

digital governance

**New Technologies for Improving
Public Service and Participation**

Michael E. Milakovich

Digital Governance New Technologies For Improving Public Service And Participation

**Ruben Pereira,Isaias Bianchi,Álvaro
Rocha**



Digital Governance New Technologies For Improving Public Service And Participation:

Digital Governance Michael E. Milakovich, 2012-04-23 The application of digital information and communication technologies ICTs to reform governmental structures politics and public administration is widely and perhaps naively viewed as the twenty first century savior the enlightened way to reinvigorate democracy and improve the quality of citizen services In this timely and thorough analysis Michael Milakovich examines the assumptions underlying the e government revolution in light of the financial exigencies facing many commercial enterprises governments and other organizations Computer driven information and communications technologies are impacting all aspects of public sector service delivery worldwide and many governments are moving away from an agency centric toward a more citizen centric approach to offering online services This book explores the transition from electronic government e gov to digital or d governance emphasizing the importance of citizen participation and information technology to accomplish the change The chapters concentrate on strategies for public administration organizational transformation and their implications for improved and measurable government performance Digital self governance is a broader umbrella term referring to the networked extension of ICT relationships to include faster access to the web mobile service delivery networking teleconferencing and use of multi channel information technologies to accomplish higher level two way transactions The shift from bureaucracy centered to customer centric service orientation is viewed as a means to restore public trust and improve service quality Digital governance is the next step for governments at all levels to reduce costs meet citizen expectations and achieve economic recovery goals

Digital Governance Michael E. Milakovich, 2021-09-28 The application of digital information and communication technologies ICTs to reform governmental structures and public service is widely and perhaps naively viewed as the 21st century savior the enlightened way to reinvigorate democracy reduce costs and improve the quality of public services This book examines the transition from e government to digital governance in light of the financial exigencies and political controversies facing many governments The chapters concentrate on strategies for public sector organizational transformation and policies for improved and measurable government performance in the current contentious political environment This fully updated second edition of Digital Governance provides strategies for public officials to apply advanced technologies manage remote workforces measure performance and improve service delivery in current crisis driven administrative and political environments The full implementation of advanced digital governance requires fundamental changes in the relationship between citizens and their governments using ICTs as catalysts for political as well as administrative communication This entails attitudinal and behavioral changes secure networks and less dependence on formal bureaucratic structures covered in Part I of this book transformation of administrative educational and security systems to manage public services in a more citizen centric way covered in Part II the integration of advanced digital technologies with remote broadband wireless internet services Part III and the creation of new forms of global interactive citizenship and self governance covered in Part IV Author Michael E

Milakovich offers recommendations for further improvement and civic actions to stimulate important instruments of governance and public administration This book is required reading for political science public administration and public policy courses as well as federal state and local government officials *Digital Government* Bernd W. Wirtz,2022-10-07

Digitization the global networking of individuals and organizations and the transition from an industrial to an information society are key reasons for the importance of digital government In particular the enormous influence of the Internet as a global networking and communication system affects the performance of public services This textbook introduces the concept of digital government as well as digital management and provides helpful insights and strategic advice for the successful implementation and maintenance of digital government systems **Emerging Developments and**

Technologies in Digital Government Guo, Yuanyuan,2024-04-15 As the digital government field continues to evolve rapidly scholars and professionals must stay ahead of the curve by developing innovative solutions and gaining comprehensive insights The global landscape of digital governance is undergoing transformative shifts necessitating a deep understanding of historical developments current practices and emerging trends This urgent demand for knowledge forms the crux of the problem that the book *Emerging Developments and Technologies in Digital Government* addresses with expert knowledge and insights The book serves as an indispensable resource for academic scholars grappling with the complexities of digital government It critically examines historical transitions from technology centric paradigms to people centric models shedding light on the global impact of open data initiatives and the vital role of human computer interaction in reshaping government websites For professionals and researchers across disciplines such as library sciences administrative management sociology and information technology this book becomes a beacon offering insights and tangible solutions to navigate the multifaceted dimensions of digital government *ECEG2013- 13th European Conference on eGovernment* Walter Castelnovo,Elena Ferrari,2013-06-13 These proceedings represent the work of authors at the 13th European Conference on e Government ECEG 2013 The Conference this year is hosted by the Iuniversity of Insubria in Como Italy The Conference Chair is Professor Walter Castelnovo and the Programme Chair is Professor Elena Ferrari both are from the Department of Theoretical and Applied Sciences at the University of Insubria The opening keynote address is given by Dr Gianluca Misuraca from the European Commission Joint Research Centre Institute for Prospective Technological Studies Seville Spain and Gianluca is addressing the topic eGovernment Past Present Future A policy research perspective for renewing governance in the digital age The second day of the conference is opened by Dr Antoinio Cordella from the London School of Economics London UK who will talk about Public value creation the new challenge for e government policies ECEG brings together researchers Government officials and practitioners in the area of e Government from around the world Participants are able to share their research findings and explore the latest developments and trends in the field which can then be disseminated to the wider community With an initial submission of 153 abstracts after the double blind peer review

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Hungary's Crisis of Democracy Peter Wilkin, 2016-08-26 This book examines the crisis of democracy that has arisen in Hungary since the election of the Fidesz government in 2010 After moving swiftly to transform the Hungarian constitution Fidesz created a new political system which has led its critics to argue that the era of democracy in Hungary is over US Senator John McCain has gone so far as to describe Hungary as an illiberal democracy on a path toward fascism The author argues that Fidesz has sought to challenge the capitalist and democratic transformation that shaped Hungary for 20 years after the fall of communism by increasing the power of the state over crucial aspects of the economy society and the political system In so doing Fidesz actions resemble those undertaken by many authoritarian states that have emerged since the end of the Second World War all aiming to build up a national capitalism and protect their economies whilst undertaking nation building To make sense of this the author draws upon two traditions of thought world systems analysis which situates Hungary in the context of its incorporation in the modern capitalist world system after the fall of communism and anarchist social thought which provides a unique way of seeing the actions of states and political elites In so doing the book argues that the events unfolding in Hungary cannot be explained on the basis of Hungarian exceptionalism but must be situated in the broader political and economic context that has shaped the development of Hungary since 1990 The form of capitalism introduced in Hungary and across the region of East and Central Europe has systematically undermined the strong state and social security that had existed under communism and when added to the failure of the left and liberals in the region it has paved the way for far right and neo fascist political movements to emerge claiming the mantle of defenders of society from the market This represents a fundamental threat to the enlightenment traditions that have shaped dominant modern political ideologies and raises profound problems for both the EU and NATO

Digital Transformation and Global Society

Andrei V. Chugunov, Radomir Bolgov, Yury Kabanov, George Kampis, Maria Wimmer, 2016-11-24 This book constitutes the refereed proceedings of the First International Conference on Digital Transformation and Global Society DTGS 2016 held in St Petersburg Russia in June 2016 The 43 revised full papers and 15 revised short papers presented together with 3 poster papers and an invited paper were carefully reviewed and selected from 157 submissions The papers are organized in topical sections on eSociety New Social Media Studies eSociety eGovernment and eParticipation Perspectives on ICTs in Public Administration and Democracy eKnowledge ICTs in Learning and Education Management eCity ICTs for Better Urban Rural Planning and Living eHealth ICTs in Healthcare eScience Big Data Complex Calculations

Information and

Communication Technologies in Public Administration Christopher Reddick, Leonidas Anthopoulos, 2015-04-08 An

examination of how information technology IT can be used in public administration Information and Communication Technologies in Public Administration Innovations from Developed Countries examines global perspectives on public administration and IT innovations This book illustrates the theoretical context of current policies issues and imp

Essentials of Public Service, Second Edition Mary E. Guy,Todd L. Ely,2022-02-01 Essentials of Public Service is the most accessible student friendly introductory Public Administration text on the market The book prepares students for careers in today s public service whether in government or nonprofits Each chapter teaches the public service context essential public service skills and what it takes to do the job whether managing or providing direct service **Digital Public Administration and E-Government in Developing Nations: Policy and Practice** Halpin, Edward Francis,Griffin, David,Rankin, Carolyn,Dissanayake, Lakshman,Mahtab, Nazmunnessa,2013-03-31 In recent years it has become apparent that there are very distinct gaps between developed and developing regions in the world especially in regards to e government systems infrastructures and processes Digital Public Administration and E Government in Developing Nations Policy and Practice examines e government from the perspective of developing nations and addresses issues and concerns of developing systems and processes This publication is a valuable and insightful tool for researchers practitioners policymakers and students in different fields who are interested in information systems public policies politics and media and communication studies **Handbook of Research on Democratic Strategies and Citizen-Centered E-Government Services** Dolićanin, Ćemal,Kajan, Ejub,Randjelović, Dragan,Stojanović, Boban,2014-11-30 Over the past few years e government has been rapidly changing the way governmental services are provided to citizens and businesses These services improve business and government exchange capability provide a new way to discover and share information and play a part in the evolution of future technologies The Handbook of Research on Democratic Strategies and Citizen Centered E Government Services seeks to address which services in e government should be provided to users and how This premier reference work gives an overview of the latest achievements in the field of e government services provides in depth analysis of and research on the development and deployment of cutting edge applications and provides insight into future trends for researchers teachers students government workers and IT professionals *The Once-Only Principle* Robert Krimmer,Andriana Prentza,Szymon Mamrot,2021-07-02 This open access State of the Art Survey describes and documents the developments and results of the Once Only Principle Project TOOP The Once Only Principle OOP is part of the seven underlying principles of the eGovernment Action Plan 2016 2020 It aims to make the government more effective and to reduce administrative burdens by asking citizens and companies to provide certain standard information to the public authorities only once The project was horizontal and policy driven with the aim of showing that the implementation of OOP in a cross border and cross sector setting is feasible The book summarizes the results of the project from policy organizational architectural and technical points of view *E-Government Implementation and Practice in Developing Countries* Mahmood,

Zaigham,2013-05-31 This book provides research on the current actions being taken by developing countries toward the design development and implementation of e government policies Provided by publisher *Knowledge Alchemy* Tero Erkkilä,Meng-Hsuan Chou,Niilo Kauppi,2023-05-31 This book introduces the concept of knowledge alchemy to capture the generic process of transforming mundane practices and policies of governance into competitive ones following imagined global gold standards Using examples from North America Europe and Asia it explores how knowledge alchemy increasingly informs national and institutional policies and practices on economic performance higher education research and innovation The book examines how governments around the world have embraced global models of world class university human capital and talent competition as essential in ensuring national competitiveness Through its analysis the book shows how this strongly future oriented and anticipatory knowledge governance is steered by a surge of global classifications rankings and indicators resulting in numerous comparisons of various domains that today form more constraining global policy scripts

Digitalization and Public Sector Transformations Jannick Schou,Morten Hjelholt,2018-04-13 This book provides a study of governmental digitalization an increasingly important area of policymaking within advanced capitalist states It dives into a case study of digitalization efforts in Denmark fusing a national policy study with local institutional analysis Denmark is often framed as an international forerunner in terms of digitalizing its public sector and thus provides a particularly instructive setting for understanding this new political instrument Advancing a cultural political economic approach Schou and Hjelholt argue that digitalization is far from a quick technological fix Instead this area must be located against wider transformations within the political economy of capitalist states Doing so the book excavates the political roots of digitalization and reveals its institutional consequences It shows how new relations are being formed between the state and its citizens Digitalization and Public Sector Transformations pushes for a renewed approach to governmental digitalization and will be of interest to scholars working in the intersections of critical political economy state theory and policy studies **Digital Technologies**

and Transformation in Business, Industry and Organizations Ruben Pereira,Isaias Bianchi,Álvaro Rocha,2023-10-30 Given the nature of this book proposal linked with some Masters and the faster pace of digital technologies evolution the new version will have an entire new content with new cases and insights regarding the development and implementation of the most interesting digital technologies Digital transformation marks a rethinking of how an organization uses technology people and processes in pursuit of new business models and new revenue streams driven by changes in customer expectations around products and services For many enterprises that build traditional goods this means building digital products such as a mobile applications or an ecommerce platform To do so they must use and integrate digital technologies The pace of change is increasing Organizations need to adapt or risk disappearing under innovators entrance in the market With new digital technologies growing in an exponential rate in the last few decades organizations are facing even more complex contexts Managers are now pressed to take efficient decisions This book provides a reference manual to assist

professionals and academics on further insights regarding the impact of digital technologies in business how to implement digital technologies solutions for specific digital technologies barriers and much more This book covers research methods such as Systematic Literature Review SLR or Multifocal Literature Review MLR case studies experiments survey Design Science Research using quantitative and qualitative approaches Managing Digital Governance Yu-Che Chen,2017-07-20 Managing Digital Governance provides public administrators with a comprehensive integrated framework and specific techniques for making the most of digital innovation to advance public values The book focuses on the core issues that public administrators face when using information and communication technologies ICTs to produce and deliver public service and to facilitate democratic governance including efficiency effectiveness transparency and accountability Offering insight into effectively managing growing complexity and fragmentation in digital technology this book provides practical management strategies to address external and internal challenges of digital governance External challenges include digital inclusiveness open government and citizen centric government internal ones include information and knowledge management risk management for digital security and privacy and performance management of information technologies Unique in its firm grounding in public administration and management literature and its synergistic combination of theory and practice Managing Digital Governance identifies future trends and ways to develop corresponding capacity while offering enduring lessons and time tested digital governance management strategies This book will serve as an invaluable resource for students scholars and practitioners in public administration management and governance who aspire to become leaders equipped to leverage digital technologies to advance public governance **Public Affairs and Administration: Concepts, Methodologies, Tools, and Applications** Management Association, Information Resources,2015-05-31 Effective administration of government and governmental organizations is a crucial part of achieving success in those organizations To develop and implement best practices policymakers and leaders must first understand the fundamental tenants and recent advances in public administration Public Affairs and Administration Concepts Methodologies Tools and Applications explores the concept of governmental management public policy and politics at all levels of organizational governance With chapters on topics ranging from privacy and surveillance to the impact of new media on political participation this multi volume reference work is an important resource for policymakers government officials and academicians and students of political science *How Can Digital Technologies Improve Public Services and Governance?* Nagy K. Hanna,2017-04-04 This book considers the opportunities and challenges of harnessing digital technologies for improved public services and governance It focuses on the challenges of applying digital technologies in developing countries where dramatic results can be realized It addresses questions like these How can digital technologies help enhance transparency accountability and participation to improve service design and delivery Where are the opportunities to enhance key areas of governance and public service delivery What are the promising practices to strengthen supply and mobilize demand for good governance and service

delivery What are the emerging lessons from recent experience The author explains with real cases how ICT can be deployed to improve public sector efficiency and accountability for resource management improve access and quality of public services for citizens enhance transparency and reduce costs of government business transactions support entrepreneurship attract private investment and reduce the burden of regulation and enhance the effectiveness of political oversight and policy institutions This book details the importance of understanding the social political and institutional contexts and the policies that might scale up ICT for governance and public service improvement *Human Resource Management in Public Service* Evan M. Berman,James S. Bowman,Jonathan P. West,Montgomery R. Van Wart,2015-02-20 Human Resource Management in Public Service Paradoxes Processes and Problems offers managers and aspiring managers a thorough provocative and award winning coverage of the complex issues of management in the public sector from both employee and managerial viewpoints Combining more than 100 years of professional and academic experience authors Evan M Berman James S Bowman Jonathan P West and Montgomery Van Wart have created user friendly and accessible material by highlighting dilemmas challenging readers to resolve them and enticing them to go beyond the text to discover and confront other dilemmas Grounded in real public service experiences the book emphasizes hands on skill building and problem solving Continuing the award winning tradition of previous editions this Fifth Edition covers all of the stages of the employment process including recruitment selection training legal rights and responsibilities compensation and appraisal

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