Preface

The constantly changing landscape of Public Affairs and Administration makes it challenging for experts and practitioners to stay informed of the field’s most up-to-date research. That is why Information Science Reference is pleased to offer this three-volume reference collection that will empower students, researchers, and academicians with a strong understanding of critical issues within Public Affairs and Administration by providing both broad and detailed perspectives on cutting-edge theories and developments. This reference is designed to act as a single reference source on conceptual, methodological, technical, and managerial issues, as well as provide insight into emerging trends and future opportunities within the discipline.

Public Affairs and Administration: Concepts, Methodologies, Tools and Applications is organized into eight distinct sections that provide comprehensive coverage of important topics. The sections are: (1) Fundamental Concepts and Theories, (2) Development and Design Methodologies, (3) Tools and Technologies, (4) Utilization and Application, (5) Organizational and Social Implications, (6) Managerial Impact, (7) Critical Issues, and (8) Emerging Trends. The following paragraphs provide a summary of what to expect from this invaluable reference tool.

Section 1, Fundamental Concepts and Theories, serves as a foundation for this extensive reference tool by addressing crucial theories essential to the understanding of Public Affairs and Administration. Introducing the book is “Administration: Making a Connection with the Library’s Strongest Advocate” by Rebecca Kelly, a great foundation laying the groundwork for the basic concepts and theories that will be discussed throughout the rest of the book. Another chapter of note in Section 1 is titled “The Role of Social Influence and Prior Experience on Citizens’ Intention to Continuing to Use E-Government Systems: A Conceptual Framework” by Mubarak Alruwaie. Section 1 concludes, and leads into the following portion of the book with a nice segue chapter, “Providing Rational and Normative Policy Evaluation with Hedonic Estimation in Developing and Emerging Market Economies,” by Rodney Erakovich, Gerald Poppe, John F. Shampton, and Kalpana Pai. Where Section 1 leaves off with fundamental concepts, Section 2 discusses architectures and frameworks in place for Public Affairs and Administration.

Section 2, Development and Design Methodologies, presents in-depth coverage of the conceptual design and architecture of Public Affairs and Administration, focusing on aspects including e-government, e-participation, risk assessment, economical costs, and many more topics. Opening the section is “E-government and Metrics of E-Government: From eEurope 2002 to Digital Agenda 2020” by Haroula N. Delopoulos. This section is vital for developers and practitioners who want to measure and track the progress of e-government on a local, national, or international level. Through case studies, this section lays excellent groundwork for later sections that will get into present and future applications for Public Affairs and Administration, including: “Methodology for Risk Assessment and Costs Associated with Risk Occurrence in E-Government Projects” by Neven Vrcek, Petra Peharda, and Dušan Mundar, and

Section 3, Tools and Technologies, presents extensive coverage of the various tools and technologies used in the implementation of Public Affairs and Administration. Section 3 begins where Section 2 left off, though this section describes more concrete tools at place in the modeling, planning, and applications of Public Affairs and Administration. The first chapter, “E-Guidelines for the Effectiveness of E-Government Process,” by Burçak Şentürk, lays a framework for the types of works that can be found in this section, a perfect resource for understanding how effective e-government can be. Section 3 is full of excellent chapters like this one, including such titles as “Public Policy Makers: Export Promotion Programmes and Global Competitiveness in Sub-Saharan Africa,” and “Cloud Computing: IT Governance, Legal, and Public Policy Aspects” to name a couple. Where Section 3 described specific tools and technologies at the disposal of practitioners, Section 4 describes successes, failures, best practices, and different applications of the tools and frameworks discussed in previous sections.

Section 4, Utilization and Application, describes how the broad range of Public Affairs and Administration efforts has been utilized and offers insight on and important lessons for their applications and impact. Section 4 includes the widest range of topics because it describes case studies, research, methodologies, frameworks, architectures, theory, analysis, and guides for implementation. The first chapter in the section is titled “NARA: A Digitization Case Study,” which was written by Kristen Cissne. The breadth of topics covered in the chapter is also reflected in the diversity of its authors, from countries all over the globe. Section 4 concludes with an excellent view of a case study in technology implementation and use, “Gate-Keeping and News-Seeking in Print and Online Outlets” by Sharon E. Jarvis and Maegan Stephens.

Section 5, Organizational and Social Implications, includes chapters discussing the organizational and social impact of Public Affairs and Administration. The section opens with “Empowering Citizens: A Constructivist Assessment of the Impact of Contextual and Design Factors on Shared Governance” by Mary Griffiths. Where Section 4 focused on the broad, many applications of Public Affairs and Administration technology, Section 5 focuses exclusively on how these technologies affect human lives, either through the way they interact with each other, or through how they affect behavioral/workplace situations. Other interesting chapters of note in Section 5 include “Intention to Use E-Government Websites among Universiti Sains Malaysia (USM) Students” by Ng Yee Boon, T. Ramayah, Teoh Ai Ping, and May-Chiu Lo, and “Evaluation of Organizational E-Government Readiness in the Public Sector” by Ibrahim A. Alghamdi, Robert Goodwin, and Giselle Rampersad. Section 5 concludes with a fascinating study of a new development in Public Affairs and Administration, in “Language Policy Argumentation and Rhetoric, Pre- and Post-9/11” by Janice Snow Rodríguez.

Section 6, Managerial Impact, presents focused coverage of Public Affairs and Administration as it relates to effective uses of complex online campaigning and many more utilities. This section serves as a vital resource for developers who want to utilize the latest research to bolster the capabilities and functionalities of their processes. The section begins with “E-Government Innovations and Work Transformations: Implications of the Introduction of Electronic Tools in Public Government Organizations.” The 5 chapters in this section offer unmistakable value to managers looking to implement new strategies that work at larger bureaucratic levels. The section concludes with “A Spatial Analysis of Male and Female Unemployment in the USA” by Edmund J. Zolnik. Where Section 6 leaves off, section seven picks up with a focus on some of the more content-theoretical material of this compendium.
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Section 7, Critical Issues, presents coverage of academic and research perspectives on Public Affairs and Administration tools and applications. The section begins with “Understanding E-Governance: A Theoretical Approach,” by Muhammad Muinul Islam and Mohammad Ehsan. Other issues covered in detail in Section 7 include political blogs, inter-organizational collaboration, and much more. The section concludes with “New Media in the Process of Shaping Local Democracy: The Case of Poland” by Ilona Biernacka-Ligieza, a great transitional chapter between Sections 7 and 8 because it examines an important question going into the future of the field. The last chapter manages to show a theoretical look into future and potential technologies, a topic covered in more detail in Section 8.

Section 8, Emerging Trends, highlights areas for future research within the field of Public Affairs and Administration, opening with “E-Government, M-Government, L-Government: Exploring Future ICT Applications in Public Administration” by Alberto Asquer. Section 8 contains chapters that look at what might happen in the coming years that can extend the already staggering amount of applications for Public Affairs and Administration. Another chapter to note is “New Questions for E-Government: Efficiency but not (yet?) Democracy” by Alexandru V. Roman and Hugh T. Miller. The final chapter of the book looks at an emerging field within Public Affairs and Administration, in the excellent contribution, “The Potential for ICT Tools to Promote Public Participation in Fighting Corruption” by Arjun Neupane, Jeffrey Soar, Kishor Vaidya, and Sunil Aryal.

Although the primary organization of the contents in this multi-volume work is based on its eight sections, offering a progression of coverage of the important concepts, methodologies, technologies, applications, social issues, and emerging trends, the reader can also identify specific contents by utilizing the extensive indexing system listed at the end of each volume.

As a comprehensive collection of research on the latest findings related to using technology to providing various services, Public Affairs and Administration: Concepts, Methodologies, Tools and Applications, provides researchers, administrators and all audiences with a complete understanding of the development of applications and concepts in Public Affairs and Administration. Given the vast number of issues concerning usage, failure, success, policies, strategies, and applications of Public Affairs and Administration in countries around the world, Public Affairs and Administration: Concepts, Methodologies, Tools and Applications addresses the demand for a resource that encompasses the most pertinent research in technologies being employed to globally bolster the knowledge and applications of Public Affairs and Administration.