MASTERS IN MANAGEMENT IN DIGITAL BUSINESS

FULL-TIME

2020

COURSE MODULE NAME –

DIGITAL GOVERNMENT

Name of Lecturer:

Mr Mark Burke, LINK Centre, University of the Witwatersrand

Course Outline and Assessments

Course Outline

This module will consider and examine some of the key themes relevant to the emergence of digital government. Innovation in digital technologies and applications have made possible the emergence of a broad range of disruptive processes with specific implications for the public sector.

Digitisation and the spread of enabling technologies have far-reaching implications for the transformation of government. The emergence of digital government as a set of frameworks for studying and understanding these changes sheds light on the implications for future adoption and design in the public sector. Studying digital government enables an understanding of the complex relationships between information technologies, organisations, and institutions as a backdrop to the fundamental changes in the manner which public organisations develop policies, are structured, operate, deliver services, and engage citizens in democratic processes.

This module aims to keep participants abreast of the drivers and nature of these transformations and how these influence and shape the government of the future. This course contributes to your MM qualification by providing you with an understanding of how digital technologies are affecting democratic practices, policy-making, service transformation and digital strategy making in government. It aims to assist you with analysing changes in government and how this may influence your organisation, both the public and private sectors.

Intended Learning Outcomes

At the end of this course students will be able to:

- Critically assess the implications of digital disruption for the governance of society and the economy

- Determine what governance issues arise from digital innovation and diffusion

- Assess the evolution of digital government

- Define the changing conceptions of identity, privacy and citizenship in the Digital Age, and the implications thereof for emerging democratic practices

- Unpack the influence of digital technologies on the public policy process

- Assess the potential for public service transformation through the use of digital technologies

- Understand the strategic choices and strategy implementation challenges for supporting the development of digital government

- Engage with, and influence, the emerging processes and practices of digital government

Addressing the Core Themes of Digital Business

This module contributes to the following core themes of digital business:

Economic and Social

This module explores the emergent properties underpinning the Information Society and Digital Economy, and considers the associated challenges for the governance of society and the economy.

Digital Applications

This module considers the evolution of specific digital technologies (Artificial Intelligence, Big Data, Blockchain, Cloud Computing, Internet of Things, and Virtual/ Augmented Reality), with a view to establishing the specific capabilities afforded by each and what the implications and challenges are for governing society and the economy.

Integration with other Digital Business subjects making up the Programme

This module relates strongly to the following courses:

- **Digital Technology Fundamentals** – this module reviews and analysis the evolution of specific digital technologies with a view to assessing the governance implications of each.

Essential Readings

Essential readings are listed in this module outline per lecture session.

Recommended Readings

Recommended readings are listed in this module outline per lecture session.

NOTE to students on the importance of preparation for lectures

It is important that students do the stipulated Essential pre-lecture readings as the material therein is fundamental to the applications and discussions noted above. Time in lectures will not permit more than a brief summary of the concepts and constructs which are comprehensively covered in these readings.

Course Philosophy and Teaching Methods

The course lecturer uses an interactive teaching style, which includes formal lectures and in-class discussion, based on short prepared student inputs. My teaching philosophy, at postgraduate level, is that coursework and readings are the foundation for the research component of the degree programme, hence students must regard the course as being reading intensive, not lecture intensive. In this course, as in any course, you are welcome to agree or disagree with the lecturer and with the authors, noting that such agreement or disagreement must be substantiated by analytical argumentation.

Furthermore, the "syndicate method" of teaching is used, requiring that some of the learning will be done in groups. This enables participants to contribute, bringing in their

own practical experience, knowledge and expertise together with those of their peers to create a rich learning environment.

Course Assessment

The course assessments will be weighted as follows:

30% Syndicate assignment

70% Individual assignment

Please note:

A student is required to include a signed WBS Plagiarism Declaration in the examined assignment to be submitted, included immediately after the cover page of the assignment.

In terms of the Standing Orders to pass a course, a student is required to achieve a final accumulative average of 50% for a pass mark, and a subminimum of 35% in the examination.

Individual Assignment/

Purpose:

The purpose of this assignment is to assess the extent to which students have internalised the key insights, knowledge and information gained in class and from the literature, and are able to critically engage and demonstrate the application of key concepts.

Requirement:

Prepare a critical comparative analysis of the digital government strategies of South Africa and Mauritius (Denmark or Singapore) by evaluating the following:

1. The conditions and context to which the strategy is responding – situate the strategies in the respective country context

2. The policy problems the strategies aim to address

3. Outline the opportunities and threats, as well as strengths and weaknesses identified in each strategy

4. The goals and priorities embedded in each strategy

5. The strategies adopted to realise these goals (especially also the strategic choices regarding the use and investment in technologies)

6. The implementation approach (also with reference to the governance, management and organisation of the implementation effort) and the capabilities the strategies seek to build

7. The approach to the provision of public services

8. The envisaged process of resource mobilisation and deployment

9. The approach to monitoring and evaluating the implementation of the strategy

Please do not *only* list and describe the above items. You are required to engage with these issues critically, drawing on the insights and knowledge gained in class and the core readings. Ensure that you assess the assumptions on which the strategy is based and engage with the strategic choices made. To aid in the analysis, you must first compare the similarities and the differences and then evaluate critically the strengths, weaknesses, benefits, or risks related to each of the issues identified. In your conclusion, you must draw together an analytical synthesis setting out the strengths and the weaknesses of each of the respective country strategies and then conclude with recommendations on how the South African strategy can be strengthened.

The individual assignment should consist of a minimum of 3 000 words. Use the APA referencing style. Avoid cutting and pasting lengthy extracts from general information in the public domain.

Special instructions: Individual exam assignments must be submitted on the Wits-e platform at https://cle.wits.ac.za/home/index

Deadline: **31 August 2020**

Penalty for late submission:

Deduction of 10% from the mark awarded.

Mark allocation:

Criterion	Mark Allocation %
Context & SWOT	10
Strategies & Approach	10
Resources & Monitoring and Evaluation	10
Assumptions & Choices	10
Comparative Analysis (Similarities & Differences)	10
Conclusions and Recommendations	10
Individual assignment: academic quality, including analysis, clarity of the argument, logic, use of literature and referencing	40
TOTAL	100

Syndicate Assignment: Digital Government

Option 1: Governance in the Digital World

Purpose:

The purpose of this group assignment is to demonstrate an understanding of how the dynamics underpinning change in society and the economy are shaping and influencing the nature, scope and scale of the governance challenges faced by governments – and the options available to governments to respond to these.

Requirements:

A broad range of dynamics underpin change in society and the economy in the digital world. Some of the changes highlighted include blurring of boundaries between real and virtual, human and machine, space and time; and factors that contribute to continuous disruption such as datafication, disintermediation and dematerialization. Highlight the 7 – 10 most critical challenges to governing society and regulating the economy for governments in today's digital world. Engage critically with these challenges by describing the drivers of each and the associated

impacts on society or the economy. Make clearly formulated and substantiated recommendations on how governments should respond to each of these challenges.

Each group must prepare a set of detailed notes with references and support material (to be handed to the lecturer), for use in preparing a presentation. The notes must also indicate the contribution(s) by different group members. Groups must prepare a detailed presentation in response to the questions outlined above. Each group must make a 20-minute presentation setting out:

- The key challenges faced by government

- The main drivers of these challenges

- The impact of these challenges

- The relevance to the challenges to the South African context and government

- The recommended responses by government, with specific reference to the roles governments play, the instruments they have at their disposal and the functions they perform

Option 2: Frontier Technologies and Public Policy

Purpose:

The purpose of this group assignment is to engage critically with the capabilities afforded by selected digital technologies discussed, and the challenges and risks posed by these capabilities. These challenges and risks raise particular public policy concerns. Identify and frame the policy problems and explain how the digital technologies contribute to these. Provide recommendations on the policy responses governments need to adopt to address these challenges.

Requirements:

Each group must prepare a set of detailed notes with references and support material (to be handed to the lecturer), for use in preparing a presentation. The notes must also indicate the contribution(s) by different group members. Groups must prepare a detailed presentation in response to the questions outlined above. Each group must make a 20-minute presentation setting out:

- The main technologies and the capabilities these afford (both the private sector and the public sector)

- A detailed analysis of the policy problems these capabilities may generate

- The impact of these policy problems if not addressed or left unchecked

- The policy responses required to address these problems

- Prioritise specific policy measures that are required in the case of South Africa and motivate why

Option 3: Democracy in the Digital Age

Purpose:

Students are required to assess the use of social media in the democratic practice and to consider the regulatory issues that follow.

Requirements:

Review the contents of http://www.superlinear.co.za/political-interference-in-south-african-politics-on-twitter/ that provides an analysis of Twitter activity before the 2019 elections, together with a report by the Computational Propaganda Research Project, based at the University of Oxford (also see the appendix to the report with reference to the analysis on South African). These reports document how social media can influence the democratic process in countries. Provide a critical review of the use of social media in influencing the democratic process in countries with reference to:

- The opportunities and threats posed by social media to public policy-making and the democratic process
- The social media strategies used to promote and undermine democratic practices
- Providing and assessment of the extent, in your view, social media has been able to unduly/ unfairly influence democratic processes in South Africa
- The regulatory options available to government to balance various interests (including the right to privacy, freedom of expression, etc) at play in the exercise of democracy
- Provide recommendations for how democratic practices should be safeguarded in view of the risks posed by social media

Each group must prepare a set of detailed notes with references and support material (to be handed to the lecturer), for use in preparing a presentation. The notes must also indicate the contribution(s) by different group members. Groups must prepare a detailed presentation in response to the questions outlined above. Each group must make a 20-minute presentation.

Deadline: 7 August 2020

Penalty for late submission: No marks awarded

Mark allocation:

Criterion	Mark Allocation %
Equitable contributions/participation from each group member	20
Group assignment: content	50
Group assignment: academic quality and presentation quality	30
TOTAL	100

Course Timetable

(Six lectures for 10 credits.)

Venue: Online (MS Teams)

Session	Date	Time	Lecturer	Topic(s)
1	3 August 2020	09h00 – 12h00	Mark Burke	• Contours and anatomy of a digital world
		13h00 – 15h00		• Group Exercise
2	4 August 2020	09h00 – 11h00	Mark Burke	• Digitality and Frontier Technologies
3		11h00 – 12h30	Mark Burke	• Governing the State
		13h30 – 16h00		• Group Exercise
4	5 August 2020	09h00 – 12h00	Mark Burke	• Democracy in the Digital Age
		13h00 – 15h00		• Group Exercise
5	6 August 2020	09h00 – 11h00	Mark Burke	• Policy in the Digital Age •
		11h00 – 12h30	Mark Burke	• Public service transformation Public
		13h30 – 15h00		• Group Exercise
6	7 August 2020	09h00 – 11h00	Mark Burke	• Digital strategy for Government
		11h00 – 13h00		• Group Presentations

Course Lecturers

Lecturer: Mark Burke

Mark Burke is Director of Development@Work, a consulting firm specialising in public sector capacity building, with a focus on strategy development and implementation, organisation design, and performance improvement. Mark has 20 years' experience in consulting in the public sector. Mark holds a Master in Public Management and Development from Wits University and is currently a PhD candidate at Wits.

Mark is a visiting researcher at the LINK Centre, Wits University. He is responsible for developing the research niche in digital government. Mark has concluded a number of research and advisory activities in collaboration with the LINK Centre. This includes:

- designing a knowledge-sharing exchange (EPWP X-Change) for the Expanded Public Works Programme to serve as a hub for sharing information and knowledge (on behalf of the Centre for Public Service Innovation);

- facilitating the development of an Inclusive Information Society and Development Framework (on behalf of the Presidential National Commission on Information Society and Development);

- undertaking research on the state and outcomes of local e-governance initiatives in Gauteng (on behalf of the LOG-IN Africa Programme); and

- contributing to the design and development of a framework to monitor and measure development towards the Information Society in Gauteng Province (on behalf of the Gauteng Provincial Government).

Mark has also designed and convenes the Certificate in Frontiers in Digital Government (https://www.wits.ac.za/linkcentre/digital-government/) targeted by Wits University at senior and middle managers in government dealing with public sector transformation and digital governance. This course covers major paradigms and perspectives on digital governance; policies and practices in digital government formation; and processes and performance in digital government implementation. The inaugural course is targeted for delivery in 2020.

As a visiting researcher at the Learning, Information, Networking and Knowledge (LINK) Centre based at the University of the Witwatersrand (Wits), he has lectured occasionally on courses such as the Certificate in Telecoms Policy, Regulation and Management (TPRM) and the Certificate in Interdisciplinary Professional Practice: Disruptive Technologies and Digital Operations. Mark is responsible for developing the Digital Government research theme. Operating as part of the Wits School of Literature, Language and Media (SLLM), the focus of the Centre spans across policy

and practice in telecommunications, Internet, broadcasting, digital media, social media, digital government, digital transformation, innovation systems, cybersecurity and intellectual property -- all with an emphasis on economic and social implications in African and other developing-world contexts.

Contact information

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Session 1

Topic: Contours and Anatomy of a Digital World

Date: 3 August 2020

Time: 09h00 – 12:00

Session Overview

This session examines the changes in the Information Society and the Digital Economy resulting from the diffusion of digital technologies. A critical assessment of the implications of digital disruption for governing society and the economy is undertaken.

Intended Learning Outcomes

At the end of this session, students will be able to:

- Identify the key changes resulting from an increasingly digital world

- Highlight the role of innovation and the diffusion of digital technologies in the changes in society and the economy

- Review the conceptions of the Information Society and its key characteristics

- Assess the changes and properties of a growing Digital Economy

- Critically assess the implications of digital disruption for governing society and the economy

Essential Readings

Andrews, D., Nicoletti, G., & Timiliotis, C. (2018). Digital Technology Diffusion: A Matter of Capabilities, Incentives or Both. *OECD Working Paper No. 1476*. Available: http://www.oecd.org/officialdocuments/publicdisplaydocumentpdf/?cote=ECO/WKP(2018)24&docLanguage=En .

Barnes, J. Black, A., Roberts, S. (2019). *Towards a Digital Industrial Policy for South Africa: A review of the Issues*. Prepared by the Industrial Development Think Tank, a collaboration between the Department of Trade and Industry, and the Centre for Competition, Regulation and Economic Development and the South African Research Chair in Industrial Development based at the University of Johannesburg. Available: https://static1.squarespace.com/static/52246331e4b0a46e5f1b8ce5/t/5d355997ae8bf40001ee2906/1563777435535/DPIP_Final.pdf

National Advisory Council on Innovation. (2019). *South African Science, Technology and innovation Indicators 2017*. Available: http://www.naci.org.za/wp-content/uploads/2018/07/South_African_Science_Technology_And_Innovation_Indicators_Report_2017.pdf

OECD. (2019). *How's Life in the Digital Age?: Opportunities and Risks of the Digital Transformation for People's Well-being*. Paris: OECD Publishing. Available: https://doi.org/10.1787/9789264311800-en

United Nations. (2018). *World Economic and Social Survey 2018: Frontier technologies for sustainable development*. Department of Economic and Social Affairs. New York. Available: https://www.un.org/development/desa/dpad/wp-content/uploads/sites/45/publication/WESS2018_full_web.pdf

Recommended Readings

Huawei. (2017). *Trade Rules and the Digital Economy*. A White Paper. Available: https://www.researchgate.net/profile/Simon_Lacey3/publication/320700463_Trade_Rules_for_the_Digital_Economy/links/59f5893ba6fdcc075ec4c828/Trade-Rules-for-the-Digital-Economy.pdf

Internet Society (2019). Consolidation in the Internet Economy. 2019 Internet Society Report. Available: https://future.internetsociety.org/2019/wp-content/uploads/sites/2/2019/04/InternetSociety-GlobalInternetReport-ConsolidationintheInternetEconomy.pdf

Singh, P. (Undated). *Digital Industrialisation in Developing Countries*. The Commonwealth Secretariat. Available: https://itforchange.net/sites/default/files/1468/digital_industrialisation_in_developing_countries.pdf

UNCTAD. (2018). *Technology and Innovation Report 2018: Harnessing Frontier Technologies for Sustainable Development*. Available: https://unctad.org/en/PublicationsLibrary/tir2018_en.pdf

Session 1

Topic: Governance in a Digital World – Digitality & Frontier Technologies

Date: 4 August 2020

Time: 09h00 – 11:00

Session Overview

This session will review the key information and communication technologies driving the emergence of the Information Society and Digital Economy, and explore the capabilities of each. This session will examine the governance implications flowing from the diffusion of these technologies.

Intended Learning Outcomes

At the end of this session, students will be able to:

- Identify the key information & communication technologies underpinning the digitalisation of society and the economy

- Assess the core capabilities afforded by these capabilities

- Determine what the governance issues are resulting from these technological developments

Essential Readings

Australian Productivity Commission. (2016). *Digital Disruption: What do governments need to do?* Available: https://www.pc.gov.au/research/completed/digital-disruption/digital-disruption-research-paper.pdf

Calleja-Lopez, A., Monterde, A., Barandiaran, X. (2017). Framework for democratic governance of distributed architetures. Available: https://decodeproject.eu/publications/framework-democratic-governance-distributed-architectures.

Centre for Public Impact. (2017). Destination unknown: Exploring the impact of Artificial Intelligence on Government. *Working Paper*. Available: https://resources.centreforpublicimpact.org/production/2017/09/Destination-Unknown-AI-and-government.pdf

Jun, M. (2018). Blockchain government – a next form of infrastructure for the twenty-first century. Journal of Open Innovation: Technology, Market and Complexity, 4(7), Available: https://link.springer.com/content/pdf/10.1186%2Fs40852-018-0086-3.pdf

researchICTafrica.net.(2017). Modernising the Public Sector through the Cloud. A report commissioned by the Microsoft Foundation. Available at: https://researchictafrica.net/wp/wp-content/uploads/2017/10/Cloud-Computing-in-the-public-sector-final-25052017_V03.pdf

South African Reserve Bank. (2019). Project Khokha: Exploring the use of distributed technology for interbank payment settlement in South Africa. Available: https://www.resbank.co.za/Lists/News%20and%20Publications/Attachments/8491/SARB_ProjectKhokha%2020180605.pdf

Recommended Readings

United Nations. (2018). *World Economic and Social Survey 2018: Frontier technologies for sustainable development*. Department of Economic and Social Affairs. New York. Available: https://www.un.org/development/desa/dpad/wp-content/uploads/sites/45/publication/WESS2018_full_web.pdf.

Session 2
Topic: Digital Government – Governing the State

Date: 4 August 2020

Time: 11h00 – 12h30

Session Overview

This session will examine the roles, instruments and functions of government and explore how these are impacted by digital technologies. This session will also explore the evolution of digital government.

Intended Learning Outcomes

At the end of this session, students will be able to:

- Distinguish between the State and Government

- Define government, governance and digital government

- Understand the roles, instruments and functions of government

- Assess the evolution of digital government

Essential Readings

Department of Public Service and Administration. (2003). The Machinery of Government: Structure and Functions of Government. Available: http://www.mim.ac.mw/books/RSA-Machinery%20of%20Government.pdf

Hinings, B., Gegenhuberb, T., and Greenwood, R. (2018). Digital innovation and transformation: An institutional perspective. *Information and Organization*, 28, 52–61.

Janowski, T. (2015). Digital government evolution: From transformation to contextualisation. *Government Information Quarterly*, 32, 221 – 236.

OECD. (2018) *Going Digital in a Multilateral World*. Meeting of the OECD Council at Ministerial Level. Paris, 30 – 31 May 2018. Available: https://www.oecd.org/going-digital/C-MIN-2018-6-EN.pdf .

Robinson. E. (2013). The Distinction Between State and Government. *Geography Compass*, 7/8, 556–566.

Discussion

How can the adoption of digital technologies in government contribute to addressing the priority challenges in South Africa?

Break into your syndicate groups and discuss. Each group present back to class, highlighting how the adoption of digital technologies in government can address priority challenges in the country.

Session 3

Topic: Democracy in the Digital Age

Date: 5 August 2020

Time: 09h00 – 12h00

Session Overview

This session will examine how conceptions of identity, privacy and citizenship are changing in the digital environment. The session will explore the opportunities for, and threats to, enhancing democratic practices in the Digital Age.

Intended Learning Outcomes

At the end of this session, students will be able to:

- Analyse the changing conceptions of identity, privacy and citizenship the Digital Age
- Map out the implications for democratic practices emerging from the changing conceptions of identity, privacy and citizenship
- Identify the opportunities for, and the threats to, enhancing democratic practices in the Digital Age

Essential Readings

Bradshaw, S. and Howard, P. (2018). Challenging Trust and Trust: A Global Inventory of Organised Social Media Manipulation. Working Paper 2018.1. Oxford University. Project on Computational Propaganda. Available: http://comprop.oii.ox.ac.uk/wp-content/uploads/sites/93/2018/07/ct_appendix.pdf

Da Veiga, A. (2018). An information privacy culture instrument to measure consumer privacy expectations and confidence. Information & Computer Security, 26(3), 338 – 364. Available: https://www.emerald.com/insight/content/doi/10.1108/ICS-03-2018-0036/full/pdf?title=an-information-privacy-culture-instrument-to-measure-consumer-privacy-expectations-and-confidence

Hintz, A., Denicik, L., Wahl-Jorgensen, K. (2017). Digital Citizenship and Surveillance Society. *International Journal of Communication*, 11, 731 – 739.

Kattel, R. and Mergel, I. (2018). Estonia's digital transformation: Mission mystique and the hiding hand. UCL Institute for Innovation and Public Purpose Working Paper Series (IIPP WP 2018-09). Available: https://www.ucl.ac.uk/bartlett/public-purpose/wp2018-09.

Sullivan, C. (2013). Digital Citizenship: Digital Identity, Right to Privacy, and the Right to Identity in the United States of America. *Computer Law & Security*

Review, 29, 348 – 348. Available: https://rampages.us/keckjw/wp-content/uploads/sites/2169/2015/01/20130000Digital-identity-privacy-and-the-right-to-identity-in-the-United-States-of-America.pdf

Recommended Readings

United Nations. (2018). *World Economic and Social Survey 2018: Frontier technologies for sustainable development*. Department of Economic and Social Affairs. New York. Available: https://www.un.org/development/desa/dpad/wp-content/uploads/sites/45/publication/WESS2018_full_web.pdf.

Session 4

Topic: Public Policy in the Digital Age

Date: 6 August 2020

Time: 09h00 – 11h00

Session Overview

This session will review the policy process and the components of the policy cycle with specific reference to policy analysis and choice. The session will review the growing use of different digital technologies in the policy process and how these can enable broader participation.

Intended Learning Outcomes

At the end of this session, students will be able to:

- Unpack the policy process with reference to the key processes that underpin the policy cycle

- Assess the use of digital technologies in the policy process in order to enhance citizen participation in policy-making

Essential Readings

Barnes, J. Black, A., Roberts, S. (2019). Towards a Digital Industrial Policy for South Africa: A review of the Issues. Prepared by the Industrial Development Think Tank, a collaboration between the Department of Trade and Industry, and the Centre for Competition, Regulation and Economic Development and the South African Research Chair in Industrial Development based at the University of Johannesburg. Available: https://static1.squarespace.com/static/52246331e4b0a46e5f1b8ce5/t/5d355997ae8bf40001ee2906/1563777435535/DPIP_Final.pdf.

Booysen, S. (2006). Consolidation of Coordination in the Centre: Policy-making in South Africa. Journal of Public Administration, 41(4), 731 – 749.

Department of Telecommunications and Postal Services. (2016). National Integrated ICT Policy White Paper. Available: https://www.dtps.gov.za/images/phocagallery/Popular_Topic_Pictures/National_Integrated_ICT_Policy_White.pdf

CAFOD, Christian Aid andTrócaire. (Undated). Monitoring government policies: A toolkit for civil society organisations in Africa. Available: https://www.internationalbudget.org/wp-content/uploads/Monitoring-Government-Policies.pdf

Gumede, V. (2017). Presidencies and Policy in Post-Apartheid South Africa. *Politeia*, 36(1), 1 – 17.

Ingle, M. (2011). Public policy and Batho Pele in South Africa: time to turn over a new leaf. *Journal for New Generation Sciences*, 9(1), 67 – 80.

Recommended Readings

Dunn, W. (2008)*. Public policy analysis: An introduction*. New York: Pearson.

Group Discussion

Critically review the Digital Industrial Issues Paper and provide an analysis of:
- The policy issues it aims to address
- The policy choices proposed
- The stakeholders involved

Also consider what (and how) digital technologies can be applied to strengthen the process of policy analysis and participation of stakeholders.

Session 5

Topic: Public Service Transformation

Date: 6 August 2020

Time: 11h00 – 12h30

Session Overview

This session will consider the key issues relevant to public service transformation, with specific reference to the relevant design and critical success factors. It is also focused on reviewing the type and channels for digital service delivery.

Intended Learning Outcomes

At the end of this session, students will be able to:

- To understand the nature of public services as distinct from private services

- To consider the opportunities for delivering digital services

- To assess the key design and success factors for digital services

- To review the type and channels for delivery of digital services

Essential Readings

Jansen, A., and Ølnes, S. (2017). The nature of public e-services and their quality dimensions. *Government Information Quarterly*, 33 (2016) 647–657

Denhardt, R., and Denhardt, J., (2000) The New Public Service: Serving rather than steering, *Public Administration Re*view, 60(6), 549-559.

Humphreys. (1998). Improving Public Service Delivery. Committee for Public Management Research Discussion paper 7. Institute of Public Administration.

Kelly, G., Mulgan, G., and Muers, S. (2002) Creating Public Value: An analytical framework for public service reform. London: Cabinet Office Strategy Unit, available at: https://www.academia.edu/23693003/Creating_Public_Value_An_analytical_framework_for_public_service_reform

Spicker, P.(2009). The nature of a public service. Available: https://www.researchgate.net/publication/265865101_The_Nature_of_a_Public_Service

Strokosch, K., and Osborne, S. (2018). Literature review on the participation of citizens in the delivery and reform of public services. Available: http://www.co-val.eu/wp-content/uploads/2019/03/D1.1_0301F01_Literature-review-on-public-service-reform-models.pdf

Recommended Readings

Wirtz, B., and Daiser, P. (2015). E-Government: Strategy, Process, Instruments: Available: https://www.academia.edu/31199373/E-Government_-_Strategy_Process_Instruments

Session 6

Strategy for Digital Government (and presentation of groups assignments)

Date: 7 August 2020

Time: 09h00 – 11h30

Session Overview

This session will review the digital strategies of countries with a view to drawing lessons for South Africa. It will also review strategy-making specific to the public sector environment and explore the critical strategic choices government need to make to bolster digital government development.

Intended Learning Outcomes

At the end of this session, students will be able to:

- To distinguish between strategy making in the public and private sectors

- To review prioritisation and strategy choice in the design of a digital government strategy

- To examine the strategy process and key components of a digital government strategy

Essential Readings

Sandoval- Almazán, R., Luna-Reyes, L., Luna-Reyes, D., Gil-Garcia, R., Puron-Cid, G., and Picazo-Vela, S. (2017). *Building Digital Government Strategies*. Principles and Practices. Switzerland: Springer. Available: https://www.researchgate.net/publication/318849118_Building_Digital_Government_Strategies

United Nations. (2018). *United Nations e-Government Survey 2018. Department of Economic and Social Affairs*. New York. Available: https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2018-Survey/E-Government%20Survey%202018_FINAL_PRINT.pdf

European Commission. (2018). Creating Digital Strategies. Thematic Paper. Directorate-General for Employment, Social Affairs and Inclusion. Available: https://www.google.co.za/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjT-6qWuo_kAhXzQhUIHURVCXIQFjAAegQIAxAC&url=https%3A%2F%2Fec.europa.eu%2Fsocial%2FBlobServlet%3FdocId%3D20126%26langId%3Den&usg=AOvVaw1VeuDG53Ch2LKebyfJc_2q

Wirtz, B., and Daiser, P. (2015). E-Government: Strategy, Process, Instruments: Available: https://www.academia.edu/31199373/E-Government_-_Strategy_Process_Instruments

World Economic Forum. (2017). Digital Policy Playbook 2017: Approaches to National Digital Governance. White Paper. Available: http://www3.weforum.org/docs/White_Paper_Digital_Policy_Playbook_Approaches_National_Digital_Governance_report_2017.pdf