P03 / Implementing Digitalization in the Public Sector: Professionals' and Citizens' Points of View

Topic : POLICY IMPLEMENTATION, STREET-LEVEL BUREAUCRATS

Chair : Lihi Lahat (Sapir Academic College, Israel/ Azrieli Institute of Israel Studies, Department of Political Science,Concordia University, Montreal.)

Second Chair : Tanja Klenk (Helmut-Schmidt University Hamburg)

GENERAL OBJECTIVES, RESEARCH QUESTIONS AND SCIENTIFIC RELEVANCE

Digitalization is now a feature of governments around the world. UNESCO defines digital government (DG) as: 'The public sector's use of information and communication technologies (ICTs) with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent, and effective' (UNESCO 2011: p. 634, cited in Gil-Garcia et al., 2018). While digitalization may result in more efficient services, minimize red tape, enable input from citizens, and lead to more equal services, it could also hinder professional discretion, reduce the accessibility of some groups to services, and harm equality and the ability of service users to be heard (e.g., Larsson et al., 2021).

While it is clear that digitalization is here to stay, there are theoretical and empirical gaps in the literature on its implications for public services (Plesner et al., 2018; Lindgren et al., 2019). Our aim is to explore one aspect of digitalization: its implications for professionals and citizens. The digitalization of public services has changed the roles of professionals and citizens (service users), as well as the encounter between them, leading to a new kind of relationship (Lindgren et al. 2019).

The panel will explore and develop the theoretical and empirical implications of the implementation of digitalization for professionals and citizens and the encounter between them, based on public policy literature (e.g., street-level bureaucrats, Lipsky, 2010; institutional analysis and development (IAD) framework, Ostrom, 2011), to better understand the digitalization processes in public organizations. Embracing an inclusive standpoint, we would like to receive papers exploring the following questions, while remaining open to other possibilities:

1. What can public policy theory contribute to the understanding of the place of professionals and citizens in the implementation of digitalization in public organizations?

2. How has the role of professionals in public organizations changed because of digitalization?

3. How has the place of citizens in public organizations changed because of digitalization?

4. How has the relationship between professionals and citizens changed because of digitalization in public organizations?

5. Are there differences between different countries in the effect on professionals and citizens of the implementation of digitalization processes?

While we are happy to receive theoretical and empirical papers, we prefer comparative studies including more than one country. The abstract will be judged based on the clarity of the theoretical frame and the method.

References

Gil-Garcia, J. R., Dawes, S. S., & Pardo, T. A. (2018). Digital government and public management research: finding the crossroads. Public Management Review, 20(5), 633-646.

Larsson, K. K. (2021). Digitization or equality: When government automation covers some, but not all citizens. Government Information Quarterly, 38(1), 101547.

Lindgren, I., Madsen, C. Ø., Hofmann, S., & Melin, U. (2019). Close encounters of the digital kind: A research agenda for the digitalization of public services. Government Information Quarterly, 36(3), 427-436.

Lipsky, M. (2010). Street-level bureaucracy: Dilemmas of the individual in public services (30th-anniversary edition). New York: Russell Sage Foundation.

Plesner, U., Justesen, L., & Glerup, C. (2018). The transformation of work in digitized public sector organizations. Journal of Organizational Change Management.

Ostrom, E. (2011). Background on the institutional analysis and development framework. Policy Studies

Journal, 39(1), 7-27.

CALL FOR PAPERS

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Session 1

Wednesday, June 28th 08:00 to 10:00 (JOR1043)

Discussants

Lihi Lahat (Sapir Academic College, Israel/ Azrieli Institute of Israel Studies, Department of Political Science,Concordia University, Montreal.)

Tanja Klenk (Helmut-Schmidt University Hamburg)

Algorithms [Rule-base VS ML-Base] - A Policy Instrument or Executives' Agent to Nudge and Control Street-Level Bureaucrats Decision-Making Practices - The Case of Child Welfare

Nazia Malik (Biden School of Public Policy and Administration)

Muhammad Daniyal (University of the Punjab)

(Virtual) Does the Response Strategy Work? The Gap Between Government Response Attitude and Citizens' Perceived Attitude

Ruoyun WANG (The Hong Kong University of Science and Technology?Guangzhou?)

Corey XU

(Virtual) Digitalized Command Systems for Frontline Accountability

Srinivas Yerramsetti (KIMEP University, Kazakhstan)

(Virtual) Understanding policy implementation: A practice-based approach to study the transition from "Health Sub-centres" to "Health and Wellness Centers" in India

AREIBA ARIF (Jindal Global Business School, OPJGU)

GEORGE KANDATHIL

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Session 2

Thursday, June 29th 08:00 to 10:00 (JOR1043)

Discussants

Lihi Lahat (Sapir Academic College, Israel/ Azrieli Institute of Israel Studies, Department of Political Science,Concordia University, Montreal.)

Tanja Klenk (Helmut-Schmidt University Hamburg)

(Virtual) The Janus face of data agency in personal and policymaking contexts

Dale Mineshima-Lowe (Parami University, Myanmar)

Sarah Giest (Leiden University)

Roxana Bratu

(Virtual) Overcoming the E-Government Barriers: Towards a More Comprehensive Transformation in Egypt

Shady El-Sherif (Information and Decision Support Center)

From physical assets to digital services: The digital transformation of public road organizations in Europe

Sebastian Kussl (University of Agder)

(Virtual) Did the government match word to deed or interact with public participation: Empirical evidence from 309 regions based on the PVAR model with panel data of public service departments

Tianxiang Wang (Tsinghua University)

(Virtual) The autonomy unexploited – the role of public servants in the Digitalization in Germany

Maximilian Nagel (Helmut-Schmidt University Hamburg)