

# 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 Organizations (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

well-informed debate 213

wired communities 263

World Trade Center 171

World Trade Organization (WTO) 6, 274

## 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