PROGRAMME OF WORKSHOP II
« E-governance: changes in administrative structures and processes »

I. RAPPORTEUR: Prof. Shunichi Furukawa

II. MEETING PLAN

THURSDAY, 15 JULY

09.00 AM - 10.30 AM: (Room 102)

Moderator: 
Topic: Transformation of Governmental Structure
Speakers: • Kenneth Kernaghan, Moving toward the Virtual State: integrating services and service channels for citizen-centred service delivery
• Cynthia E. Lynch, Organizational Structure in the 21st Century: how do we know if anything has really changed?
• Sangeeta Sharma, E-governance: an approach to manage bureaucratic impediments

11.00 AM – 12.30 PM: (Room 102)

Moderator: 
Topic: New Management Trend
Speakers: • Mohamed Harakat, Le rôle de la gestion publique dans la bonne gouvernance: cas du Maroc
• Gustavo Blutman and Cecilia Lavena, The new technologies and organizational culture. The Administrative Reforms in the Argentine Educational System
• Lijuan Cao, The Exploration and Analysis of System Arrangement Under the Acting of Government Power
• Xiaolin Zhou, Reflections on the Reform in the Public Departments of Municipal and County Government in China

Background paper: Jianguo Zhang, The Chinese Governments’ Administration of Rural Areas

FRIDAY, 16 JULY

09.00 AM - 10.30 AM: (Room 102)

Moderator: 
Topic: Networks and Bureaucracy
Speakers: • Shamusl Haque, The changing relationship between bureaucracy and citizens under e-governance in Singapore
• Margarat Ford and Richard Schofield, Electronic Care Records in the UK: The Road to Joined Up Government?
• John Halligan, E-Government in Australia: the challenges of integrated services and customer collaboration

11.00 AM – 12.30 PM: (Room 102)
**Moderator:**
**Topic:** Process Change
**Speakers:**
• Kyu-Nahm Jun et al., *Adoption and Integration of Public Agency Websites: on efficiency, power and legitimacy*
• Karuppuswamy Jayakmar, *Transformation of Administrative Processes for Enhanced Outcomes Leveraging Knowledge Repositories*
• Junki Kim and Min Chang Lee, *Networked Government and Network Centrality: the Korean case of Youngwol Da*

**Background paper:** K.V. Sarveswaran, E-readiness (Employees Provident Fund Organization)

02.00 PM – 4.00 PM: *(Room 102)*

**Moderator:**
**Topic:** Integrating Services
**Speakers:**
• Shie-Hsien Chang, *Taipei City on-line services: changes in administrative processes*
• David Brown, *Clusters and Gateways: the government of Canada’s experience with client-oriented single window electronic service delivery*
• Hanann El-Naggar & Ala Al-Jnabi, *Change & Training Management for Restructuring Borders & Residency Services (BRSs): a case of e-government in Jordan*

**Background Paper:** Jain, *The Prerequisite of Online Governance: challenges of revamping the administrative structures and processes in Indian Democracy*

**SATURDAY, 17 JULY**

09.00 AM – 10.30 AM: *(Room 102)*

**Moderator:**
**Topic:** Organizational Impacts and Strategy
**Speakers:**
• Arie Halachimi, *E-Government in Tennessee (USA): Theory and Practice*
• B. Yoon, *Building an Electronic Personnel Management System for HR Administration: centered around the case example of PPSS*
• Fengchun Yang, *China’s Balanced E-Government Development Strategy and its Implementation Approach*

11.00 AM – 12.30 PM: *(Room 102)*

**Moderator:**
**Topic:** Evaluation and Comparison
**Speakers:**
• Liang-Cheng Huang, *E-Governance in Taipei: a structures and processes evaluation of cybercity program*
• Jon P. Gant & Won-Joon Nam, *The Transformation of E-governance in Local Government: comparison of Critical Success Factors in Gangnam-gu, Seoul, South Korea, and Washington D.C., USA*
• Hiroko Kudo and Luigi Fiorentino, *E-governance in Italy and Japan: how e-governance changes public sector*