A multi-year project

National Study of Technology Use in Government

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Technology & e-participation in US cities

- US context
- Managers
- Future
We know much less about e-government in smaller US cities
National study of technology use in 500 US municipalities, population 25,000-250,000
Surveying 5 department heads in each city:

- Community Development
- Finance
- Mayor’s Office
- Parks & Recreation
- Police
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<td>survey</td>
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<td></td>
<td>N=902</td>
<td>N=703</td>
<td>N=790</td>
<td>N=841</td>
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<td>37.9%</td>
<td>29%</td>
<td>33%</td>
<td>39%</td>
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<td></td>
<td>Transparency</td>
<td>Social Media</td>
<td>Security &amp; Privacy</td>
<td>Data Sharing</td>
<td>Personal Technology Use</td>
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Electronic monitoring in public organizations: evidence from US local governments

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Technology-Task Coupling: Exploring Social Media Use and Managerial Perceptions of E-Government

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Determinants of Information and Communication Technology Adoption in Municipalities

Shu Wang1 and Mary K. Feeney2

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2 Arizona State University, Tempe, AZ, USA

Managerial Ambivalence and Electronic Civic Engagement: The Role of Public Manager Beliefs and Perceived Needs

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Contributions

- Smaller cities
- General managers
- Multi-method
- Over time
Part I: How are US cities using e-government?
US cities are increasingly using technology
US cities are increasingly using technology – though not at the rate of other nations
<table>
<thead>
<tr>
<th>E-services offered by the city, by year</th>
<th>2010</th>
<th>2012</th>
<th>2014</th>
<th>2016</th>
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<tbody>
<tr>
<td>Online completion and submission of job application</td>
<td>57%</td>
<td>62%</td>
<td>71%</td>
<td>78%</td>
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<tr>
<td>Online requests for services</td>
<td>67%</td>
<td>68%</td>
<td>74%</td>
<td>79%</td>
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<tr>
<td>Online delivery of records or information</td>
<td>46%</td>
<td>51%</td>
<td>63%</td>
<td>71%</td>
</tr>
<tr>
<td>Online payment for services</td>
<td>47%</td>
<td>57%</td>
<td>64%</td>
<td>67%</td>
</tr>
</tbody>
</table>
Facebook use in 2012
GovLoop use in 2012
Cities that outsource website design +

- Service provision
- Information dissemination
- Utility
- Accessibility
- Translation
Part II: Public managers matter for technology enactment
Managers are increasingly using tools for collaboration, sharing and coordination.
Consistent predictors

- City population
- Form of government
- Department type
- Technical capacity
- Resources
- Management
Consistent predictors

- City population
- Form of government
- Department type
- Technical capacity
- Resources
- Management

“We are currently on 15% pay cuts with more to come, so it is difficult to obtain funding for new technology projects unless it cuts costs and eliminates jobs, so technology is seen as a threat by many.” – US government manager
What is the role of **management** in e-government?
Managers report positive and negative perceptions of e-government.
- Views vary by generation.
Manager motives, perceptions, & personal use matter for technology adoption, use, & enactment
Manager motives & perceptions

- Technology-task coupling
- work-life balance
- electronic monitoring
- design
- social media use
- technology adoption
- data sharing
- open government
- innovation
- data use
- e-collaboration
- entrepreneurial orientation
- e-participation
- effective use of technology
Part III: What about social media tools?
What explains if & how cities use social media tools?
Twitter adoption, 2007-2017

Twitter Adoption, 2007

[Map of Twitter adoption in the United States from 2007 with markers indicating adoption levels.]
Federal policy has increased adoption of some tools
Twitter adoption over time

Memorandum on Transparency and Open Government issued
Jan 21, 2009
However, adoption doesn’t necessarily mean enactment or engagement
Twitter adoption and activity

500 Cities under study

500 cities
439 with Twitter
36 inactive
What about data portals as an indicator of open government?
40 percent of 500 cities that have open data portals
percentage of cities that provide quality, usable, data in their open data portals

percentage of stakeholders who successfully use open data portals
What do managers say about social media tools?

“Utilizing social media to increase and improve our city's meaningful interaction with the public is challenging when also needing to comply with state laws regarding public access and records.” – US city government manager
What does social media mean for transparency, trust & information?

“...while there may be more access to information, our experience has been that it has become easy to spread false and inaccurate information. This breeds mistrust and members of the public don't know who or what to believe...the net effect has been negative and...in some ways undermines legitimate efforts to inform our citizens.” — US government manager
Thank you!

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