Citizen-State Interactions and Digital Governance

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Professor
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Date: Monday, 30 November 2020

Time: 12:30pm - 1:30pm

Zoom: Please register by scanning the QR code or using the link below. Zoom details will be provided by email one hour before the talk.

https://bit.ly/3faYG9M

Language: English

Abstract

In this talk, I will share our recent studies on citizen-state interactions in China. We explore the data of the Message Board for Leaders and 12345 Urban Service Hotline, which give us interesting perspectives and rich data to understand citizen-state interactions. We mainly focus on the impacts of citizens' strategies and behaviors on government responsiveness, and the roles of performance measurement in eliciting government attention. We will discuss the theoretical, methodological, and policy implications of our findings to the fields of digital governance, street-level bureaucracy, performance management, and behavioral public administration.

Biography

Liang MA is Professor at the School of Public Administration and Policy and Research Fellow at the National Academy for Development and Strategy, Renmin University of China (RUC), China. Before joining RUC he was Research Fellow (2012-2015) and Senior Research Fellow (2015-2016) at the Nanyang Centre for Public Administration, Nanyang Technological University, Singapore. He received his BA, MS, and PhD in Public Administration from Xi'an Jiaotong University, China. His research interests include public organizational innovation, government performance management, and digital government. His research has appeared in *Governance*, *Public Management Review*, *Public Administration*, and many other journals in English and Chinese.

All are welcome!

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