Technology and Public Administration

Instructor: Yueping Zheng
Email: zhengyp1222@gmail.com
Time & Place: May 26 – August 12, 2015; Online

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 participate in the class by discussing the questions posted.

**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).

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<tr>
<td>20%</td>
<td>Class Participation</td>
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<td>Article Critique</td>
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<td>Website Research Project</td>
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<td>Final Paper</td>
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A: 90 or above
Course Topics:

May 26 – June 1  Introduction and Overview: What Technology can bring to Public administration

Readings:
Reddick Chapter 1


June 2 – 8  Technology, Organization Change, and Leadership

Readings:
Reddick Chapter 5 & Chapter 6


June 9 - 15  Information Technology and Chief Information Officer

Readings:


June 16 – 22  Information Technology, Human Resources Management, and Knowledge Management

Readings:
Reddick Chapter 9

Article Critique Due (June 22)

June 23 – 29 Information Technology, Public Services, and Government Performance

Readings:

June 30 – July 6 E-Governance, E-Participation, and E-Democracy

Readings:
Reddick Chapter 2 - Chapter 4

July 7 - 13 Information Technology and Citizen Attitudes toward Government

Readings:

Website Critique Project Due (July 13)

July 14 - 20 Technology, Privacy, and Security
Readings:
Reddick Chapter 10
doi:10.4101/jvwr.v2i5.817

July 21 - 27  Digital Ethics and Legal Consideration

Readings:
doi:10.1007/s10676-011-9276-4

July 28 - August 3  Information Technology and Digital Gap

Readings:
doi:10.1089/cpb.2007.0157
doi:10.1080/01972240309487

August 4 - 12  Future Trends and Challenges

Readings:
Alan Shark, Seven Trends That Will Transform Local Government Through Technology

Final Paper Due on August 12