

Index

A

access 71
accountability of civil servants 239
administrative discretion 133
administrative regulations 131
administrative transparency 239
advisory committees 81
alienation of citizens 51
American Revolution 113
AmericaSpeaks 51
antifederalists 113

B

Bachrach, Peter 114
bias 150
British Telecom (BT) 261
bureaucracy 116, 134
bureaucratic discretion 131

C

California Smart Communities Program
222

Campbell, Vincent 117
citizen engagement 207
citizen influence 35
citizen participation 35, 217
citizen surveys 78
citizen-initiated contacts 76
citizens 110
citizenship 272
citizenship/human rights perspective
236
civic interest 87
civic Web forum 88
civic Web genres 100
Civil Rights movement 113
civil society 282
commercial logic 89
communication 86
communities 34
Community Access Centers 185
community networks 185
confidence in government 239
coproduction 69
corporate governance 29
cost 71

court system 136
 critical media studies 87
 cultural space 273
 culture 11

D

deliberation 137
 democracy 85, 131
 democratic E-governance 10, 22
 democratic legitimacy 240
 democratic society 110
 Dewey, John 113
 digital divide 216, 255
 digital traffic junction 155
 discretion 133
 distance 71

E

e-democracy 267
 e-governance 2
 eEurope 257
 effective legislative oversight 135
 effects of technology 67
 electronic democracy 86
 electronic government 161
 electronic town meetings (ETMs) 60, 118
 ethnic communities 273
 eTransformation 1
 executive branch of government 136
 exploiting 236
 extranet 210

F

facilitator 150
 Federalist Founders 112
 freedom of information 235
 Friedrich, Carl 114

G

general audience 89
 global activism 8
 global civil society 278
 globalization 6, 272
 good governance 29

Gore, Al 111
 governance 23
 government 26, 218
 government communication 90
 government-initiated Internet discussions 150
 grassroots citizen group 88
 Greater Western Sydney 197

H

hierarchies 34

I

ICTs 216
 implementation 133
 information and communication technologies (ICT) 2, 86, 111
 information revolution 68
 Information Society 169
 information technologies 220
 initiative 119
 inner-city problems 161
 institutional alienation 8
 international governance 29
 Internet 182, 207, 235, 276
 Internet discussions 154
 Internet governance 246
 Internet tool 287
 Internet-based regulation 248
 interpreted knowledge 213
 intranet 210

J

Jefferson, Thomas 113
 journalism 96

K

key contacts 76
 Kiel, L. Douglas 116
 knowledge 3
 knowledge production 202
 knowledgeable citizens 4

L

local governance 88, 169
Local Government Telecommunications
Policy 180
location 71
Locke, John 113

M

MAI 281
managerialist view 24
mandatory disclosure of information
241
Manse Forum 96
market perspectives 237
markets 34
mass-mediated public sphere 88
maximum feasible participation 69
media communication 90
media industry 89
metropolitan governance 169
Metropolitan Telecommunications
Organizations (MTO) 170
metropolitanism 172
moderation 151
moderator 150
monopolies 55
Multilateral Agreement on Investment
(MAI) 274
municipal democracy 87

N

National Grid for Learning (NGfL) 262
network security 182
networking 213
networks 34
new deal 113
new public governance 29
new technologie 72
news genre 88
nongovernmental organizations (NGOs)
5, 282

O

open society 216
Organization for Economic Cooperation
and Development 6, 274
outsourcing governmental services 55

P

participation 143, 239
participation revolution 68
participatory action research approach
87
policy perspective 236
political activism 8
political leaders 64
polity perspective 236
populists 113
post-Newtonian 116
power 56
professionalization 8
progressives 113
public administration, 51
public administration in the Information
Age 67
public communication 86
public debate 87
public discussion 88
public governance 30
public hearing 64
public interaction 88
public interest 59
public life 88
public meetings 79
public space 273
public trust 110

R

random digit dialing 119
randomly-selected participants 118
referendum 119
regional agenda 199
regional communities 197
regional governance infrastructure 199
representative democracy 52

roles of the moderator 153
rule making 133

S

scientific public opinion polling 59
Scotland 255
Scottish Centre for Voluntary Organiza-
tions (SCVO) 261
Scottish Executive 258
Scottish Parliament 260
Seattle 272
smart communities 216
social agency 87
social capital 186
social energy 115
social interface 162
social organization 3
sovereignty 273
spatial policy 157
state-centrism 23
Sunshine laws 69

T

TeamWest 199
telecommunications architecture 188
telecommunications intermediaries 186
telecommunications policy 169
telecommunications tax policy 192
Televote 59, 112
Televoters 119
transformation in governance 2

U

U.S. Telecommunications Policy 175
Uniontown 112
University of Western Sydney (UWS)
198
university-based 118
Uphoff, Norman 115

W

War on Poverty 69
Web-based publicness 87
Weber, Max 116

well-informed debate 213
wired communities 263
World Trade Center 171
World Trade Organization (WTO) 6,
274