

POL599T: From Electronic Government to Digital Governance; Politics, Administration and Globalization: New Technologies for Improving Public Service

T-R 5:00-6:15—MM 114 E-Version (Tentative and subject to change)

Prof. Milakovich

Spring, 2010

314K Jenkins

Phone: 305-284-1859; Fax: 305-284-3636; email: milov@miami.edu

Hours: T-R: 4:00-5:00 or by app't

Overview

This graduate and advanced undergraduate seminar explores the transition from electronic government (e-gov) to digital or d-governance, emphasizing citizen political participation, citizen-centric public administration, and the economic and political consequences of the proliferation of global information technologies. Digital governance is defined as *the advanced use of Information Communication Technologies (ICTs) as enabling strategies for improving public organizational performance*. The course analyses strategies for public administration organizational transformation and their implications for improved and measurable government performance. The shift from bureaucracy-centered to customer-centric service orientation is viewed as a means to reduce costs, restore public trust and improve service quality: digital governance is the next step for governments at all levels to reduce budget deficits, meet citizen expectations and help achieve economic recovery goals.

As incorporated in the readings and discussion topics below, the main themes of the course are:

- Accomplishing the transition from electronic government to digital governance.
- The emergence of new Information Communication Technologies ICTs and their impact on the 2004 and 2008 presidential campaigns.
- Moving from a traditional rules-driven bureaucratic environment to a more horizontal, networked and citizen-centered system in public administration.
- New performance measures and quality concepts to bridge growing performance gaps between U.S. public agencies and those of other nations.
- Why public administration budgetary, legal, political and regulatory obligations require a reexamination of long-standing public management practices and changes in the oversight responsibilities of public officials.
- How laws and regulations for delivering public services are changing public attitudes about new technologies and the delivery of traditional governmental functions.
- Legal, political, structural and regulatory constraints on applying e-commerce and digital technology.
- Comparisons of how various countries use of internet, access high-speed broadband service and integrate information technology with public services.
- How **globalization** is changing relationships among individuals, businesses and governments.
- The need for public organizations to integrate new skills, change traditional bureaucratic and regulatory environments to positively impact the level of service provided to citizens.
- Recommendations for further and civic actions and curricular improvements to stimulate this important instrument of governance and public administration.

Although the technological aspects of information quality are discussed, the course is not strictly a technical approach to information communication technology applied to government. Neither is it a polemic advocating specific (often ideological) changes to accomplish increased administrative efficiency

or partisan political goals. This course is intended for students in public administration, policy analysis, political science, communications, computer science, mechanical engineering, management information systems, and systems analysis. The course is also designed for informed government officials in all countries who are looking for applications or 'benchmarks' of successful cases of ICT policy implementation in other agencies. There is considerable interest among European scholars in comparative U.S.-Europe-Asian progress in this area.

TEXTBOOKS

Lecture Notes, *Politics, Administration and Globalization: New Technologies for Improving Public Service* (Chapters Available on Blackboard) Each chapter has a list of key glossary terms at the end.

West, Darrell M., *Digital Government: Technology and Public Sector Performance* (Bookstore)

Week # DATE Discussion, Assignments, Readings, Deadlines

1 1/19-1/21(Webinar) INTRODUCTION and OVERVIEW

Introduction: From Formal Bureaucracy to Digital Democracy

(Readings: Preface (Available on Blackboard course website); West, Ch.1)

2 1/26-1/28 The Transition from Electronic to Digital Governance examines the assumptions underlying the 'e-government revolution' in light of the financial exigencies facing many commercial enterprises, governments and other organizations resulting from loss of revenue, lower property taxes and the global financial crisis. The application of digital information and communication systems to politics and public administration is widely and (perhaps) naively viewed as the 21st Century "savior," *the* enlightened way to reinvigorate democratic values and improve the quality of services for citizens. The vast majority (over 90%) of governments report that they are "present" on the internet and provide information to citizens via portals or websites (West, Ch. 3). Advocates for more online interactions between citizens and governments (techno-determinists) assert that the costs and time associated with delivering services will be reduced and civic interactions enhanced. On the contrary, factors limiting ICT applications are discussed, including the 'digital divide,' inflexible government procedures and rigid bureaucratic hierarchies. (Readings: Chapter 1-Blackboard; West, Ch. 2, 3-skim)

Part I: POLITICS and INFORMATION TECHNOLOGY: Transforming Democracy and Bureaucracy

3 2/2-2/4 From Representative to Digital Democracy shows how rapid breakthroughs in ICTs empower citizens and allow them (if they are free, technologically-competent and so choose) to access and contribute directly to electoral and administrative decision making processes. Millions are becoming active participants in economic, political and social development via the internet. Digital government applications accelerated with the electoral successes of the 2008 Obama presidential campaign; ICTs and the internet can facilitate wider citizen participation; information technology and social networking have enhanced public outreach and (perhaps) encouraged greater political participation. (Readings: Chapter 2(See PPT.; West: 6) Review

4 Exam 1: 2/9

5 2/11-2/18 Achieving Citizen-Centric Government moving from a traditional bureaucratic, hierarchical, paper-intensive and rule-driven environments (public administration as we know it) to a more horizontal, integrated, networked and citizen-centered system requires internal transformation as

well as an informed and educated electorate capable of accessing online government services. In some instances, digital government promises have exceeded their actual levels of performance and results. Moreover, as with any ICT-enabled transformation, implementation is burdened with a multiplicity of challenges—financial, structural and political. Discussion of public opinion. Different motivators can be used to encourage public managers, especially those at the state and local level, to reorient digital public management systems to become customer-focused and results driven. (Readings: Chapter 3; West: 7)

6 2/23-2/25 Rewarding Quality and Innovation and Closing the Educational Divide shows how awards and accreditation standards provide a rich and untapped resource for helping governments define their primary missions and purposes. The competitive challenge and distinction that accompany the pursuit of an award can also be a source of employee motivation and pride. The application process enhances in-house customer service quality initiatives, helps identify areas needing improvement and motivates public employees to achieve specific goals. Perhaps most importantly, the data generated by the application process helps develop models and theories to assist public managers in determining which approaches are best suited for their areas of the public sector. Public attitudes towards digital delivery systems. Applying quality concepts can also help improve public education, focusing on new performance measures and emphasizing process improvements, results, and bridging growing performance gaps between U.S. students and those of other developing and less developed nations (Readings: Chapter 4). Review

2/25: Assignment #1 DUE (see below) Review of Books

7 3/02 Exam 2

Part II: ADMINISTRATION: Implementing Self-Directed Online Digital Public Service

8 3/5-3/11 Access, Accountability and Equality: Using very different approaches, both the Clinton-Gore (1993-2001) and George W. Bush-Cheney (2001-2009) administrations initiated ‘top-down’ management practices (including electronic government strategies) to implement policy goals of their administrations. The initiatives addressed many of the issues discussed in earlier chapters, such as improving customer service and better management of results-driven federal programs and policies. Such a profound transition required significant changes in the administrative, legislative, technological, and socio-cultural infrastructures of government and other civic institutions—all of which generally failed. Various types of ICTs were used to promote public policies such as gender and racial equality while representing commercial and governmental interests (Chapter 5; West, 4).

*******03/09 Writing Outlines DUE (see Writing Assignments below)**

9 3/11 Advancing D-Governance and Internet Technology The goal of improving government productivity via the use of ICTs continues with a new urgency resulting from the depth of the economic recession and the fiscal stresses on both businesses and governments. Measuring performance isn't new to the federal government and also has been a goal of many states and local governments. IRS success. Starting with the Government Performance and Results Act (GPRA) in 1993 through the Bush administration's Performance Assessment Rating Tool (PART), there has been a concerted push to improve measurement and performance in government. (Chapter 6; West: Chapter 5).

*******SPRING BREAK: 3/16-3/18*******

10 3/23: Exam 3

11 3/25- 3/30 Applying D-Governance to Improve Citizen Services: Since the emergence of the Information Age, the application of e-commerce and digital technology as a means of delivering government services—at all levels and in most functions—has become a primary area of interest and study for numerous information technology and public policy experts. Representative examples of how governments are applying e-commerce and digital technology to enhance government-to-government (G2G), government-to-employee (G2E), government-to-business (G2B), and government to citizen (G2C) services. The chapter also raises questions about the results of these efforts and the future of digital government as a means to enhance the quality of public services. (Readings: Chapter 7; West, Ch.7)

Part III: Globalization and Interactive Citizenship

12 4/1-4/6 Global Inventory of E-Gov and D-Gov Practices compares government progress in various selected world regions, highlights “benchmarks” (lessons from leading countries), presents case studies of selected public sector applications and describes how various nations are using ICTs to improve their public sectors. Advances in the adoption of ICTs by public administration in many regions of the world have overcome obstacles to initiating and implementing technological breakthroughs in public services. Governments in several countries are also using digital technologies as enabling strategies to encourage participation, enhance transparency, increase effectiveness, and facilitate public sector reform by conducting elections online, collecting more revenue and delivering services more efficiently. (Chapter 8; West: Ch. 9)

13 Exam 4: 4/8

14 4-13-4-15 Globalization and Public Administration continues the discussion of global trends begun in Chapter 1 and returns to the broader themes of how innovations in technology, transportation, and information telecommunications growth of the global economy and how rapidly and permanently their use (and possible misuse) is changing the field of public administration as well as relationships between individuals, businesses and governments. (Readings: Ch. 9)

15 4-20 Toward Global Digital Citizenship identifies gaps in electronic and digital government research, most of which has been eclectic and multi-disciplinary, lacking a consistent theoretical focus. Although those working in the field debate its scope, one aspect is agreed-upon: electronic government and its derivatives such as digital governance should be far more than simply making reams of information available to citizens via the internet. Technology and Democracy. Building trust and confidence. (Readings: Chapter 10; West, Chapter 8, 10)

16 Exam 5: 4/22**FINAL Papers DUE****WRITING ASSIGNMENTS**

The major activities of this seminar are a case study, book reviews (assigned by the instructor), examinations, oral reports, and final research paper concerning the application of course material to a policy-related topic. (See below for schedule and relative weight of assignments.) Papers will apply concepts discussed during the seminar to a significant public policy problem area based on one of the major topics covered in the course. Efforts should be made to identify research topics incorporating the theoretical concepts outlined in the readings, as well as other material covered in the course.

Research topics may include any of the issues covered during the semester and must relate specifically to a significant public management problem. Seminar participants will define the refine topics according to the schedule below. Final papers must be of sufficient length to cover the topic, properly footnoted, double-spaced and typed.

<u>Evaluation Criteria:</u>	Exams	50%
	**Class papers/reports	40%
	Participation	10%

**Includes book report and case review and one major report/class project concerning an aspect of the course. Additional details are provided below.

SCHEDULE

01/19-03/05 Preliminary discussions of topics with instructor

*****03/09/10 Writing outlines with bibliographies

03/09-04/22 Final conferences on papers

04/22 PAPERS DUE: FINAL

04/27-04/29 Oral presentations and critique : upload to Bbd max., copies for all members of seminar. Final drafting of papers

TBA Papers due

ASSIGNMENT #1 Book Reviews--Suggested Content Outline

1. Title - Author, publisher, citation What is the author(s) background?
2. Summary of major conclusions
3. Basis for conclusions, i.e., data, sources, empirical analysis
4. Relation to Literature What other studies influenced the author?
5. Significance of the study: Your informed judgment about the importance of the study to the fields of public administration and policy analysis
6. Other reviews, if any; only if available
7. Critical evaluation
What was left out, what should have been included?

***8. Deadline: 02/25/10**

9. Length: maximum 10 pp, double spaced, typed and properly footnoted

10. Oral Presentations (optional): 15-minute oral summaries will be presented in class; PowerPoints will be provided for class members

*11. Sources: Instructor may assign books for review, in consultation with students

12. Originality: All papers are assumed to be original work; proper footnoting and acknowledgement of direct quotations is required

Journals: Electronic Government; Public Performance and Management Review; Journal of Electronic Government; Public Administration Review; Journal of Public Administration Research and Theory. The subject is widely taught and extensively researched. The book would appeal to a wide range of professionals in the above-mentioned fields.

Additional References (suggested for Assignment #1)

Al-Hakim, L., (ed.) (2007) *Global E-Government: Theory, Applications and Benchmarking*. Hershey, PA: Idea Publishing Group.

Barlow, A. (2007a) *Blogging America: The New Public Sphere*. New York: Praeger.

Barlow, A. (2007b) *The Rise of the Blogosphere*. New York: Praeger.

Chadwick, A. (2006) *Internet Politics: States, Citizens, and New Communication Technologies*. New York: Oxford University Press.

Hsinchun Chen, Lawrence Brandt, Valerie Gregg, Roland Traunmueller, Sharon Dawes, Eduard Hovy, Ann Macintosh, Catherine A. Larson (eds.) *Digital Government: E-Government Research, Case Studies, and Implementation* (New York: Springer Integrated Series in Information Systems)

Chen, Y. and K. Thurmaier (2008) "Advancing E-Government: Financing Challenges and Opportunities: New Perspectives on E-Government," *Public Administration Review*, 68(3): 537-548.

Coglianesi, C. (2004) *E-Rulemaking: Information Technology and Regulatory Policy: New Directions in Digital Government Research*, Regulatory Policy Program, John F. Kennedy School of Government, Harvard University
http://www.hks.harvard.edu/mrcbg/rpp/erulemaking/papers_reports/E_Rulemaking_Report2004.pdf

Feld, L. and N. Wilcox (2008) *Netroots Rising: How a Citizen Army of Bloggers and Online Activists is Changing American Politics*. New York: Praeger.

Garson, D. G. *Public Information Technology and E-Governance: Managing the Virtual State*. Sudbury, MA: Jones and Bartlett, 2005. (Out of date, badly needs revision)

Homberg, Vincent *Understanding E-Government: Information Systems in Public Administration*. London: Routledge, 2008. (Short book, European-centered, good for organizational theory course)

Lips, M. (2010) *The Digital Citizen: New Directions for Citizen-Centric Government and Democracy*.
I.B. Tauris and Co.

Mayer-Schonberger, V. *Governance and Information Technology*. Boston: MIT Press, 2007. (Collection of essays by known contributors, hasn't sold)

Nixon, P. and V. Kautrakou, (Eds.) (2007). *E-Government in Europe: Re-Booting the State*. London: Routledge.

Pavlichev, A. and Garson, D. *Digital Government: Principles and Best Practices*. London.: Idea Group Inc, 2004. (Reader, disjointed chapters, needs revision, co-author with grad student)

Prosser, A. and Peter Parycek (eds.) *EDEM 2009 - Conference on Electronic Government*. Vienna, Austria

Robbins, M., B. Simonson, and B. Feldman. (2008) "Citizens and Resource Allocation: Improving Decision Making with Interactive Web-Based Citizen Participation," *Public Administration Review*, 68 (3): 564-575.

Roucheleau, B. A. *Public Management Information Systems*. Hershey, Pa.: Idea Publishing Group, 2006). (Traditional PA Info Systems book from respected author and publisher)

Tolbert, C. Mossberger, Karen; McNeal, Ramona (2008) *Institutions, Policy Innovation, and E-Government in the American States*, New Perspectives on E-Government, *Public Administration Review*, 68(3), May|June 2008 , pp. 549-563

U.S. Government Accountability Office (2009) "*Agencies Need to Improve the Implementation and Use of Earned Value Techniques to Help Manage Major System Acquisitions*," Report to the Chairman, Subcommittee on Federal Financial Management, Government Information, Federal Services, and International Security, Committee on Homeland Security and Governmental Affairs, U.S. Senate, GAO-10-2. At: <http://www.gao.gov/new.items/d102.pdf>

Wimmer M. A., Scholl J. H., Ferro E., (Eds.) (2008). *Electronic Government. 7th International Conference, EGOV 2008*" Springer Verlag: Heidelberg LNCS # 5184.

Course Outline: POL599

Introduction and Overview :

From Formal Bureaucracy to Digital Democracy

1: The Transition from Electronic to Digital Governance

- The Emergence of E-Government
- Transition from E-Gov to D-Governance
- The Costs and Benefits of D-Gov
- Overview-About the Book

Part II: Transforming Democracy and Bureaucracy

2: From Representative to Digital Democracy

- The Importance of Citizen Participation
- The Development of the Internet and Citizen Participation
- Using the Internet to Increase Citizen Participation
- ~~Government's Five~~ Levels of Internet Use *to Increase Participation*
- Online Participation and the Obama Administration
- Conclusions and Future Challenges

3: Managing D-Government and Citizen Relationship Management

- Total Quality Management and Customer Relationship Management (CRM)
- Defining CRM and Digital Government
- Using Citizen Relationship Management (CzRM) when Implementing D-government
- Ranking Countries According to E-Government Maturity and CRM
- Current Situation: How Far Have we Reached Using CRM in Government?
- Changing Citizen Demands on Government
- Conclusions and ~~Final Remarks~~ *Future Directions*

4: Rewarding Quality and Innovation

- Politics, Performance and Customer Service
- International Quality Awards, Charters and Standards
- The Malcolm Baldrige National Quality Award
- Quality Awards as Models for Education and Training
- Improving Educational Quality Processes and Outcomes
- Rewarding Educational Quality Reform
- Summary and Conclusions

Part II: Implementing Digital Public Service

5: Access, Accountability and Equality

- Applying Customer Service Standards to Government
- Reinventing and Rewarding Customer Service
- ICTs and the Empowerment of Women and Minorities
- Lessons from the Private Sector: Empowering, Motivating and Rewarding Public Employees and Elected Officials
- Conclusion: Balancing Political Accountability with Administrative Effectiveness

6: Advancing D-Government and Internet Technology

Legislation to Improve Government Performance

Politics and Performance Management

President Obama and Performance Management

Assessing the Impact of Technology

Conclusions: Will D-Gov Improve Public Sector Results?

4

7: Applying D-Gov to Deliver Citizen Services

Applying E-Commerce and Digital Technology to Improve Government-to-Government (G2G) Services

Improving Government-to-Employee Services

Enhancing Government-to-Business Relationships

Government to Citizen (G2C) Services

Constraints on Applying E-Commerce and Digital Technology to Government

Information Technology Policies of the Obama Administration

Conclusion: D-Government as a Means to Enhance Government Services

PART III: Global Administration and Interactive Citizenship

8: Global Inventory of E-Gov and D-Gov Practices

Global Differences by Region

Regional Differences in Readiness and Participation

E-Government Readiness Rankings

Conclusions and Future Directions

9. Globalization, Technology and Public Administration

Differing Visions of Globalization and Trade Liberalization

The Impact of Globalization on the U.S. Economy

What is the Role of Public Administration?

American Models of Corporate Globalization: Hip Hop, Hollywood, McDonald's, Starbucks or Wal-Mart?

Conclusions: Current Situation and the Future: How Far Have We Reached and Where Are We Going?

10: Toward Digital Citizenship

Appendix

Glossary

Index

Full Paragraph Outline

Preface

Part I: From Formal Bureaucracy to Digital Democracy

CHAPTER 1: The Transition for Electronic Government to Digital Governance (13,624)

Key Terms

Chapter 1

Globalization
Knowledge Revolution
information technology
technological change
information communication technology (ICT)
portals
blogs or weblogs
sunk costs (X-ref Ch. 3)
knowledge management
electronic government
public administration
incremental
innovation
Industrial Age
Information Age
digital governance
federalism
cost-benefit analysis
value-added
productivity
benchmarking
polisphere
digital divide-Ch4 *greening of the net*
??? ADD digital self governance

Chapter 2

Athenian Democracy
Pluralism
Elitism
citizen participation
community organization
Town Hall meetings
civic obligation
political participation
mass media
Advanced Research Projects Administration (ARPA)
National Science Foundation (NSF)
Netscape
linked area networks (LANs)
domain space
internet browser
Uniform Resource Locators (URLs)

online citizen participation model
information continuum
information overload
non-governmental organizations (NGOs)
USA.gov
electronic community networks
digital cities
Electoral College
Organizing for America
United Nations Education, Scientific, and Cultural Organization (UNESCO)

Chapter 3

citizen-centric government
Citizen Relationship Management (CzRM)
Customer Relationship Management (CRM)
Total Quality Management (TQM)
Business Process Reengineering (BPR)
supply-chain management (X-ref Ch. 7)
entrepreneurial paradigm
quality management guidelines
digital government*****
external and internal operations
data cleaning
"311" non-emergency telephone numbers
Citistat
transformational outsourcing
contracting out*****
collaboration*****
networked government
cross-agency cooperation
e-government maturity
accountability

X-ref [New Public Management *** (X-refs)

Reinventing government****(CH 5)

New Public Service

public choice
principal agent
digital divide-Ch. 1
intermediaries
content producers
critical reviewers
regular users
occasional users

high performance governments

Chapter 4

quality awards

President's Management Agenda (PMA)

benchmarks
training and performance improvement
International Organization for Standards (ISO) 9000 certification
customer service quality ratings
partnerships
natural monopolies
'uncooperative' partnerships
Deming Prize
European Quality Awards
Malcolm Baldrige National Quality Award
mini-Baldrige Awards
Union of Japanese Scientists and Engineers
citizen charters
charter marks
National Digital Governance Awards
knowledge explosion*****
teacher certification
fiscal control
curriculum
e-learning
quality assurance
life-long learning
two-way video imaging
distance learning
National Educational Association (NEA)
U.S. Department of Education
blended learning
ownership of educational processes
measuring results
high-stakes testing
vouchers
International Baccalaureate (IB)

Chapter 5

political responsiveness
administrative values
political values
economic stimulus
balanced performance standards
bottom-up management
command-and-control systems
intelligent cities*****
citizenship
political accountability
business vs. government
reinventing government

patronage
National Performance Review (NPR)
customer service standards
President's Management Agenda (PMA)
"cyberellas"
gender mainstreaming
Millennium Development Goals
racial and gender equality
empowerment
virtual services
Skype@
telenetworking
point-of-contact accountability
regulatory compliance
distributive and redistributive services
citizen responsiveness
crisis management
electoral activist
administrative effectiveness

Chapter 6

***digital self-governance (earlier???)
Administrative Procedure Act (APA) of 1946
Housing Act of 1949
Fair Deal program
Federal Housing Administration (FHA)
Freedom of Information Act (FOIA) of 1966
sunshine (open government) laws
sunset (closure) laws
Congressional Budget Office (CBO)
Government Accountability Office (GAO)
Office of Management and Budget (OMB)
U.S. v. Landano (508 U.S. 165)
Privacy Act of 1974
Fair Credit Reporting Act
Family Educational Rights and Privacy Act
Fair Credit Billing Act
Privacy Protection Study Commission
Paperwork Reduction Act (PRA) of 1980
National Institute of Standards and Technology (NIST)
U.S. Department of Commerce
Computer Security Act of 1987
Government Performance and Results Act of 1993
Clinger-Cohen Act of 1995
Electronic Government Act of 2002
Office of Electronic Government

Office of Information and Regulatory Affairs
Federal Information Security Management Act (FISMA) of 2002
Performance Assessment Rating Tool (PART)
Council for Excellence in Government
performance management
Bernard Madoff
Ponzi Scheme
Securities and Exchange Commission (SEC)
Consumer Product Safety Commission
Chief Performance Officer
internet use
citizens attitudes towards government
improving public sector results
competitive sourcing
infrastructure

Chapter 7

government-to-government (G2G) services
government-to-employee (G2E) relationships
government-to-business (G2B) interactions
government-to-citizen (G2C) transactions
interoperability
collaboration
U.S. Department of Homeland Security (DHS)
Office of the Director of National Intelligence (DNI)
iron triangles
Political Action Committees (PACs)
Health Maintenance Organizations (HMOs)
fragmented federalism
Disaster Management Interoperability Service (DMIS)
SAFECOM
President's Management Council (PMC)
Grants.gov
Federal Register
Global Positioning Systems (GPS)
Real ID
Identity Theft
electronic procurement
supply-chain management
Business.gov
e-rulemaking
Expanding Electronic Tax Products (EETPB)
E-Verify
Govbenefits.gov
Consumer.gov
Disaster Assistance Improvement Plan (DAIP)

Chief Information Officer (CIO)
Chief Technology Officer (CTO)

Data.gov

Recovery.gov

Chapter 8

high-tech countries

transactional services

European Union (EU)

Debate Europe

SIMPLEX

Swedish postal service

regional differences

gross domestic product (GDP)

Brookings Institution

United Nations (UN)

Organization for Economic Cooperation and Development (OECD)

G-20

G-8

environmental protection

International Monetary Fund (IMF)

internet readiness

internet participation

Global North

Rural South

Germany.info

global digital divide

World Trade Organization (WTO)

budgetary constraints

lack of standardizations

Chapter 9

trade restrictions

tariffs

“dumping”

outsourcing

David Ricardo

free-market capitalism

corporate globalization

Multi-national corporations (MNCs)

trade liberalization

Soviet Union (former)

Fall of the Berlin Wall (1989)

global income redistribution

North American Free Trade Agreement (NAFTA)

Adam Smith

Theory of Competitive Advantage

politics and global regulation
off-shoring
alternative energy sources
United Steel Workers
Natural Resources Defense Council
Center for American Progress
global warming
workflow software
Mozilla Firefox
open-sourcing
supply-chaining****
in-sourcing
informing
triple convergence
global 'weirding'
climate change
petro-dictatorships
Kyoto Protocols
Green Revolution
role of public administration
Iraq War
torture as public policy
Models of Corporate Globalization
'free trade' lobbies