

School of Management and Marketing
Seminar Notice

TITLE : **A Practice-based Perspective on Shaping Digital Governance: Technological and Organizational Change in UK Local Public Services**

SPEAKER : **Ian McLoughlin**
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FROM 1st June 2008

Professor of Management & Head of Department
Department of Management
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DAY/DATE : **Thursday, 8 May 2008**

TIME : **12.30-1.30p.m.**

VENUE : **40.124**

ABSTRACT

The vast majority of public services in the UK are delivered at local and regional levels. Local public services therefore have a key role in the move to what some see as an emerging new 'era of digital governance'. The digital governance thesis places a strong emphasis upon the role of technology-driven changes in transforming the delivery and experience of public services. It is argued in this paper that the emphasis on technology as a driver of change fails in significant ways to fully capture the sociotechnical nature of such developments. A 'practice-based perspective' is proposed and illustrated with reference to an action research based study of three attempts at transformational change in UK local public services.

Lunch will be provided.

SMM Research Seminar Series Convenor

Joshua Chang