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UNIVERSITY OF MICHIGAN

DIGITAL GOVERNMENT II
WEEK 5 & 6: INSTITUTIONS, PARTNERSHIPS, AND NETWORKS; AND GOVERNMENT ONLINE

Apr 7, 2009

tonight's plan and announcements

- Admin, other stuff:
  final paper proposals, feedback, and due date
  next week's additional readings
- My lecture (1): Institutions, Partnerships, and Networks
- Small-group discussions 1 (Kapucu et. al., Weber, Behn)
- My lecture (2): Government Online
- Small-group discussions 2 (privacy, accessibility, and data practice) (if time)
- In-class group assignment #2: eGov Web Analysis

Institutions, Partnerships, and Networks

- "It is now eminently clear that the chief challenge for government is not the implementation of new technologies; it is organizational change required to develop more productive information flows. Yet the failure rate of efforts to restructure and integrate information flows remains high in the private and public sectors because information flows and structures are the result of complex social, economic, and political relationships built up over time."

  - Fountain, p 64.

- From ***hierarchies*** to (intra-, inter-, and extra-organizational) ***networks***…

Institutions, Partnerships, and Networks (2):
for example…

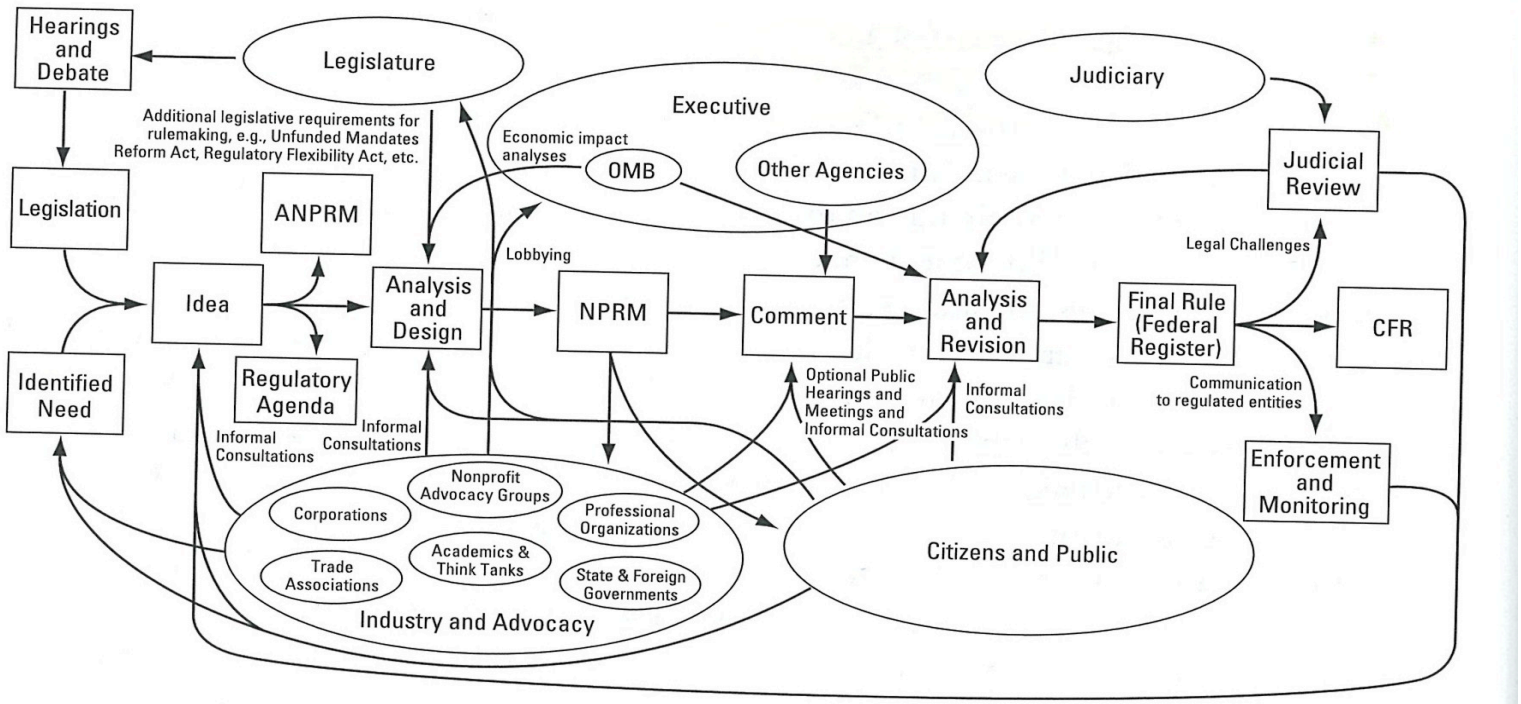

Figure 5.1
The rulemaking process.

Source: Cary Coglianese, E-Rulemaking: Information Technology and Regulatory Policy, Regulatory Policy Program Report No. RPP-05 (2004). P. 20

Institutions, Partnerships, and Networks (3)

- Fountain's 3 levels of interaction and information structuring within and between government organizations (her "multi-level integrated information system" (MIIS) model:

  "**First**, at a microlevel, individuals share and make sense of information in small groups through ongoing social relations within and across organizations.

  Second, at organizational and interorganizational levels, actors design and use processes and systems to codify and structure information in order to routinize repeated behaviors, transactions, and information processing sequences.

  Third, at an institutional level, highly codified and regularized information flows are produced through the enactment of property rights, laws, regulations, contracts, and other overarching formal rule systems." (p 63)

Small-group discussions 1:

Institutions, Partnerships, and Networks

(Kapucu et. al.; Weber; Behn)

- 3-4 mins per reading + 5 min conclusion

- outline the empirical case and key findings or arguments from each article;
- connect the arguments or findings in the articles to:
  a) arguments in the general weekly reading set around the structural reorganization of government (interorganizational networks, partnerships, social capital, accountability, etc.); and
  b) implications for design or policy around information systems or other e-government applications or initiatives.

Government Online:

Explaining eGov performance and adoption

Factors shaping / constraining eGov development:

- Bureaucratic / administrative contexts and histories (agency-specific, government-wide (e.g. NPM), etc.)
- Public attitudes to / trust in government
- The "two systems" problem
- Bureaucratic fragmentation
- Budgetary resources (esp. up-front costs)
- Outsourcing and interest group conflict (cf. Dunleavy et. al.)
- Leadership and partisan conflict
- (patterns of citizen adoption, access, and literacy)
- (telecommunications infrastructure) (cf. UNPAN methodology next week)

Government Online:

Stages, Metrics, and Rankings

Table:
"E-Government Stages and Models of Technological Change" (p. 11) from **Digital Government**
By Darrell M. West
removed.

Possible strengths and weaknesses of this kind of stage model of eGov development (in the U.S., elsewhere)? Are there additional or alternative stages, features, or variables not included in West's model?

Small-group discussions 2:

Privacy, Accessibility, and Data Practice

(Regan, Becker, Weitzman et. al.)

- 3-4 mins per reading

- outline the key findings or arguments from your article;
- connect the findings or arguments in your article to the larger questions around egovernment performance and assessment identified in the West book

Group Assignment #2:
eGov Web Analysis

- Score your selected site on a scale of 1-100 according to the methodology described by West on p 1 of "State and Federal Electronic Government in the United States, 2008" (handout)
- Describe any other distinctive or noteworthy features or limitations of your site (including features not captured in the West ranking)
- Offer 3-4 additional or alternative evaluation criteria or features that you think would improve or update West's methodology, and that ought to be considered when assessing the design and performance of government web sites or online presence.

Please select ONE of the following:

- CITIES:
  Seattle: www.seattle.gov
  Ann Arbor: www.a2gov.org
  Chicago: www.chicago.com
- STATES:
  California: www.california.gov
  Michigan: www.michigan.gov
  Mississippi: www.mississippi.gov
- FEDERAL AGENCIES:
  Department of Agriculture: www.usda.gov
  Department of Energy: www.energy.gov

  Department of State: www.state.gov