

Internet and Government: Themes and Styles in International Experiences

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Themes and Styles in International Experiences

- Themes: Key Elements of Governance
- Styles: Dominant Behaviors of States
- International Experiences: A few examples

Three Phases of e-Government

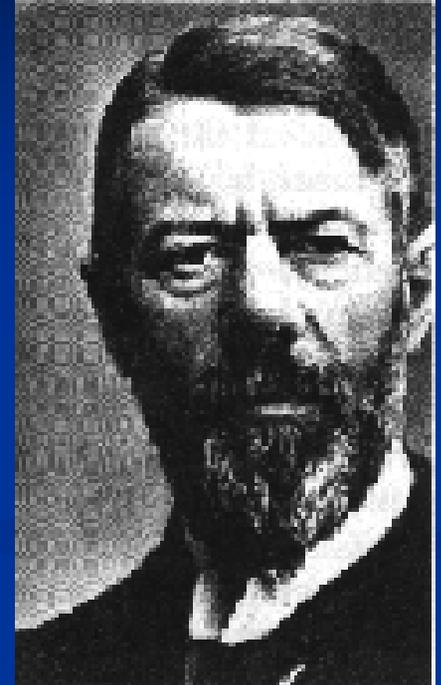
- Put information online and make it accessible to citizens
- Build interactive services and other capacity online
- Transform the “back-end,” the bricks and mortar, the organizations
- Clicks must coordinate with bricks

Beyond Plug and Play e-Government

- What is the relationship of the Weberian bureaucracy to governance?
- If there is fundamental structural change, what is it?
- Finally, what structures are replacing elements of the bureaucratic state and what are their implications for governance?

What was Max Weber trying to say?

- Jurisdiction – clear scope of authority
- Hierarchy – decisionmaking rights
- Rules and procedures – equitable, standardized
- Files – precedent, documentation
- Neutrality – no favorites
- Replace particularism



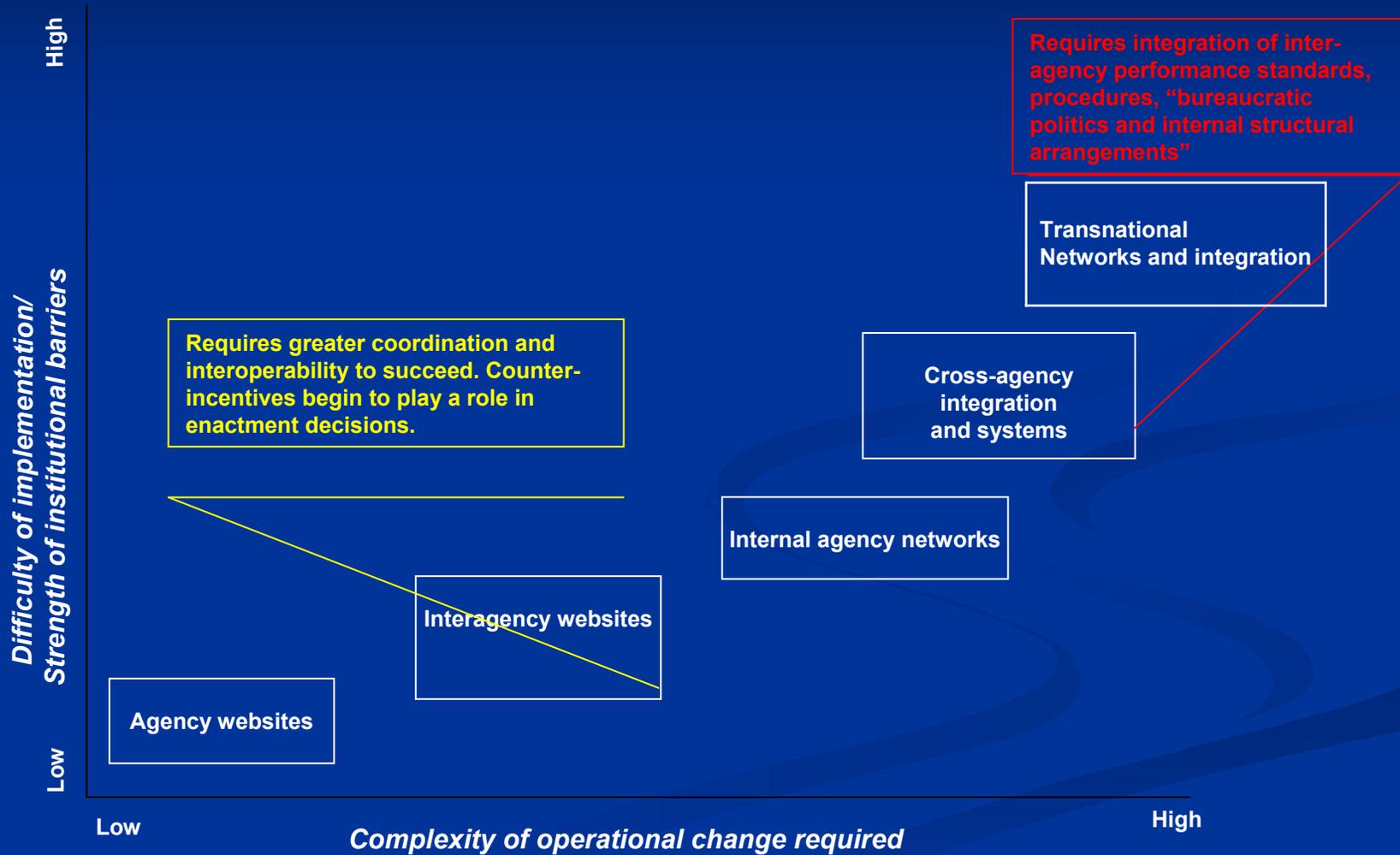
“The reduction of modern office management to rules is deeply embedded in its very nature.”

(Max Weber, “Bureaucracy,”
Economy and Society, 1978
[1922])

Theoretical Puzzles

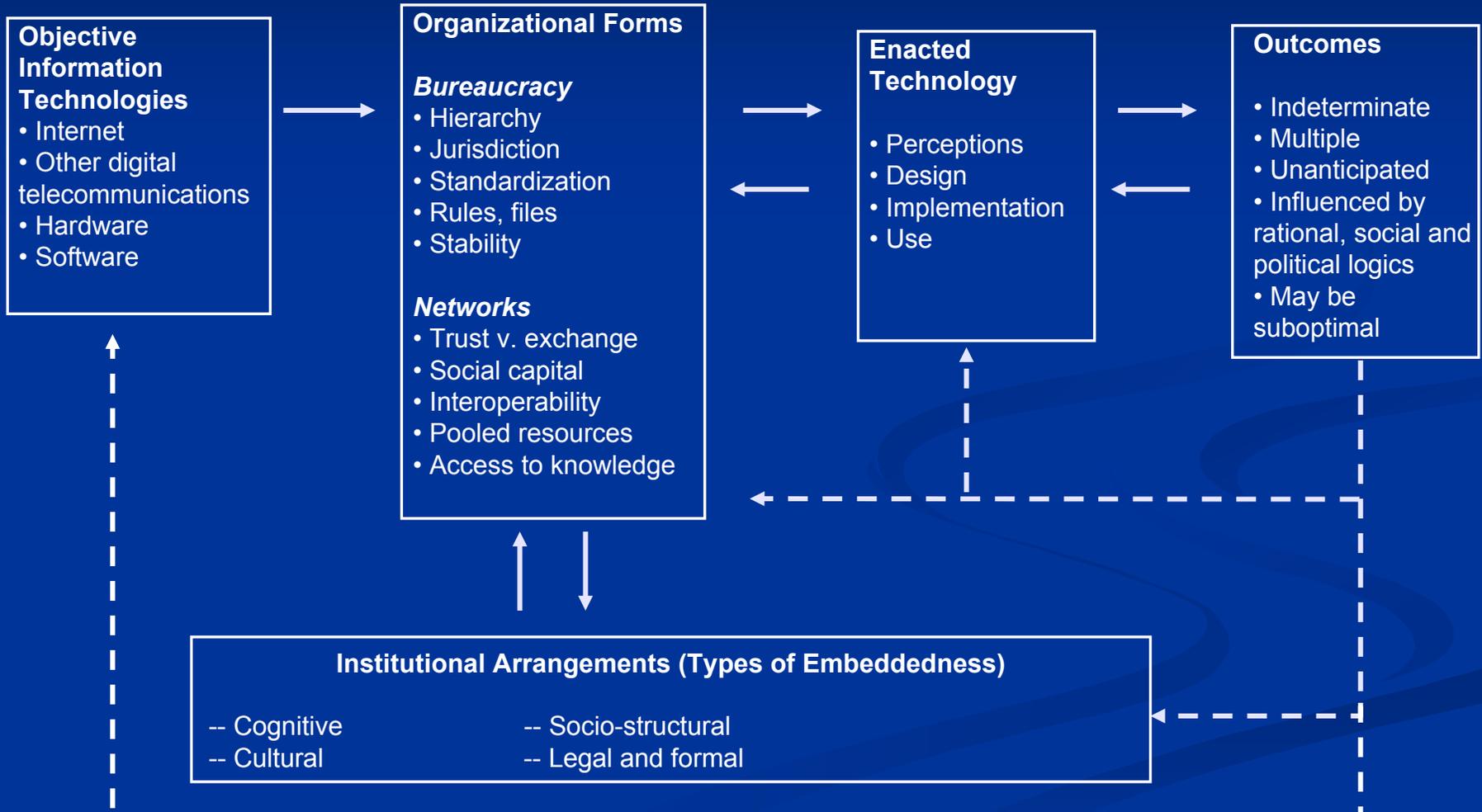
- Recursive relationships between IT, governance and civic life
 - State structure and policymaking processes
 - Politics: who gets what, when, where and how?
- Theorize information technologies
- Extend applied social science research, particularly organizational and institutional approaches, to account for IT in governance and civic life

Virtual Agencies and Implementation Challenges



Technology Enactment

*(Building the Virtual State:
Information Technology and Institutional Change)*



Thinking like a State: Styles

- Liberty and Equity – access, voice, diversity
- Legibility - standardization
- Control – revenue, behavior
- Dominance
- Innovation?
- Flexibility?
- Networks?

Competing Logics

- Democracy, equality
- Security/privacy
- System feasibility, interoperability, adaptability, standardization
- Administrative and political feasibility
- Agency autonomy and flexibility
- Economics (resources, budgeting)

Multiple Performance Criteria

- Democratic: inequality, citizenship
- “Customer”: convenience, access, speed, usability
- Engineering: system capacity, security, power, speed
- Economic: costs and benefits, corporate capitalism
- Political: Who wins? Who loses?

A few examples

- U.S.
- EU
- Strong states

USA: From Innovation to Consolidation

1993-2000

Reinventing Govt.

- Government as “Venture capitalist”
- Let a thousand flowers bloom
- Customer satisfaction
- Grassroots efforts of agency entrepreneurs

2001- present

Pres'l Mgt Initiative

- Top-down enterprise management
- Standardization and rationalization
- 24 specific cross-agency initiatives
- Management accountability
- “Competitive outsourcing”

USA: 25 E-Government Initiatives

Government to Citizen

- IRS Free File
- GovBenefits.gov
- E-Loans
- Recreation One Stop
- USA Services

Government to Business

- E-Rulemaking
- Expanding Electronic Tax Products for Business
- Consolidated Health Informatics
- Federal Asset Sales
- International Trade Process Streamlining
- Business Gateway

E-Authentication

- E-Authentication

Government to Government

- Geospatial One Stop
- Grants.gov
- Disaster Management
- SAFECOM
- E-Vital

Internal Efficiency and Effectiveness

- E-Training
- Recruitment One-Stop
- Enterprise HR Integration
- E-Records Management
- E-Clearance
- E-Payroll
- E-Travel
- Integrated Acquisition Environment

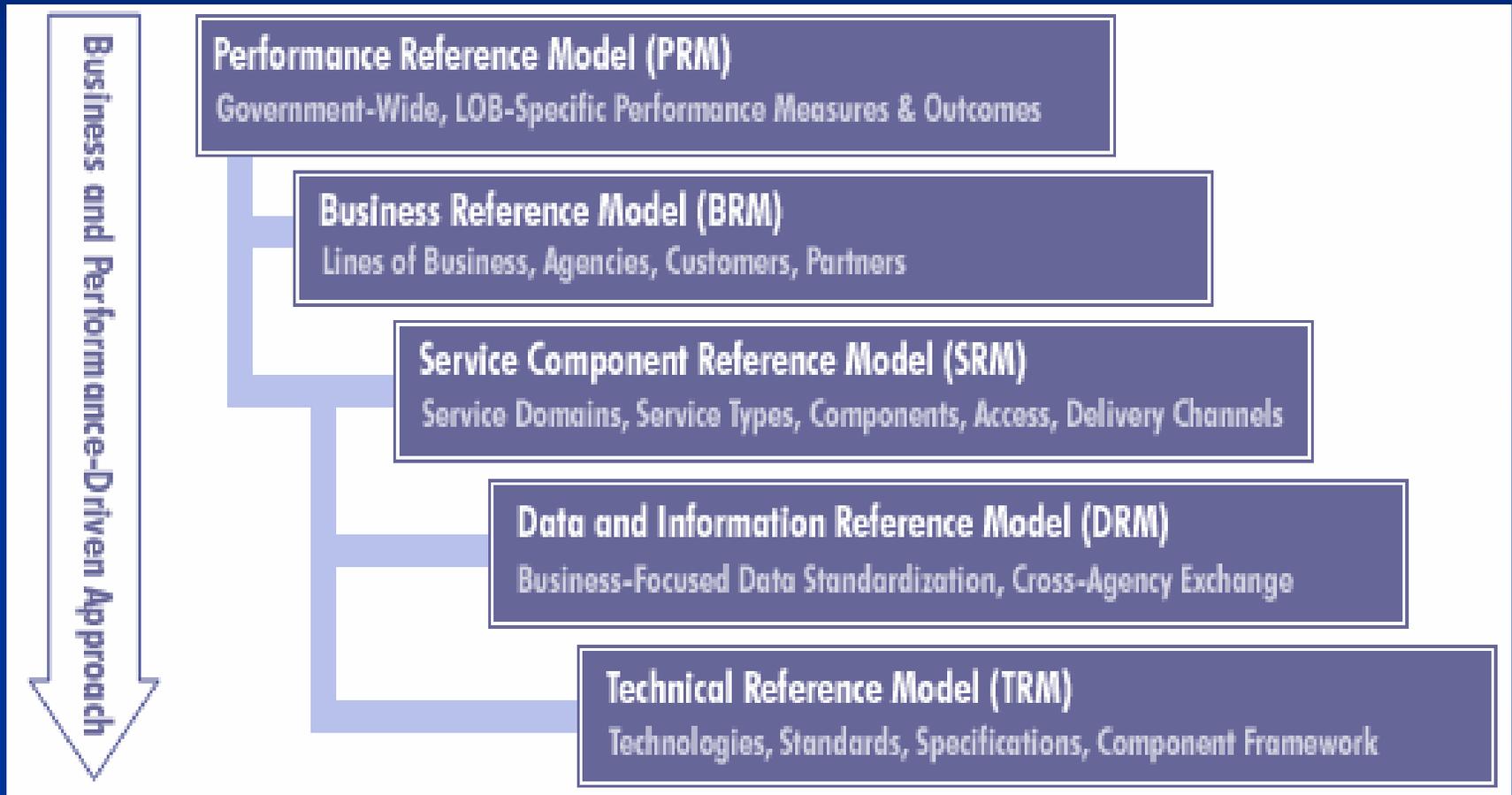
Source: OMB: *E-Government Strategy*,
<http://www.whitehouse.gov/omb/inforeg/egovstrategy.pdf>

Projects and Agency Partners

Projects / Departments	DoC	DoD	DoE	DoEd	DoI	DoJ	DoL	DoT	EP	FDIC	FEMA	GSA	HHS	HUD	NARA	NASA	NRC	NSF	OP	SBA	Smithsonian	SSA	Statte	Treasury	USAID	USDA	VA
Consolidated H'lth Informatics		X											X								X						X
Disaster Management	X	X			X	X		X			X	X	X	X			X			X		X					X
E-Authentication	X	X		X		X		X	X			X	X			X				X		X		X		X	X
Grants.gov	X	X	X	X	X	X	X	X	X		X		X	X	X	X		X		X					X	X	X
E-Payroll		X	X																X			X	X				
E-Training		X					X	X				X							X			X					
E-Travel		X						X				X						X						X			X
E-Vital		X		X		X	X						X						X			X	X	X	X	X	X
E-Records Management		X	X		X			X	X						X									X		X	
GovBenefits.gov			X	X			X				X		X	X								X	X			X	X
Expanding Electr. Tax Products																						X		X			
IRS Free File																								X			
Federal Asset Sales		X		X						X		X		X						X				X			X
Geospatial One-Stop	X	X	X		X			X	X		X		X	X		X	X		X							X	
Integrated Acquisition Env.	X	X			X			X				X				X				X						X	X
Enterprise HR Integration		X																	X				X	X		X	
E-Clearance	X	X	X			X											X		X				X	X			
Int'l Trade Proc. Streamlining	X					X														X			X	X	X	X	X
Business Gateway	X						X	X	X											X				X			
E-Loans				X							X		X	X						X						X	X
E-Rulemaking						X	X	X															X	X		X	X
Recreation One-Stop	X	X			X			X													X	X		X	X	X	X
Recruitment One-Stop	X	X			X		X	X	X					X		X			X								X
USA Services							X				X	X	X							X		X				X	X
SAFECOM	X	X			X	X		X			X		X											X		X	

Source: OMB PMO office: E-Gov Partner Agencies Public.xls, unpublished document, nd., Revised, July 1, 2004.

Federal Enterprise Architecture



Themes and Styles: Integrating Across States

EU policy goal
the “Knowledge Society”
by 2010

EU: Open Standards and Open Source

Public Administration and vendor dependency

COSPA - A consortium to study, evaluate, and support the introduction of open source software and open data standards in the public administration

<http://cospa.case.unibz.it>

EU: Creating a European Identity

- GUIDE
- an architecture for *secure and interoperable e-government electronic identity services*
- 23 organisations from 13 countries.
- Enable Europe to become the global leader of e-government services through the creation of an open architecture for identity authentication

<http://www.guide-project.org/>

EU: Intelligent Cities

- INTELCITIES
- 18 cities, led by Manchester and Siena
- 20 ICT companies including Nokia and CISCO
- 36 research groups to share and codify knowledge

Scotland: Encouraging Voice

- Youth Forum – political engagement
- E-consultations
- E-petitions

Themes and Styles: The State Controls Society

- Saudi Arabia
- China

Saudi Arabia: Transition or Start Conditions?

- Internet filtering
- Distance education for women professionals

China

300 million mobile phone users

- SARS
- Corruption
- Censoring telephone text messages
 - 220 billion messages in 2003
 - Fine and close mobile phone firms
 - Government required filters

In Conclusion

- States **enact** technology to achieve political objectives
 - So what do we want to achieve?
- The “soft” side is the hard part
- Public administrators are entrepreneurs, innovators and knowledge managers