Public Administration and Information Technology

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This book is dedicated to Cathy Obien.
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Public Administration and Information Technology explores the important influence of information technology (IT) on public sector organizations as well as the major issues that public administrators need to know concerning the impact of IT on their organizations. Specifically, there is an examination of the external environment that influences IT and public administration such as e-democracy, e-participation, and e-governance. There is also a discussion of the internal environmental issues of IT and public administration such as leadership, organizational change, and enterprise architecture. Finally, some of the most important issues in the domain of IT and public administration are examined: e-procurement, e-commerce, human resources, privacy, and information security. This book takes a sociotechnical perspective, arguing that an understanding of both the external and internal environments, and the technology used, is needed to grasp the most important issues in the realm of IT and public administration.

Public Administration and Information Technology is essential reading for those teaching courses in IT and public administration. It can also be used as a supplementary textbook for courses that explore innovation in public sector reform through the use of IT. This book could be used in a management information systems class where the importance of public sector IT is stressed. Finally, this book is ideal for practitioners who want the latest research on IT and public administration. Chapter objectives and discussion questions are included in each chapter. Additionally, the main points of each chapter are demonstrated within opening and closing case studies. Particularly innovative in this textbook is the use of survey research infused in each chapter that delves into the important issues of IT and public administration. Survey research provides real-world relevance to many of the issues discussed in the chapters. Finally, Public Administration and Information Technology examines both the external and internal environment, bridging the research on IT and politics with the study of the bureaucracy, which are both essential to the field of public administration.

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Christopher G. Reddick is an associate professor and Chair of the Department of Public Administration at the University of Texas at San Antonio, USA. Dr. Reddick’s research and teaching interests are in information technology and public sector organizations. Some of his publications can be found in Government Information Quarterly, Electronic Government, and the International Journal of Electronic Government Research. Dr. Reddick recently edited the two-volume book entitled Handbook of Research on Strategies for Local E-Government Adoption and Implementation: Comparative Studies. He is also author of the book Homeland Security Preparedness and Information Systems.