sets of ideas and activities* (Earthscan: London, 2002) (coming out of participatory rural assessment and participatory action research traditions in the international development field)].

March 17: IT and Organizational Change (pt 1)

Sharon Dawes, "The Evolution and Continuing Challenges of E-Governance," *Public Administration Review* Dec 2008 (68:1), pp 86-102.

Patrick Dunleavy et. al., *Digital Era Governance: IT Corporations, the State, and E-Government* (Oxford University Press: Oxford, 2006), pp 9-82.

Jane Fountain, "Enacting Technology: An Institutional Perspective," in *Building the Virtual State: Information Technology and Institutional Change* (Brookings Institution Press: Washington DC, 2001), pp 83-103.

*** In-class group assignment: EGov case analysis (details TBA) ***

March 24: IT and Organizational Change (pt 2)

Dunleavy et. al., *Digital Era Governance: IT Corporations, the State, and E-Government* (Oxford University Press: Oxford, 2006), pp 83-134.

Plus, read *one* of the following:

Dunleavy et. al., "Taxation: Re-Modernizing Legacy IT and Getting Taxpayers Online," *ibid*, pp 135-162.

Dunleavy et. al., "Social Security: Managing Mass Payment and Responding to Welfare State Change," *ibid*, pp 163-188.

Dunleavy et. al., "Immigration: Technology Changes and Administrative Renewal," *ibid*, pp 189-215.

March 31: Institutions, Partnerships, and Networks

Jane Fountain, "Challenges to Organizational Change: Multi-Level Integrated Information Structures (MIIS)," in Viktor Mayer-Schonberger and David Lazer, eds. *Governance in Information Technology: From Electronic Government to Information Government* (MIT Press: Cambridge MA, 2007), pp 63-93.

David Lazer and Maria Christina Binz-Scharf, "It Takes a Network to Build a Network," in Viktor Mayer-Schonberger and David Lazer, eds. *Governance in Information Technology: From Electronic Government to Information Government* (MIT Press: Cambridge MA, 2007), pp 261-278.

Plus, read *one* of the following:

Naim Kapucu, Maria-Elena Augustin, and Vener Garayev, "Interstate Partnerships in Emergency Management: Emergency Management Assistance Compact in Response to Catastrophic Disasters," *Public Administration Review* March-April 2009 (69:2), pp 298-313.

Edward Weber, "Explaining Institutional Change in Tough Cases of Collaboration: "Ideas" in the Blackfoot Watershed," *Public Administration Review* March-April 2009 (69:2), pp 314-327.

Robert Behn, "The Challenge of Evaluating M-Government, E-Government, and P-Government: What Should Be Compared with What?," in Viktor Mayer-Schonberger and David Lazer, eds. *Governance in Information Technology: From Electronic Government to Information Government* (MIT Press: Cambridge MA, 2007), pp 215-238.

April 7: Government Online: Websites, Transactions, and Interaction

Darrell West, *Digital Government: Technology and Public Sector Performance* (Princeton University Press: Princeton NJ, 2005), pp 1-70, 101-139, 194-199 (please also browse some of the sites identified as best practice cases by West on pp 194-199).

Plus, read *one* of the following:

Priscilla Regan, "Privacy in an Electronic Government Context," in Hsinchun Chen, et. al. eds. *Digital Government: E-Government Research, Case Studies, and Implementation* (Springer: 2007), pp 127-140.

Shirley Ann Becker, "Accessibility of Federal Electronic Government," *Digital Government: E-Government Research, Case Studies, and Implementation* (Springer: 2007), pp 141-155.

Beth Weitzman, Diana Silver and Caitlyn Brazil, "Efforts to Improve Public Policy and Programs through Data Practice: Experiences in 15 Distressed American Cities," *Public Administration Review*, May/June 2006, pp 386-399.

*** In-class group assignment: Egov web analysis (details TBA) ***

April 14: Global E-Government: Rankings, Metrics, and Development

Derick Brinkerhoff, "The State and International Development Management," *Public Administration Review* Nov/Dec 2008 (68:6), pp 985-1001.

Danish Dada, "The Failure of E-Government in Developing Countries: A Literature Review," *Electronic Journal on Information Systems in Developing Countries* 26:7 (2006), pp 1-10.

United Nations Public Administration Network, *UN E-government Survey 2008: From E-Government to Connected Governance,* available online at: http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf (nb: while you *are* expected to browse the narrative and statistical parts of this report, you are *not* required to read it in its entirety).

Plus, read *one* of the following:

Tino Schuppan, "E-Government in developing countries: Experiences from sub-Saharan Africa," *Government Information Quarterly* 26 (2009), pp 118-127.

Awdhesh Singh and Rajendra Sahu, "Integrating Internet, telephone, and call centers for delivering better quality e-governance to all citizens," *Government Information Quarterly* 25 (2008), pp 477-490.

Blessing Mukabeta Maumbe, Vesper Owei, and Helen Alexander, "Questioning the pace and pathway of e-government development in Africa: A case study of South Africa's Cape Gateway project," *Government Information Quarterly* 25 (2008), pp 757-777.

April 21: Review, Make-up, and Emerging Directions in Digital Government Research and Practice

Dunleavy et. al., *Digital Era Governance: IT Corporations, the State, and E-Government* (Oxford University Press: Oxford, 2006), pp 216-259.