

**MOSCOW STATE INSTITUTE OF INTERNATIONAL RELATIONS
(MGIMO-UNIVERSITY)**

**School of Governance and Politics
Department of Political Theory**

“Approved”

Dean of the School of Governance and Politics

 Henry T. Sardaryan

“ ” _____ 2019

GR/E-GOVERNMENT RESOURCES AND ANALYTICS IN GR

Moscow 2019

The course “GR/E-Government resources and analytics in GR” is developed in compliance with MGIMO-University Educational Standard for Master’s Program on Political Science, program track «GR and international lobbying » (dual program of University of Florence and MGIMO-University).


Authors:

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The program is approved by Political Theory Department (protocol № 7, date of approval: 23.04 2019).

Head of Political Theory Department

 _____ Professor Tatiana Alekseeva (Doctor in Phil.)

Director of MGIMO-University Library

 _____ Marina Resetnikova

@ Vaslavskiy Y.I., 2019

@ Ananyev B.I., 2019

@ MGIMO-University, 2019

Part 1. Course description

1.1. General information

Full course title: GR/E-Government resources and analytics in GR

Type of course: Elective

Level of education: Master Degree program

Year of study: 2nd

Number of ECTS credits allocated: 2

Lecturers:

Yan I. Vaslavskiy, PhD in Political science

Boris I. Ananyev, Lecturer at Political Theory Department

Office hours: every Thursday, from 1 p.m. till 4 p.m.

1.2. Course aims and expected outcomes

This course will help students to get in-depth knowledge and understanding of e-government as a concept and as a complex of infrastructure and communication processes in which the government, business, and society are engaged.

Students will study the experience of different countries in developing e-government and compare their achievements in making e-governance more efficient. The course will help students planning to build their careers in governmental bodies and in private sector to develop an up-to-date innovative approach to various business processes and interactions. Besides, the course is of ultimate use for all the other students since it allows one to optimize civic communication with the government and to make it more resource-saving.

Students will learn how to use their e-government knowledge to enhance the efficiency of analytical work in GR and related spheres. They will get familiar with various up-to-date analysis methods and techniques which best fit for working on GR positions in private sector or in governmental bodies.

Learning outcomes:

The basic principle of the course is to provide students with knowledge of e-government on the basis of critical assessment of various national experiences and knowledge of best-existing world's practices in the field.

Classes are generally held to promote the significance of e-government initiatives in today's political and social life, especially taking into account the necessity to rise the efficiency of the modern state as an institution and bureaucratic machine.

Teaching methods used include lectures, seminars, presentations of students' projects.

At the end of the course, a student is expected to:

know:

- the essence of the concept of e-government, history of its formation and development, approaches to its explication and foundation;
- the reasons of success and failures of e-government programs in different countries (on the examples of cases given in the course);
- various up-to-date analysis methods and techniques which best fit for working on GR positions in private sector or in governmental bodies.

be able:

- to use their e-government knowledge to enhance the efficiency of analytical work in GR and related spheres;
- to engage in implement e-government projects in their practical activities in governmental bodies and other organizations using e-government resources in their daily work.

gain skills in:

- planning to build their careers in governmental bodies and in private sector to develop an up-to-date innovative approach to various business processes and interactions.

1.3. Course requirements and grading plan

Students are required to attend at least 90% of classes and be prepared for discussion classes. Conscientious reading of the assigned materials is compulsory. Students will also be required to prepare their own analytical materials (presentations and reports) on national e-government projects.

Grading plan:

- Class participation, tests – 30%
- Analytical report – 50%
- Essay presentation – 20%

2. Course content

2.1. Forms of work

Forms of work	Academic hours	Credits
Total	84	
Total for lectures, seminars	18	
Lectures	6	
Seminars	12	
Homework (self-preparation, Analytical e-governance report)	66	
Course assessment	Work at seminars, analytical	

2.2. Discipline contents

Units and Topics	Academic hours			
	Lectures	Seminars	Homework	Academic hours per topic
Section 1. Basics of E-Government and E-Governance	2	4	14	20
Topic 1.1. Basics of E-Government: history of concepts. From global village to E-Government		2	7	
Topic 1.2. Basics of E-Government: Society and IT. Virtual bureaucracy		2	7	
Section 2. E-Government Planning and Implementation. E-Government resources and analytics in GR	2	4	16	22
Topic 2.1. Planning and managing E-government projects; E-Government resources and analytics in GR		2	8	
Topic 2.2. Innovation implementation: factors of success and criteria of assessment		2	8	
Section 3. International E-Government Experience	2	4	36	42
Topic 3.1. International e-government experience: successful cases and projects. Factors of success and failure in e-government projects		2	12	
Topic 3.2. Comparison of international and Russian e-government experience.		2	12	
Topic 3.3. E-government cases: analytical reports presentations and discussion			12	
Total:	6	12	66	84

2.3. Course in briefs

Section 1. Basics of E-Government and E-Governance

Main theoretical approaches towards IT: technological determinism, socio-technical theory, system approach. History of e-government through the prism of such concepts as global village, network nation, electronic cottage in the infosphere, network society, smart communities, digital places, e-government and e-governance. History of e-government through the bureaucratic perspective. Information society: technological, professional, economic, cultural and other aspects. The concept of information capitalism (proposed by Manuel Castels). Paradoxes: globalization, global network and identities. International system as information network. Government and information society. Regulative capitalism as network order. Bureaucracy and IT. Theory of industrial bureaucracy. Max Weber on bureaucracy.

Topic 1.1 Basics of E-Government: history of concepts. From global village to E-Government

Issues for discussion

- What are key questions and problems of realization of e-government projects today?
- What factors influence the pace of implementation of e-government programs?
- How has Internet influenced the public sector, politics and democracy?

Topic 1.2 Basics of E-Government: Society and IT. Virtual bureaucracy.

Issues for discussion

- Theories of public management and virtual organizations as a challenge to traditional bureaucratic models;
- Closing the gap between the government and citizens;
- New roles of actors in changing conditions. G2C, G2B and G2G dimensions of interaction.

Reading list for Section 1:

Essential Readings:

- 1) Bhatnagar Subhash C. Unlocking E-government Potential: Concepts, Cases and Practical Insights / Subhash C. Bhatnagar. - New Delhi : SAGE. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost)
- 2) E-government in Europe : re-booting the state / ed. by P.G. Nixon, V.N. Koutrakou. - London : Routledge, 2007. URL: http://www.untag-smd.ac.id/files/Perpustakaan_Digital_1/E-GOVERNMENT%20E-government%20in%20Europe.pdf
- 3) Perillo Vincent. E-Government: Innovation, collaboration, and access / Vincent Perillo. - New York : Nova Science Publishers. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost).

Additional Readings:

- 1) United Nations E-Government Survey. New York : United Nations. 2010. eBook. , Database: eBook Academic Collection (EBSCOhost).

- 2) West Darrell M. Digital government: technology and public sector performance / Darrell M. West. – Princeton, N.J. : Princeton University Press. 2007. eBook. , Database: eBook Academic Collection (EBSCOhost).
- 3) Ваславский Я.И. Варианты развития электронного правительства / Я.И.Ваславский, С.В.Габуев // Международные процессы. — 2017. — Том 15, № 1. — С. 108-125. DOI: 10.17994/IT.2017.15.1.48.9
- 4) Холмс Д. eGov. Стратегии электронного бизнеса для государства = eGov. eBusiness Strategies for Government / пер. с англ. А.В. Короткова. - Москва : АСТ : Астрель, 2004. - 367 с.

Section 2. E-Government Planning and Implementation

E-commerce and e-government: what is common and what is different? Planning e-government projects today. Assessment of needs: information collection, definition of problems, selection of priorities, decision-making. Strategic vision of IT development. Information policy as an instrument of public management. Communication skills and standardization of data as vital conditions of implementation of e-government projects. Price and technological factors. Evaluation of IT and e-government projects performance and efficiency: strategies and approaches. Analysis of advantages and expenses. Assessment of e-government portals. Case: assessment of cities' portals using the method of focus groups.

Topic 2.1. Planning and managing e-government projects.

Issues for discussion:

- New vision of education: classrooms without walls. Non-stop and real-time education. Road traffic and internet.
- E-government and health care.
- Crime: interaction of police and justice. Information advantage in warfare.

Topic 2.2. Innovation implementation: factors of success and criteria of assessment.

Issues for discussion:

- Assessing e-government portals.

Reading list for Section 2:

Essential Readings:

- 1) Bhatnagar Subhash C. Unlocking E-government Potential: Concepts, Cases and Practical Insights / Subhash C. Bhatnagar. - New Delhi : SAGE. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost)
- 2) Fountain J.E. Bureaucratic Reform and E-Government in the United States: An Institutional Perspective// The Handbook of Internet Politics. University of Massachusetts,2008.URL:
[https://www.umass.edu/digitalcenter/sites/default/files/07_006FountainBureauReform%20\(1\).pdf](https://www.umass.edu/digitalcenter/sites/default/files/07_006FountainBureauReform%20(1).pdf)

- 3) Perillo Vincent. E-Government: Innovation, collaboration, and access / Vincent Perillo. – New York : Nova Science Publishers. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost).
- 4) West Darrell M. Digital government: technology and public sector performance / Darrell M. West. – Princeton, N.J. : Princeton University Press. 2007. eBook. , Database: eBook Academic Collection (EBSCOhost).

Additional Readings:

- 1) Schlæger J. Collaboration in China's E-Government: A Cultural-Theory Analysis // The Road to Collaborative Governance in China. Palgrave, 2015. P. 123-145. URL: http://www.umdcipe.org/conferences/GovernmentCollaborationShanghai/Submitted_Papers/Schlaeger_Paper.pdf
- 2) Ваславский Я.И. Варианты развития электронного правительства / Я.И.Ваславский, С.В.Габуев // Международные процессы. — 2017. — Том 15, № 1. — С. 108-125. DOI: 10.17994/IT.2017.15.1.48.9
- 3) Дьякова Е.Г. Сфера трансфера. Технологии ЭП в национальном контексте // Известия Уральского государственного университета. 2013. № 3. С. 94-101. URL: <http://elar.urfu.ru/bitstream/10995/21591/1/iuro-2013-118-11.pdf>
- 4) Холмс Д. eGov. Стратегии электронного бизнеса для государства = eGov. eBusiness Strategies for Government / пер. с англ. А.В. Короткова. - Москва : АСТ : Астрель, 2004. - 367 с.

Section 3. International E-Government Experience

Myths and reality in e-government projects implementation. E-government in Singapore. Civil service computerization program. E-government action plan. Canadian e-government experience: orientation towards end user. Simplification of access and enhancing functionality of online services. E-government in the European Union. Influence of the global financial and political crises on e-government project realization. E-government projects implementation as a strategic response to crises. Raising productivity. Influence of crises on budget policy. Public bodies of the Russian Federation responsible for e-government policy and projects. Current programs and legislation. E-government on federal, regional and local level in Russia. Presentations of students' analytical reports on e-government projects. Seminars are held in workshop format.

Topic 3.1. International e-government experience: successful cases and projects. Factors of success and failure in e-government projects

Issues for discussion:

- New vision of education: classrooms without walls. Non-stop and real-time education;
- Road traffic and internet. E-government and health care;
- Crime: interaction of police and justice. Information advantage in warfare.

Topic 3.2. Comparison of international and Russian e-government experience

Issues for discussion:

- E-government on federal, regional and local level in Russia

Topic 3.3. E-government cases: analytical reports presentations and discussion

Issues for discussion:

- Presentations of students' analytical reports on e-government projects

Reading list for Topic 3:

Essential Readings:

- 1) Bhatnagar Subhash C. Unlocking E-government Potential: Concepts, Cases and Practical Insights / Subhash C. Bhatnagar. - New Delhi : SAGE. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost)
- 2) Perillo Vincent. E-Government: Innovation, collaboration, and access / Vincent Perillo. – New York : Nova Science Publishers. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost).
- 3) West Darrell M. Digital government: technology and public sector performance / Darrell M. West. – Princeton, N.J. : Princeton University Press. 2007. eBook. , Database: eBook Academic Collection (EBSCOhost).

Additional Readings:

- 1) Kluver R. US and China Policy Expectations of the Internet // China Information. 2005. Vol. 29. No. 2. URL: <http://journals.sagepub.com/doi/pdf/10.1177/0920203X05054685>
- 2) Tan M., Xiaoi D., Qiushi Y., Chen C. An Investigation of e-Government Services in China // The Electronic Journal of Information Systems in Developing Countries (EJISDC). 2014. Volume 57, Issue 5. P. 1-20. URL: <http://workspace.unpan.org/sites/Internet/Documents/UNPAN96249.pdf>
- 3) Yueqian Xu. E-government and Governance in China// Management and Service Science (MASS): 2010 International Conference. 2010. URL: http://www.ieee.org/documents/e_government.pdf
- 4) Ваславский Я.И. Варианты развития электронного правительства / Я.И.Ваславский, С.В.Габуев // Международные процессы. — 2017. — Том 15, № 1. — С. 108-125. DOI: 10.17994/IT.2017.15.1.48.9
- 5) Дьякова Е.Г. Сфера трансфера. Технологии ЭП в национальном контексте // Известия Уральского государственного университета. 2013. № 3. С. 94-101. URL: <http://elar.urfu.ru/bitstream/10995/21591/1/iuro-2013-118-11.pdf>
- 6) Холмс Д. eGov. Стратегии электронного бизнеса для государства = eGov. eBusiness Strategies for Government / пер. с англ. А.В. Короткова. - Москва : АСТ : Астрель, 2004. - 367 с.

3. Methodical provisions

3.1. Presentation topics

Students present their reports on e-government projects. Recommended duration of a presentation is 10 minutes, discussion time for each presentation is 5 minutes. In the final part of

the class a concluding discussion is held, moderated by the professor. Students choose topics for presentation by their own and with advice and consent of lecturer.

3.2. Questions for final project's reports

1. E-government in the US.
2. E-government in Canada.
3. E-government in Switzerland.
4. E-government in France.
5. E-government in the European Union.
6. E-government in India.
7. E-government in Singapore.
8. E-government in New Zealand.
9. E-government in Australia.
10. E-government in Israel.
11. E-government in Brazil.
12. E-government in Russia.

For analyzing efficiency of e-government projects students may choose certain spheres, i.e. customs, taxation, justice, education, health care, etc. Other countries may also be chosen for research, a comparative analysis may be conducted, subject for approval by the professor.

3.3. Assessment of different types of works

Type of work	Grading system	Criteria
in-class test	A (90-100%)	Student answered correctly 9 or more questions out of 10.
	B, C (75-89%)	Student answered correctly 7-8 questions out of 10.
	D, F (60-74%)	Student answered correctly 5-6 questions out of 10.
	E (less than 60%)	Student answered correctly less than 5 more questions out of 10.
participation in class discussion, in-class individual presentation	A (90-100%)	Outstanding presentation of independent work, active participation and critical participation in the discussion
	B (82-89%)	Outstanding presentation of independent work with limited participation in the discussion.
	C (75-81%)	Standard (sufficient) presentation with limited participation in the discussion.
	D (67-74%)	Standard presentation with no participation in the discussion.
	E (60-66%)	Standard presentation with visible errors and no participation in the discussion.
	F (less than 60%)	Lack of understanding of the subject in the

		presentation and discussions
final presentation of the report	A (90-100%)	Thought-provoking and informed answers to the questions in the ticket and two additional questions.
	B (82-89%)	Student gives correct answers to questions in the ticket and two additional questions.
	C (75-81%)	The correct answers to the questions in the ticket and to two additional questions are given, provided there are inaccuracies and occasional gaps in knowledge.
	D (67-74%)	The right answers for ticket questions are combined with inaccurate answers to additional questions.
	E (60-66%)	The correct answer to one of the ticket questions and one additional question.
	F (less than 60%)	Incorrect answers to ticket questions and additional questions.

4.1. Bibliography

Essential Readings:

- 1) Bhatnagar Subhash C. Unlocking E-government Potential: Concepts, Cases and Practical Insights / Subhash C. Bhatnagar. - New Delhi : SAGE. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost)
- 2) E-government in Europe : re-booting the state / ed. by P.G. Nixon, V.N. Koutrakou. - London : Routledge, 2007. URL: http://www.untag-smd.ac.id/files/Perpustakaan_Digital_1/E-GOVERNMENT%20E-government%20in%20Europe.pdf
- 3) Fountain J.E. Bureaucratic Reform and E-Government in the United States: An Institutional Perspective// The Handbook of Internet Politics. University of Massachusetts,2008.URL: [https://www.umass.edu/digitalcenter/sites/default/files/07_006FountainBureauReform%20\(1\).pdf](https://www.umass.edu/digitalcenter/sites/default/files/07_006FountainBureauReform%20(1).pdf)
- 4) Perillo Vincent. E-Government: Innovation, collaboration, and access / Vincent Perillo. – New York : Nova Science Publishers. 2009. eBook. , Database: eBook Academic Collection (EBSCOhost).
- 5) West Darrell M. Digital government: technology and public sector performance / Darrell M. West. – Princeton, N.J. : Princeton University Press. 2007. eBook. , Database: eBook Academic Collection (EBSCOhost).

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- 2) Schlæger J. Collaboration in China's E-Government: A Cultural-Theory Analysis // The Road to Collaborative Governance in China. Palgrave, 2015. P. 123-145. URL: http://www.umdcipe.org/conferences/GovernmentCollaborationShanghai/Submitted_Papers/Schlaeger_Paper.pdf
- 3) Tan M., Xiaoai D., Qiushi Y., Chen C. An Investigation of e-Government Services in China // The Electronic Journal of Information Systems in Developing Countries (EJISDC). 2014. Volume 57, Issue 5. P. 1-20. URL: <http://workspace.unpan.org/sites/Internet/Documents/UNPAN96249.pdf>
- 4) United Nations E-Government Survey. New York : United Nations. 2010. eBook. , Database: eBook Academic Collection (EBSCOhost).
- 5) Yueqian Xu. E-government and Governance in China// Management and Service Science (MASS): 2010 International Conference. 2010. URL: http://www.ieee.org/documents/e_government.pdf
- 6) Ваславский Я.И. Варианты развития электронного правительства / Я.И.Ваславский, С.В.Габуев // Международные процессы. — 2017. — Том 15, № 1. — С. 108-125. DOI: 10.17994/IT.2017.15.1.48.9
- 7) Дьякова Е.Г. Сфера трансфера. Технологии ЭП в национальном контексте // Известия Уральского государственного университета. 2013. № 3. С. 94-101. URL: <http://elar.urfu.ru/bitstream/10995/21591/1/iuro-2013-118-11.pdf>
- 8) Холмс Д. eGov. Стратегии электронного бизнеса для государства = eGov. eBusiness Strategies for Government / пер. с англ. А.В. Короткова. - Москва : АСТ : Астрель, 2004. - 367 с.

5. Material and technical support

Technical equipment is necessary for this course. Computer, projector, Microsoft PowerPoint software are required for both lectures and seminars. Students are required to have Internet-access.