

FLORIDA STATE UNIVERSITY
COLLEGE OF SOCIAL SCIENCE AND PUBLIC POLICY

DIFFERENT DREAMS IN PUBLIC SERVICE ENCOUNTERS: CITIZEN
BEHAVIOR, TECHNOLOGY, POLICY TOOLS, AND A QUEST FOR ACCESS
TO PUBLIC SERVICES

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A Dissertation submitted to the
Reubin O'D Askew School of Public Administration and Policy
in partial fulfillment of the
requirements for the degree of
Doctor of Philosophy

2023

Jeongmin defended this dissertation on April 26, 2023.

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