Technology and Public Administration

Instructor: Yueping Zheng
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Time & Place: Wednesday; SMT 243

Course Description:
The course seeks to enhance student to understand the impact of technology (hardware and software), especially information and communication technologies, on public administration both inside and outside government, including government effectiveness & efficiency, human resource management, knowledge management, organization changes and leadership, roles of chief information officer, government performance, citizen attitudes and participation, and so on. And, challenges brought by technology and future trends are introduced. E-government and global digital divide will also be discussed.

Course Objectives:
1. Understand the impact of information and communication technologies inside government, such as human resource management, knowledge management, chief information officer roles, organization changes, and leadership.
2. Understand the impact of information and communication technologies on government, such as E-Procurement & E-Commerce and citizen participation.
3. Understand issues related to information technology used in public administration, such as security, Digital Ethics and Legal Consideration
4. Understand the challenges that government faces when using technologies in public administration.
5. Understand the future trends of information technology usage in public administration.
6. Understand e-government and the global digital divide.

Required Texts:

**Recommended Texts:**

**Course Requirements:**
Students will be evaluated on their class participation, an article critique, a website research project, and a final paper. All assignments need to be submitted before the midnight of the due day.

**Class Participation:** For each class, you need to read the chapters and articles assigned and actively participate in the class discussion.

**Article Critique:** In this course, you need to submit an article critique. You are expected to critique any chapter or assigned article as noted in the syllabus. In your critique, please include a summary of the article (research question, methods, findings and conclusions) or chapter (major arguments in it). Please feel free to express your opinions. The critique should be 3-5 pages in length (double space) and in APA style. Please include your full name on the file when electronically submitted.

**Website Research Project:** You will choose two government websites (a City and a Federal department or agency of the U.S. Government). You will review each of them based on their Privacy/Security policies, Usability, Content, Service, and Citizen & Social Engagement. The critique should include what you like and dislike. You are also expected to offer your advice as toward to improve the websites. It should be 3-5 pages (double space).

**Final Paper:** You will choose one topic related to this course (to be approved by the professor). A final paper will be finished using the theories in this course. The whole paper should be 15-20 pages (double space).

**Extra Points (1-5):** To students who have an interest in additional credits, please write a sentence expressing your opinion on the relationship between Technology and Public Administration. Students will vote for the best sentence and the students whose sentences receive the top 5 votes will be granted the extra points.

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<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Class Participation</td>
<td>20%</td>
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<tr>
<td>Article Critique</td>
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<td>Website Research Project</td>
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Final Paper 30%

A: 90 or above
B+: 85 - <90
B: 80 - <85
C+: 75 - <80
C: 70 - <75
F: below 70

Course Topics:

January 21  Introduction and Overview: What Technology can bring to Public administration

Readings:
Reddick Chapter 1

January 28  Information Technology, Public Services, and Government Performance

Readings:

February 4  Information Technology and Citizen Attitudes toward Government

Readings:

February 11  E-Participation and E-Democracy

Readings:
Reddick Chapter 2 - Chapter 4

February 18  From E-Government to E-Governance

Article Critique Due

Readings:
Rutgers University E-Governance Institute “2011-12 Worldwide Digital Governance Survey”
Rutgers University E-Governance Institute “2010-11 U.S. Municipalities E-Governance Survey”

February 25  Information Technology, Human Resources Management, and Knowledge Management

Readings:
Reddick Chapter 9

March 4  Technology, Organization Change, and Leadership

Readings:
Reddick Chapter 5 & Chapter 6

March 11  Information Technology and Chief Information Officer

Readings:
March 18  Spring Break - No Class

March 25  Technology, Privacy, and Security

**Website Critique Project Due**

**Readings:**

Reddick Chapter 10


April 1  Digital Ethics and Legal Consideration

**Readings:**


April 8  Information Technology and Digital Gap

**Readings:**


April 15  Future Trends and Challenges
Readings:
Alan Shark, Seven Trends That Will Transform Local Government Through Technology

April 22  Final Paper Presentations

April 29  Final Paper Presentations

Final Paper due (May 6)