Technology and Public Administration

Instructor: Yueping Zheng
Email: zhengyp1222@gmail.com
Time & Place: Dec. 23, 2014 & Jan. 2-16, 2015; Online

Course Description:
The course seeks to enhance student understanding of the impact of technology (hardware and software), with an emphasis on information and communication technologies, public administration inside and outside government, government effectiveness & efficiency, human resource management, knowledge management, organization change and leadership, the role of the chief information officer, government performance, citizen attitudes, and citizen participation. We will address the challenges brought on by technology and the future trends in this area. 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 public services, citizen attitudes and citizen participation.
3. Understand issues related to information technology used in public administration, such as security, digital ethics and legal consideration.
4. Understand e-government and the global digital divide.
5. Understand the challenges that government faces when using technologies in public administration.
6. Understand the future trends of information technology usage in public administration.

Required Texts:
Recommended Texts:


Course Requirements:

Students will be evaluated on their class participation, 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 on the discussion board.

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 12-15 pages (double space).

<table>
<thead>
<tr>
<th>Class Participation</th>
<th>25%</th>
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<tbody>
<tr>
<td>Website Research Project</td>
<td>30%</td>
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<tr>
<td>Final Paper</td>
<td>45%</td>
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100%

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

Course Topics:

December 23 Introduction and Overview: What Technology can bring to Public administration

Readings:
Reddick Chapter 1


January 2 & 3 Technology, Organization Change, Chief Information Officer, and Leadership

Readings:
Reddick Chapter 5 & Chapter 6

January 4 & 5 Information Technology, Human Resources Management, and Knowledge Management

Readings:
Reddick Chapter 9

January 6 & 7 Information Technology, Public Services, and Citizen Attitudes

Readings:

Website Critique Project Due (January 7)

January 9 & 10 E-Governance, E-Participation, and E-Democracy

Readings:
Reddick Chapter 2- Chapter 4

January 11 & 12 Security, Digital Ethics, and Legal Consideration

Readings:
Reddick Chapter 10

January 13 & 14 Information Technology and Digital Gap

Readings:

January 15 & 16 Future Trends and Challenges

Readings:

Final Paper Due (January 16)