

Jastrzębska Karolina, (2016), E-GOVERNMENT AS A TOOL FOR IMPLEMENTING ORGANISATIONAL CHANGES IN MUNICIPAL OFFICES. PhD dissertation written under direction of Professor Barbara Kozuch, PhD, Faculty of Management and Social Communication, Jagiellonian University, 249 pages., 414 bibliographical items, 1 index, 5 annexes, 2 prints, 12 tables, 11 charts.

Abstract

The topic of discussion is the influence of new technologies on public organization effectiveness, of the development of electronic government in particular. The aim of research project was to investigate, both from the civil servant perspective and that of the citizen, how e-government impacts implementation of organizational changes, which improve efficiency of municipal offices. This dissertation is embedded in the theory of public management.

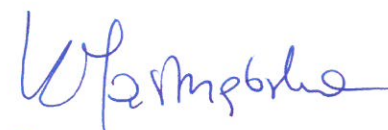
Triangulation of research methods was employed by combining quantitative and qualitative research, which allowed for a broader understanding of changes occurring in contemporary government offices and in the workflow of civil servants. 115 research questionnaires and 17 interviews with managers and leaders of e-government had been conducted, followed by the study of organizational documents produced for management practices. The study was conducted in the municipal offices of Kraków, Katowice, Kielce, and Toruń.

A number of organizational changes, specific to the development of e-government and perceived by public managers and civil servants, were identified based on original research, grouped and described. The study identified supporting and inhibiting factors for introduction of organizational changes in the area of public management, specific to the development of e-government. Further analysis allowed for explaining how organizational changes, associated with the development of e-government, affect the efficiency of municipal offices. The overall level of development of e-government in Poland was also assessed, particularly in 18 municipal offices in voivodeship capital cities.

Analysis confirmed the legitimacy of research on the impact of new technologies on public management. Lack of sufficient research in this area was identified. Assessed literature and analysed practice of implementation of IT solutions in the public sector showed focus on the technological perspective. Dissertation attempts to analyse the issue of e-government from the perspective of humanistic management.

Keywords:

PUBLIC MANAGEMENT, ELECTRONIC ADMINISTRATION, ORGANIZATIONAL CHANGES


20.01.2017 r.