

Curriculum Vitae

KENNETH L. KRAEMER

Title: Professor, Information Systems, The Paul Merage School of Business
and Department of Informatics, The Bren School of Information and Computer Science
Director, Center for Research on Information Technology and Organizations (CRITO)
Director, Personal Computing Industry Center (PCIC)
University of California, Irvine

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EDUCATION

1959 B. Architecture, University of Notre Dame
1964 M.S.C. & R.P., City and Regional Planning, University of Southern California
1965 M.P.A., Public Administration, University of Southern California
1967 Ph.D., University of Southern California

WORK EXPERIENCE

1959-62 Lieutenant, United States Air Force
1965-67 Instructor and Assistant Professor, University of Southern California
1965-67 Research Associate, Computer Sciences Laboratory and School of Public Administration,
University of Southern California
1967-71 Assistant Professor Graduate School of Management, University of California, Irvine (UCI)
1971-78 Associate Professor, Graduate School of Management, UCI
1974-92 Director, Public Policy Research Organization, UCI
1978- Professor, Graduate School of Management (GSM), UCI
1983- Professor, GSM and Information and Computer Science, UCI
1992- Director, Center for Research on Information Technology and Organizations (CRITO), UCI
1994-98 Associate Dean for Research, Graduate School of Management, UCI
1998-2003 Director, NSF Industry-University Cooperative Research Center (CRITO Consortium)
2004- Director, Personal Computing Industry Center (PCIC)

PROFESSIONAL MEMBERSHIPS

American Institute of Certified Planners, AICP, 1964-1984
American Planning Association, 1964-1984
American Society for Public Administration, 1965-
Urban and Regional Information Systems Association, 1970-
Association for Computing Machinery, AFIPS, 1975-
International Federation of Information Processing Societies, 1975-
Society for Information Management, 1977-
Association for Information Systems, 1994-

HONORS AND AWARDS

Loula D. Lasker Fellowship, 1962-64
NDEA Fellowship, 1962-65
John M. Pfiffner Master's Thesis Award, 1965

HONORS AND AWARDS (cont.)

Member of Pi Sigma Alpha, Tau Beta Pi, and Phi Kappa Phi honor societies
Fulbright Travel Grant, 1972, 1977, 1980
Faculty University Service Award, UCI, 1978
Orange County Supervisors Public Service Commendation, 1980
Orange County Chapter, ASPA, Academic Excellence Award, 1985
Listed in *American Men and Women in Science*, *Who's Who in Technology Today*, *Who's Who in the West*, *Men and Women of Achievement*
Shaw Chair in Management Information Systems, National University of Singapore, 1990-91
Selected to attend *1996 Japan Study Tour* by American Association of Collegiate Business Schools and Keizai Koho Center, 1996
Taco Bell Chair, Professor of IT for Management, Graduate School of Management, 1999
ICIS Best Paper Award, Conference Theme (of 526 submitted papers), *A Cross Country Study of Electronic Business Adoption Using the Technology-Organization-Environment Framework*, 2002
IBM Research Fellowship, 2002
Elected a "Fellow" in the Association for Information Systems, 2003 (Presently only 20 fellows out of membership of 3,600 in the key professional association in the information systems field).

UNIVERSITY SERVICE

Chairman of the GSM Faculty, 1969-70
Chairman of GSM Facilities Committee, 1969-72
UCI Ad hoc review and promotion committees of the Senate Budget Committee and the Academic Personnel Committee, 1970-74, 1976
GSM Faculty Recruitment Committee, 1970-73, 1975-76, 1977-83
GSM Dean Selection Committee, 1971
GSM-ICS Committee on Cooperative Program in Information Systems, 1974-77
PPRO Director, 1974-1992
University-wide Committee on Public Service, 1975-77
UCI Coordinator for the State Data Program, 1975-77
UCI Senate Committee on Business and Finance, 1975-78
UCI Housing Advisory Committee, 1975, 1982-84
PPRO Committee on Policy Studies at UCI, 1976
GSM Executive Programs Committee, 1977-79
GSM Faculty Research and Travel Committee, 1979-80
Chairman of GSM Public Policy and Management Group, 1980-81
Chairman of GSM Master's Program Committee, 1980-81, 1989-90
UCI Senate Committee on Research, 1981-82
Chairman of GSM Computer Committee, 1983-84
UCI Committee on Biotechnology, 1984
UC Committee on Telecommunications Research, 1984-85
UCI/ICHA Architectural Review Board, 1985-86
UCI Inclusion Area Policy Committee, 1985-87
UCI Chief Executive Roundtable, 1986-89
Committee on Academic Personnel (CAP), Member 1987-90
Committee on Academic Personnel (CAP), Chair 1988-89
UC Pacific Rim Research Program Executive Committee, 1989-1992
GSM Executive Committee, 1990-92, 1994-95
GSM Faculty Chair, 1994-95
GSM Strategic Planning Committee, 1994-95
UCI Academic Senate Executive Committee, 1994-95
GSM IT Focus Planning Committee, 1995-97
GSM Associate Dean for Research, 1996-1998
UCI Committee on Research, 1998-1999
University Committee on Research Policy, 1998-1999
GSM Information Resources Committee, 2002-

GSM Dean Search Committee, 2002, 2003
GSM Strategic Planning Committee, 2003

PUBLIC SERVICE

Privacy and Confidentiality Control Board, Orange County, 1973-75
Blue Ribbon Committee on Data Processing for the Board of Supervisors, Orange County, 1973, 1979, 1980
Board of Directors, the Urban and Regional Information Systems Association, 1976-79
AAAS Panel on Priority Problems in State and Local Government: Management, Finance and Personnel, 1979-80
Co-Chairman, Seminar on "Policy Issues in the Management of Urban Information Systems," Aalborg, Denmark, September 28 - October 1, 1980
Executive Committee, Management Science Section, American Society for Public Administration, 1980-82
Chairman, Management Science Panels, 1981 ASPA Conference
American Coordinator, Seminar on "Managing Urban Systems," sponsored by the Center for Advanced Study, University of Belgrade, Dubrovnik, Yugoslavia, August 15-30, 1980; also for 1982 Seminar
American Coordinator, U.S.-Japan Cooperative Science Seminars on "Computer Development, Use and Impact," East-West Center, Honolulu, December 18-22, 1980; March 24-26, 1982; July 5-7, 1983; and Tokyo, July 8-10, 1985
Planning Committee, The Conference on Information Systems, 1981-
Executive Committee, The Conference on Information Systems, 1983-84
Co-Chairman, Policy Forum on "Wired Cities," Washington Program in Communication Policy Studies, Annenberg School of Communication, July 12-13, 1984
Co-Chairman, Program Committee, The Conference on Information Systems, Tucson, Arizona, December 1984
Chairman, NASPAA Committee on Computers in Public Management Education, 1984-85
Interviewed expert on two half-hour segments dealing with "Computing, Organizations and Individuals," for the PBS television series "The New Literacy: An Introduction to Computers," produced by the Corporation for Community College Television. First aired in 1984 and continuing
NASPAA Task Force on the Status of Research in Public Administration, 1986-87
Special Advisor, International Concept Design Competition for an Advanced Information City, Japan Association for Planning Administration, Kawasaki City, Japan, April 24-25, 1987
California Telecommunications Advisory Board, 1987-1992
Committee on Infrastructure Innovation, National Academy of Sciences, 1987
Citizens' Advisory Committee on International Affairs, City of Irvine, 1989
Sister City Task Force Committee, City of Irvine, 1989
U.S. Government Accounting Office, Executive Council on Information Technology, 1990-
National Science Foundation, Civil Infrastructure Systems Review Panel, 1995
National Science Foundation, Digital Libraries Initiative Review Panel, 1996
National Science Foundation, ITO, International Programs, and Social Informatics Workshop Panels, 1997
National Research Council, Social and Economic Impacts of IT Workshop Panel, 1997-98
National Science Foundation, Planning Committee, Workshop on Computers and Social Systems, 1998-99
National Science Foundation, Committee of Visitors for review of International Program, 2005
National Science Foundation, Chair of Workshop on Social Informatics, 2005

EDITOR, REFEREE, CONSULTANT

Associate Editors Board, *The Bureaucrat*, 1975
Editorial Board, *Journal of Socio-Economic Planning Sciences*, 1977-1994
Editorial Board, *International Journal of Policy Analysis & Information Systems*, 1980-82
Editorial Board, *Systems, Objectives, Solutions*, 1980-84
Editorial Board, *Computers, Environment and Urban Systems*, 1981-91
Editorial Board, *Public Productivity Review*, 1982-84
Editorial Board, *Public Administration Review*, 1982-85
Editorial Board, *Social Science Computer Review*, 1984-
Editorial Board, *Information & Management*, 1985-
Co-Editor, Columbia University Press Book Series on *Computing, Organizations, Policy and Society (CORPS)*, 1985-1990

Editorial Board, *Journal of Urban & Regional Information Systems*, (URISA), 1988-
Editorial Board, *Informatization and the Public Sector*, 1990-1995
Editorial Board, *Malaysian Journal of Management Science*, 1993-
Editorial Board, *California Management Review*, 1994-
Editorial Board, *Information Technology for Development*, 1995-
Editorial Board, *Information Infrastructure and Policy*, 1995-
Associate Editors Board & Editorial Board, *The Information Society*, 1995-

Refereed manuscripts for these journals:

MIS Quarterly
Public Administration Review
Administration and Society
Policy Analysis
Communications of the ACM
Information & Management
Decision Support Systems
Information Systems Research
Social Science Computer Review

Research proposal referee for:

The National Science Foundation, 1974-
Hong Kong University Grants Committee, 1995-

Consultant, Advisor for:

Corporate
The Irvine Company, 1967
Public Systems Evaluation, 1967-77
The Rand Corporation, 1969-70
Auerbach Publications, 1979-82
Honeywell Information Systems, 1980
CSC Consulting, 1993-94
Toshiba American Information Systems, 1993-94
Intel Corporation, 1997
IBM Corporation, 1998-

Governmental

Department of Health, Education and Welfare, 1969-72
Department of Housing and Urban Development, 1969-72
The National Science Foundation, 1974-77
OECD Panel on Information Technology and Urban Management, 1975-77
OECD Committee on Information, Computer and Communications Policy, 1980-81
Office of Technology Assessment, U.S. Congress, 1980, 1984, 1985
IRIS (Information Research in Scholarship) Project, Brown University, 1985-87
City of Seattle, 1988; Seattle Metro, 1989-90; City of Minneapolis, 1981-82; City of Omaha, 1985;
Maricopa County, Arizona, 1988-89; Douglas County, Nebraska, 1992-93

International

USAC Support Panel, National Academy of Sciences, 1976
Gesellschaft für Mathematik und Datenverarbeitung, 1983
United Nations, 1985, 2001
Government of Indonesia, 1990
IMARC's International Advisory Board, 1991-94
Governments of Singapore, Hong Kong, Indonesia, Malaysia, China on IT policy
Asian Development Bank, 2002

RESEARCH AND INNOVATION GRANTS

Principal Investigator for the following funded research projects:

- “Municipal Information Systems: Evaluation of Policy Related Research,” 1973-75, NSF, RANN, \$150,000
- “Planning Grant for Evaluation of Information Technology in Local Government,” 1973-74, NSF, RANN, \$49,000
- “Evaluation of Information Technology in Local Government: An Empirical Assessment,” (with James N. Danziger, Rob Kling, and William H. Dutton), 1974-78, NSF, RANN, \$1,200,000
- “Inventory of Policy-related Research on the UCI Campus,” 1975, UC, \$5,000
- “Diffusion and Adoption of Computer Applications Software in Local Governments,” (with James L. Perry), 1976-77, NSF, Office of National Research and Development Assessment, \$50,000
- “A National Urban Information Systems Research Center: Assessment of Need and Concept,” 1976-77, HUD, \$35,000
- “International Comparative Study of Computer Policies and Impacts in Cities,” 1977-79, NSF, RANN, \$150,000
- “The Impact of Electronic Funds Transfers (EFT) on Society: A Proposal to Analyze the Public Policy Implications and to Establish a Research Agenda Concerning EFTS,” (with Kent Colton, MIT), 1977-79, NSF, Office of Computing Activities, \$80,000
- “Fiscal Impact Budgeting Systems: A Behavioral Assessment,” (with Martha Hollis and William H. Dutton), 1979-81, NSF, Applied Science and Research Applications, \$150,000
- “A Contingency Analysis of Computer Impacts in Public Organizations,” (with James N. Danziger), 1979-81, NSF, Office of Computing Activities, \$125,000
- “Computer Development, Use and Impact: Comparison of U.S. and Japanese Local Governments,” (with the Local Authorities Systems Development Center, Tokyo, Japan) 1980-81, NSF, Office of International Programs (Research Conference), \$20,000
- “Cooperative Research on Transfer of Planning Models in German and American Governments,” 1980-81, Gesellschaft fur Mathematik und Datenverarbeitung (GMD), Federal Republic of Germany, \$129,000
- “Longitudinal Study of Computer Technology and Impacts in Cities,” (with John Leslie King and Debora E. Dunkle), 1982-84, NSF, \$180,000
- “The Future of Information Systems,” (with John Leslie King), 1983-86, The IBM Corporation, \$325,000, plus loan of equipment valued at \$750,000 for four years
- “The Evolution of Computing in Local Governments,” (with John Leslie King and Debora E. Dunkle), 1986-1991, NSF, Information Impact, \$525,000
- “International Study of Government Policy and Information Technology in Asia-Pacific Countries,” (with John Leslie King and Vijay Gurbaxani). Multiple funding sources as follows:
- 1986-91, Pacific Rim Research Program, University of California, \$140,000
- 1989-91, National University of Singapore, \$70,000 (for NUS colleagues in study)

1990-92, IBM World Trade, Hong Kong, \$49,000; 1990-92, IBM Japan, Tokyo, \$38,000; 1992-93, IBM Asia Pacific Service Corporation, \$20,000; 1993-95, IBM Asia Pacific Service Corporation, \$20,000; 1995-97, IBM Asia Pacific Service Corporation, \$15,000

“Coordination Theory and the Social Organization of Large-Scale, Real-Time, Interactive Information Systems” - The AIME (Advanced Integrated Manufacturing Environments) Project. Co-director with Professor Rob Kling, and Co-PI with Professors John Leslie King, Yannis Bakos, Vijay Gurbaxani and Nicholas Vitalari, 1990-94, NSF, \$450,000

“Information Systems Assessment,” (with Nicholas Vitalari and Vijay Gurbaxani), 1990-92, Index Group, \$108,000

“Orange County Executive Survey,” (with Lyman Porter and Jone Pearce), 1989-90, UCI and multiple government and business funding sources: \$45,000, 1989-90; \$33,000, 1990-91; \$39,931, 1991-92; 26,500, 1992-93

“Technology Policy and the Diffusion of Computing: A Study in Asia-Pacific Nations,” (with John Leslie King and Vijay Gurbaxani), 1993-95, NSF, \$299,432

“The Production of Information Services: A Model, Empirical Analysis, and Operational Application,” (with Vijay Gurbaxani), 1993-95, NSF and CSC/Index, Inc. Private Sector Initiative, \$237,172

“The Role of National Technology Policy in the Application and Utilization of Information Technology,” 1993-94, University of California Conference Support, \$2,600

“Competing in Computers: How East Asian Governments Build Competitive Computer Industries,” 1995-96, The Alfred P. Sloan Foundation, \$30,000

“Location of Computer Production in Pacific Rim Countries: Firm Strategies and National Competitive Advantage,” 1995-97, University of California Pacific Rim Research Program, \$25,000

“Planning Grant: Industry/University Cooperative Research Center in Information Technology and Organizations,” 1996-97, NSF, \$25,000

“The Business Value of Information Technology: Models, Empirical Analysis, and Application,” (with Vijay Gurbaxani), 1996-98, NSF, \$300,000

“Returns to IT Investments: Process, Firm, Industry and Country Analyses,” (with Vijay Gurbaxani and Erik Brynjolfsson), 1996-2000, IBM, \$1,481,000

“Contributions of IT to Economic Performance” (with Vijay Gurbaxani and Erik Brynjolfsson), 1997-2001, National Science Foundation, \$640,000.

“The Next Wave of Computer Industry Globalization: Implications for the United States and Latin America,” National Science Foundation, \$60,000; Sloan Foundation, \$30,000.

Industry/University Cooperative Research Center on “Information, Technology, Organizations and Society,” National Science Foundation, Boeing, IBM, Seagate Technologies, Rockwell International, Sun Microsystems, Microsoft, Bristol-Myers Squibb and others, 1998-2003, \$2,500,000.

“Impacts of Economic Integration on the Computer Sector in Mexico and the United States”, with Juan Palacios, UCMexus-Conacyt Collaborative Grants Program, 1998-1999, \$15,000.

“Workshop on International Collaborative Research on ICT”, National Science Foundation, 2000-2002, \$125,000.

“Impacts of E-Commerce on Firm and Industry Organization,” National Science Foundation, 1999-2001, \$176,054.

“Globalization of Computer Production: Impacts on the United States,” Sloan Foundation, 1999-2000, \$150,000.

“Globalization, Electronic Commerce and Social Impacts: The Influence of National Environments on Diffusion and Impacts of the Internet,” National Science Foundation, 2000-2003, \$1,800,000.

“Workshop on Social Informatics,” National Science Foundation, 2003-2004, \$200,000.

“Personal Computing Industry Center,” Sloan Foundation, 2004-2007, \$250,000; UC matching funds: \$250,000.

SCHOLARLY PUBLICATIONS

Scholarly Books in Print

1. 1978 *Computers and Local Government: A Review of Research*, Vol. 2. New York, NY: Praeger.
2. 1979 *Technological Innovation in American Local Governments: The Case of Computing*, with James L. Perry. New York: Pergamon. Reviewed by Irwin Feller in *Knowledge*, 2(1), 1980.
3. 1980 *Computers in Banking: The Case of EFT*, edited with Kent Colton. New York: Plenum Publishing. Reviewed by J. M. Ross in *Computer Journal*, 24(1), 1981.
4. 1981 *The Management of Information Systems: Computing Policy Interventions in American Local Government*, with William H. Dutton and Alana Northrop. New York: Columbia University Press. Reviewed by: Jon Turner in *Knowledge*, 4(3): 445-447, 1982; by Eric J. Novotny in *Journal of Communications*, 32(2), Spring: 215-217, 1982; by David Weimer, in *American Political Science Review*, 76: 143-44, 1982; by Richard D. Bingham in *Urban Affairs Quarterly*, 20(2): 273-278, December 1984; previewed by Brad Schultz in *ComputerWorld*, January 29, February 12, March 5, and April 9, 1979.
5. 1982 *Computers and Politics: High Technology in American Local Governments*, with James N. Danziger, William H. Dutton and Rob Kling. New York: Columbia University Press. Previewed by Brad Schultz in *ComputerWorld*, March 30, April 6, 13, 20, 27, and May 4, 1981. Reviewed by: Michael Cohen in *Knowledge*, 4(3), 1983; by Jack R. Van der Slik in *American Political Science Review*, 77(3): 755-756, 1983; by Eric J. Novotny in *Computing Reviews*, 24(1), January: 40-41, 1983; by Gerald Benjamin in *Political Science Quarterly*, 98(4): 730-731, 1983; by Martin Greenberger in *American Journal of Sociology*, 89(3): 743-745, November 1983; by Richard D. Bingham in *Urban Affairs Quarterly*, 20(2): 273-278, December 1984.
6. 1983 *Public Management: Public and Private Perspectives*, with James L. Perry (Ed.). Palo Alto, CA: Mayfield Press. The Roots of Public Administration, with James L. Perry. Reprinted in J. Steven Ott, Albert C. Hyde, Jay M. Shafritz (Eds.), *Public Management: The Essential Readings*, Chicago: Lyceum Books, 1990, 5-9.
7. 1985 *The Dynamics of Computing*, with John Leslie King. New York: Columbia University Press. Reviewed by: Stuart Bretschneider in *Public Administration Review*, 46(4): 370-371, 1986; Robert Walker in *APA Journal*, 53(4): 550-551, Autumn 1987.
8. 1985 *Modeling as Negotiating: Computer Models in the Policy Process*, with William H. Dutton. Norwood, NJ: Ablex Publishing Co. Reviewed by: Richard De Leon in *American Political Science Review*, 80: 311-312, 1986; Judith de Neufville in *Journal of the American Planning Association*, 512-513, 1986; Robert H. Nelson in *Journal of Policy Analysis and Management*, 6(2): 276-277, 1987; Thomas F. Carney, *Journal of Communication*, 37(2): 162-165, Spring 1987.
9. 1986 *People and Computers: The Impacts of Computing on End Users in Organizations*, with James N. Danziger. New York: Columbia University Press. Reviewed by: Trudy C. Miller in *Public Productivity Review*, 9(2/3): 283-284, 1985; Judith Perrolle in *Social Science Microcomputer Review*, 5(3): 425-426; Bruce A. Sherman in *Library and Information Science Annual*, 6: 132, 1988; Wilpen Gorr, *Public Administration Review*, 48(4): 823, July/August 1988; *Future Survey*, 8(12): 4, December 1986.

10. 1987 *Datawars: The Politics of Computer Models in Federal Policy Making*, with Siegfried Dickhoven, Susan Fallows Tierney, and John Leslie King. New York: Columbia University Press. Reviewed by: *Future Survey Annual*, 10(2): 12-13, February 1988; W. L. Raiser in *Computing Reviews*, 29(3): 158-159, March 1988; Stuart Bretschneider in *Public Administration Review*, 49(3): 303-304, May/June 1989; Garson in *Social Science Computer Review*, 7(1): 127-131, 1989; rejoinder by authors to Garson in *Social Science Computer Review*, 8(2): 327-331.
11. 1987 *Wired Cities: Shaping the Future of Communications*, with William H. Dutton and Jay Blumler. Boston, MA: G. K. Hall and Co. Reviewed by: Michael D. Murray, *Journal of Communication*, 38(2): 175-178, Spring 1988; Mary Kelly, *European Journal of Communication*, 3(4): 483-490, December 1988.
12. 1989 *Managing Information Systems: Change and Control in Organizational Computing*, with John Leslie King, Debora E. Dunkle and Joseph P. Lane. San Francisco: Jossey-Bass.
13. 1991 *The Information Systems Research Challenge: Survey Research Methods*. Cambridge, MA: Harvard Business School Press.
14. 1998 *Asia's Computer Challenge: Threat or Opportunity to the United States and the World?* with Jason Dedrick, NY: Oxford University Press. Reviewed by Scott Shemwell (1999), *Journal of Asian Business*, 15(2):99-100, and by Marie Anchoroguy (2000), *The Journal of Economic Literature*, 38(1) March: 152-153.
15. Forthcoming, 2006. *Global E-Commerce: The Impact of National Environment and Policy*, Kenneth L. Kraemer, Jason Dedrick, Nigel Melville and Kevin Zhu (eds). Cambridge, England: Cambridge University Press (accepted).

Scholarly Articles and Chapters in Print

16. 1969 "Developing Governmental Institutions in New Communities," *The Urban Lawyer*, 1(3), Fall: 268-280.
17. 1969 "The Evolution of Information Systems for Urban Administration," *Public Administration Review*, 1969, 29(4): 389-402. Reprinted in: *The Dimensions of Public Administration*, Joseph A. Uveges, Jr. (Ed.). Boston, MA: Holbrook Press, Inc., 1971, 275-289; and as "A Model Urban Information System," *Information Systems in a Democracy*, Alan F. Westin (Ed.). Cambridge, MA: Harvard University Press, 1971, 328-335.
18. 1971 "USAC: An Evolving Intergovernmental Mechanism for Urban Information Systems Development," *Public Administration Review*, 31(5): 543-551.
19. 1974 "Information in Urban Systems," *International Review of Administrative Sciences*, 40(2): 3-15.
20. 1976 "A Future Cities Survey Research Design for Policy Analysis," with James N. Danziger, William H. Dutton, Alexander Mood and Rob Kling. *Socio-Economic Planning Sciences*, 10(5): 199-211.
21. 1977 "Towards an Agenda for EFT Research," with John Leslie King and Kent Colton. *Computers and Society*, 8(2): 3-11.
22. 1977 "An Analytical Overview of Urban Information Systems in the United States," with John Leslie King. *Research Memorandum*, 77-22. Laxenburg, Austria: International Institute for Applied Systems Analysis.
23. 1977 "Local Government, Information Systems, and Technology Transfer: Evaluating Some Common Assertions About Computer Application Transfer." *Public Administration Review*, 37(4): 368-382.

24. 1977 "Technology and Urban Management: The Power Payoffs of Computing," with William H. Dutton. *Administration and Society*, (3): 305-339.
25. 1977 "A Critical Assessment of Urban Technology Transfer: The Case of Computing," with John Leslie King. *Transfer*, 4: 116-137.
26. 1977 "The Chief Executive in Local Government Information Systems: Catalyst or Barrier to Innovation?," with James L. Perry. *Urban Systems*, 2(2-3): 121-131.
27. 1978 "Management Utilization of Computers in American Local Governments," with William H. Dutton. *Communications of the ACM*, 21(3): 206-218.
28. 1978 "Electronic Funds Transfer as a Subject of Study in Technology, Society and Public Policy," with John Leslie King. *Telecommunications Policy*, 2(1): 13-21.
29. 1978 "An Assessment of Computer Technology in U.S. Local Government," with James N. Danziger and John Leslie King. *Urban Systems*, 3(1): 21-37.
30. 1978 "Urban Information Systems in the U.S.," with John Leslie King. *Ekistics*, 45(268): 150-157.
31. 1978 "Innovation Attributes, Policy Intervention, and the Diffusion of Computer Applications Among Local Governments," with James L. Perry. *Policy Sciences*, 9(2): 179-205.
32. 1978 "Determinants of Support for Computerized Information Systems: The Attitudes of Local Government Chief Executives," with William H. Dutton. *Midwest Review of Public Administration*, 12(1): 19-40.
33. 1978 "Local Government and Information Technology in the United States," with James N. Danziger and John Leslie King. In *Local Government and Information Technology*, OECD Informatics Studies No. 12, Paris, France: Organization for Economic Cooperation and Development, 186-237. Also published in French as *Les Collectivités Locales et l'Informatique*.
34. 1978 "Development of Urban Information Systems: Status and International Relevance of the United States Experience," with John Leslie King. *International Review of Administrative Sciences*, 44(3): 1-12.
35. 1978 "Laissez Innover: A Critique of Federal Involvement in Development of State and Local Information Systems," with John Leslie King. *The Bureaucrat*, 7(3): 23-31.
36. 1979 "Automated Information Systems and Urban Decision Making," with James N. Danziger and William H. Dutton. *Urban Systems*, 3(4): 177-190.
37. 1979 "Administrative Reform, Technology and Intra-Organizational Power," with William H. Dutton. *South Atlantic Urban Studies*, Vol. 3. Columbia, SC: The University of South Carolina Press, 173-204.
38. 1979 "Requiem for USAC," with John Leslie King. *Policy Analysis*, 5(3): 313-349. Also published in French by Data for Development, Marseilles and in German by Datum and KGST, Bonn-Bad-Godesburg, West Germany.
39. 1979 "The Interests Served by Technological Reform: The Case of Computing," with William H. Dutton. *Administration and Society*, 2(1): 80-106. Reprinted in Robert D. Miewald and Michael Steinman (Eds.), *Problems in Administrative Reform*, Chicago: Nelson-Hall.
40. 1979 "The Federal Push to Bring Computer Applications to Local Governments," with James L. Perry. *Public Administration Review*, 39(3): 260-269.

41. 1979 "Urban Technology, Executive Support and Computing," with William H. Dutton. *The Urban Interest*, 1(2): 35-42.
42. 1979 "Policy, Values, and EFT Research: Anatomy of a Research Agenda," with Kent Colton. *Communications of the ACM*, 22(12): 660-671.
43. 1979 "Overview of the EFT Symposium," with Kent Colton. *Communications of the ACM*, 22(12): 641-643.
44. 1979 "New Findings on the Transfer of Computing Applications among Cities," with John Leslie King. *Journal of Technology Transfer*, 4(1): 99-110.
45. 1979 "Automation of Bias: Computer Models and Local Government Budgeting," with William H. Dutton. *Information Privacy*, 1(7): 303-311. Revision and re-publication, by request, "Automating Bias," with William H. Dutton. *Society*, 17(2): 36-41, 1980.
46. 1980 "Fiscal Impact Models and the Policy-making Process: Theory and Practice," with William H. Dutton and Martha Hollis. *The Urban Interest*, 2(2): 66-74.
47. 1980 "EFT as a Case of Technology and Public Policy," with Kent Colton, in Kent Colton and Kenneth Kraemer (Eds.), *Computers and Banking*. New York: Plenum, 3-17.
48. 1980 "Electronic Funds Transfer as a Subject of Study in Technology, Society and Public Policy," with John Leslie King, in Colton and Kraemer (Eds.), *Computers and Banking*. New York: Plenum, 169-181.
49. 1980 "An Agenda for EFT Research," with Kent Colton in Colton and Kraemer (Eds.), *Computers and Banking*. New York: Plenum, 243-283.
50. 1980 "Management Control: The Automated Budget and Information Handling," with William H. Dutton and Alana Northrop. *Information Privacy*, 2(1): 7-16.
51. 1980 "Did the Policy Fail? The Selective Use of Automated Information in the Policy-making Process," with William H. Dutton and James N. Danziger, in *Why Policies Succeed or Fail*, in Helen M. Ingram and Dean E. Mann (Eds.). Beverly Hills, CA: Sage Publications, 163-184.
52. 1980 "Computers, Information, and Power in Local Governments: A Stage Theory," in Abbe Mowshowitz (Ed.). *Human Choice and Computers*, Vol. 2. Amsterdam, Netherlands: North Holland Publishing Co., 213-225.
53. 1980 "Chief Executive Support and Innovation Adoption," with James L. Perry. *Administration and Society*, 12(2): 158-177.
54. 1981 "Cost as a Social Impact of Telecommunications and Other Information Technologies," with John Leslie King, in Mitchell L. Moss (Ed.), *Telecommunications and Productivity*. New York: Addison-Wesley, 93-130. Reviewed by Walter S. Baer in *Telecommunications Policy*, December, 1981: 329-330.
55. 1981 "Computer Technology in Local Governments in the 1980's," with John Leslie King. *International Review of Administrative Sciences*, 47(1): 115-125.
56. 1981 "Computing Policies and Problems: A Stage Theory Approach," with John Leslie King. *Telecommunications Policy*, 5(3): 198-215.
57. 1981 "Camelot Revisited: Public Administration Education in a Generic School," with James L. Perry, in Guthrie S. Birkhead and James D. Carroll (Eds.), *Education for Public Service, 1980*. Syracuse, NY: Syracuse University, The Maxwell School of Citizenship and Public Affairs, 87-102.

58. 1981 "Impacts of Local Government Computing on Citizens: An International Assessment," with John Leslie King. *Information Privacy*, March, 3(2): 50-55.
59. 1981 "The Politics of Model Implementation," *Systems, Objectives, Solutions*, 1(4): 161-178.
60. 1982 "Technology, Society, and Public Policy: Electronic Funds Transfer Systems," with Kent Colton. Chapter 12 in David M. O'Brien and Donald Marchand (Eds.), *The Politics of Technology Assessment*. Lexington, MA: Lexington Books, 241-261.
61. 1982 "Contributions of Political Science and Public Administration to Qualitative Research Methods," with Alana Northrop. In Eileen Kuhns and S. V. Martorana (Eds.), *Qualitative Methods for Institutional Research*. San Francisco: Jossey-Bass, Inc., 43-54.
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198. 1971 "State-of-the-Art: Municipal Information Systems," with O.E. Dial, W.H. Mitchel, and M.W. Weiner. Washington, DC: Department of Housing and Urban Development.
199. 1971 "Systems Analysis in the USAC Cities," with R.C. Emrey, R.D. Hackathorn, L.D. Hackathorn, and J. Connors. Washington, DC: Department of Housing and Urban Development.
200. 1974 "Computer Utilization in Local Government," with H.D. Lucas, Jr., R.D. Hackathorn and R.C. Emrey. *Vol. II, Municipal Information Systems: Evaluation of Policy-Related Research*. Springfield, VA: National Technical Information Service.
201. 1974 "Methodology for Evaluation of Policy-related Research on Municipal Information Systems," with John Leslie King. *Vol. IX, Municipal Information Systems: Evaluation of Policy-related Research*. Springfield, VA: National Technical Information Service.
202. 1975 "Automation, Work and Manpower Policy," with A. Sartore. *Vol. VI, Municipal Information Systems: Evaluation of Policy-related Research*. Springfield, VA: National Technical Information Service.
203. 1975 "Policy Concerns in Municipal Information Systems: Results of a Delphi Experiment," with John Leslie King. *Vol. VIII, Municipal Information Systems: Evaluation of Policy-related Research*. Springfield, VA: National Technical Information Service.
204. 1975 "Summary of Research Findings for Policymakers on Urban Information Systems," with John Leslie King. *Vol. I, Municipal Information Systems: Evaluation of Policy-related Research*. Springfield, VA: National Technical Information Service.

205. 1975 "Chief Executives Say They're Sold on EDP," with S. Pearson. *Nation's Cities*, 13(10): 20-23.
206. 1975 "Municipal Computers: Growth, Usage and Management," with W. Dutton and J. Matthews. *Urban Data Service Report*, 7(11), November. Washington, DC: International City Management Association.
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208. 1975 "Chief Executives' Views on Information Processing in Local Government," with W. Dutton and S. Pearson. *Computers, Local Government and Productivity*. Vol. I, Papers from the Thirteenth Annual Conference of URISA. Chicago, IL: URISA, 454-477.
209. 1976 "The URBIS Project: A Policy-oriented Study of Computing in Local Government," with John Leslie King. *Computers, Local Government and Productivity*, Vol. I, Papers from the Thirteenth Annual Conference of URISA. Chicago, IL: URISA, 406-429.
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211. 1976 "Computers, Power and Urban Management: What Every Local Executive Should Know," with John Leslie King. *Professional Papers in Administrative and Policy Studies*, Vol. 3. Beverly Hills, CA: Sage Publications.
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213. 1976 "Retailing Computer Technology to the Uninitiated Consumer: The Case of Computer Application Transfer in Local Government," *Proceedings of the Annual Conference of the ACM*. New York, NY: Association for Computing Machinery, 455-461.
214. 1976 "Transferring R&D Technologies and Lessons Learned in the United States," *Information Technology and Urban Governance*. Ottawa, Canada: Ministry of State for Urban Affairs, 72-84.
215. 1976 "Geosites: An Empirical Study of Geoprocessing in U.S. Cities and Counties," with M. Modeleski. In GBF/DIME System: *A Geographic Dimension for Decisionmaking*. Washington, DC: Bureau of the Census, Department of Commerce.
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218. 1978 "Executive Support for Urban Technology: The Case of Computers," with William H. Dutton. *Proceedings of the 1978 ACM National Conference*. New York: ACM.
219. 1980 "DP Technology and DP Organization in the 1980's," published in German as OVD (*Offentliche Verwaltung und Datenverarbeitung*), 1(2): 7-11, "DV-Technologie und DV-Organization in den 80er Jahren: Erfahrungen und Perspektiven aus den USA."

220. 1980 "Technologie en Organisatie van Gegevensverwerking in de Jaren 80 bij de Lagere Overheden," with John Leslie King. *Informatie*, 22(9): 568-575. Revision and re-publication in Dutch by request of the OVD article above.
221. 1980 "Sources of Computing Capability for Local Government: An Overview," "Analyzing the Benefits of Computing Systems," "Centralization vs. Decentralization of Computing Operations," "Cost-Benefit Analysis in Local Government Computing Operations," "Financial Management Systems: Independent and Integrated Design," and "Integrated Financial Management Systems: Dayton Case Study," *Computers and Local Government: Finance and Administration*. Kenneth L. Kraemer and John Leslie King (Eds.). Pennsauken, NJ: Auerbach Publishers.
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223. 1982 "Equity Issues in Electronic Funds Transfer," with John Leslie King and Rob Kling, in Office of Technology Assessment, *Selected Electronic Funds Transfer Issues*. Washington, DC: U.S. Congress.
224. 1983 "The Future of Information Systems in Government," in *The Impact of New Technologies on Information Systems in Public Administration in the 80's*. Proceedings of the First International IFIP Conference on Governmental and Municipal Data Processing, Vienna, Austria, February 23-25, 1983.
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230. 1987 "What's Happening in Local Government: Part II," with John Leslie King, Debora E. Dunkle and J. Lane. *Government Data Systems*, 16(1): 60-65.
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233. 1994 "Computers in Cities, 1993," with Donald F. Norris. *Municipal Yearbook*. Washington, DC: International City Management Association, 3-13.
234. 1994 "Leading Edge Computer Use in U.S. Municipalities," with Donald F. Norris. *ICMA, Special Data Issue*. Washington, DC: International City/County Management Association, 1-65.
235. 1995 "A Tale of Two IT Industries," with Jason Dedrick. *Electronic Business Asia* (February), 72.
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CONFERENCE PAPERS AND TALKS

"The USAC Program," paper presented at University of Belgrade, *Summer Seminar on "The Systems Approach to Urban Problem Solving,"* Center for Advanced Study, Dubrovnik, Yugoslavia, August 15-25, 1972.

"Management Information Systems," talk at *UCI Executive Program*, February 1975.

"Local Government Chief Executives' Views on EDP," paper presented to USAC Support Panel, Subcommittee on Telecommunications, *National Academy of Engineering*, June 5, 1975.

"The URBIS Project," paper presented at meeting of the *Joint Soviet American Program for the Application of Computers to Management of Large Cities*, Graduate School of Business, Columbia University, New York, December 1-5, 1975.

"Information Technology in Urban Management," paper presented to Panel on Informational Technology and Urban Management, *Organization for Economic Cooperation and Development (OECD)*, Paris, France, December 9 and 10, 1975.

"Information Technology in United States Local Governments," *Kommunedata* (Data Processing Center for all Local Governments in Denmark), Copenhagen, Denmark, December 11-12, 1975.

"Transfer R&D Technologies and Lessons Learned in the United States," paper prepared for "*Canadian Symposium on Information Technology and Urban Governance*" sponsored by the Ministry of State for Urban Affairs, Canadian Government Conference Center, Ottawa, Canada, February 24-26, 1976.

"Technology Transfer in Local Government," paper presented to USAC Support Panel, Subcommittee on Telecommunications, *National Academy of Engineering*, March 3, 1976.

"Administrative Reform, Technology, and Intra-Organizational Power," paper presented at *American Society for Public Administration*, Washington, DC, April 2, 1976.

"State of the Art of Urban Information Systems," talk presented to *International Seminar on Information Technology in Local Government, OECD*, October 25-27, 1976, Paris, France.

"Urban Information Systems," talk presented at Graduate School of Management, *UCLA*, February 15, 1977.

"The Chief Executive and Local Government Information Systems: Catalyst or Block to Innovation?," paper presented at *National Conference of the American Society for Public Administration*, Atlanta, Georgia, March 30, 1977.

"The Status of Urban Information Systems in the United States," paper presented at *Sixth European Symposium on Urban Data Management*, Liege, Belgium, April 18-22, 1977.

"The URBIS Project Findings," "The USAC Program in the United States," and "Problems in Implementing Information Systems," lectures and papers presented at *International Summer Seminar on Managing Urban Systems*, University of Belgrade, Center for Advanced Study, Dubrovnik, Yugoslavia, August 22-September 2, 1977.

"The Federal Push: The Case of Computing," paper presented at *Annual Meeting of the American Political Science Association*, Washington, DC, September 2, 1977.

“Information Technology in Local Administration: The American Experience,” talk presented at *Institute for Computerized Planning Methods (DATUM)*, Bonn-Bad Godesburg, West Germany, September 2, 1977.

“Computers and Telecommunications Linkages in Urban Planning and Management: Status and International Relevance of U.S. Experience, paper prepared for *Symposium on Informatics at the Service of Management and Planification of the Subregions*,” Tortosa, Spain, September 22, 1977.

“The Interests Served by Technological Reform: The Case of Computing,” paper prepared for *Symposium on Administrative Reform*, Department of Political Science, University of Nebraska, Lincoln, April 13-14, 1978.

“The Impacts of National Policies Towards Local Government Computing: An International Comparison,” paper prepared for *1978 Conference of the American Society for Public Administration*, Phoenix, Arizona, April 10-12, 1978.

Panel Chair, “Computers in Public Administration” session, and “The Impacts of National Policies Towards Local Government Computing: An International Comparison,” paper prepared for *1978 Conference of the American Society for Public Administration*, Phoenix, Arizona, April 10-12, 1978.

“Did the Policy Fail? The Selective Use of Automated Information Systems in the Urban Policy Making Process,” paper prepared for *Annual Meeting of the American Political Science Association*, New York, September 3, 1978.

“An Assessment of Federal Research and Development for State and Local Government Information Processing,” paper presented to *AAAS Workshop on Priority Problems in State and Local Government Management*, Finance and Personnel, Reston, Virginia, September 28-30, 1978.

“Operations Research Technology Transfer in the Urban Sector,” paper presented at *ORSA/TIMS Meeting*, Los Angeles, California, November 13-15, 1978.

“The Myth and Reality of Urban Technology Transfer,” paper prepared for the *ASPA Annual Conference*, Baltimore, Maryland, April 1-4, 1979.

“Political Impacts of Computer Technology in Government,” paper presented at the *IFIPS Second International Conference on Technology and Human Concerns*, Vienna, Austria, June 4-5, 1979.

“An Overview of Computer Use in U.S. Local Authorities,” and “Impacts of Local Authority Computing on the Local Population and on Privacy of Citizens,” with John Leslie King. Papers presented at the *Local Authorities Systems Development Center*, Tokyo, Japan, June 9-11, 1979.

“Computers and Budgetary Control,” paper presented at the Annual *ORSA/TIMS* meeting, Honolulu, Hawaii, June 18-22, 1979.

“Assessing the Interaction between Computing Policies and Problems: Towards an Empirically Defined Stage Theory of Computing Evolution,” with John Leslie King, and “The Automation of Bias: Computers and Local Government Budgeting,” with W. Dutton. Papers presented at the *Lake Arrowhead Conference on the Social Impacts of Computing*, August 5-8, 1979.

“Computer Technology in Local Governments in the 1980’s,” and “An Evaluation of Information Technology in U.S. Local Governments,” with John Leslie King. Papers presented at the *Second Decision Support Systems Symposium*, International Conference Center, Kyoto, Japan, September 26-28, 1979.

“Cost as a Social Impact of Telecommunications and Other Information Technologies,” with John Leslie King. Paper presented at the *Conference on Telecommunications and Productivity*, New York University, January 29-30, 1980. Also presented at the *Institute of Public Management*, Brigham Young University, at the Department of Public Policy, Planning and Administration, College of Business and Public Administration, University of

Arizona, April 1980, and at the Center for Policy Research Conference on “*Government Information Systems*,” Washington DC, December 8-10, 1980.

“Assessing the Individual and Social Implications of Electronic Funds Transfer Systems,” with K.C. Colton. Paper presented at the *1980 Annual Conference of the American Society for Public Administration*, San Francisco, California, April 13-16, 1980.

“Information and Reporting for Local Government Fiscal Management,” with John Leslie King. Paper presented at the *1980 Annual Conference of the American Society of Public Administration*, San Francisco, California, April 13-16, 1980.

“Policy, Values and EFT Research: Anatomy of a Research Agenda,” with K. Colton. Paper presented at the *1980 National Computer Conference*, Anaheim, California, May 19-22, 1980.

“Camelot Revisited: Public Administration Education in Generic Schools,” with James L. Perry. Paper presented at the *Third Annual Conference on Teaching Public Administration*, Olympia, Washington, May 30-31, 1980.

“Federal Support of Urban Information Systems Assessment of USAC Experience,” and “Operations Research Technology Transfer: The Urban Sector Experience,” with John Leslie King. Papers presented at the *Center for Advanced Study 1980 Seminar*, Dubrovnik, Yugoslavia, August 18-22, 1980.

“Computer Impacts and Policies in Cities,” with John Leslie King. Talk given at the *1980 Seminar on Policy Issues in the Management of Urban Information Systems*, Aalborg, Denmark, September 28-October 1, 1980.

“Data Processing Organizations as Skill Bureaucracies: An Analysis of the Concept and Empirical Evidence,” with John Leslie King. Paper presented at the *Conference on Information Technology in Public Administration*, Graduate School of Administration, Speyer, West Germany, October 22-24, 1980.

“Assessing the Individual and Social Implications of Electronic Funds Transfer Systems,” with K. Colton. Paper presented at the *Fifth International Conference on Computer Communications*, Atlanta, Georgia, October 27-30, 1980.

“Computer Technology in Local Governments in the 1980’s,” with John Leslie King. Paper presented at the *International Union of Local Authorities Conference on Micro-processors in Local Government*, Nice, France, November 5-7, 1980.

“Management Science and MIS in U.S. Local Governments,” with John Leslie King. Paper presented at the *U.S. - Japan Cooperative Science Seminar on Computer Development, Use and Impacts*, East-West Center, Honolulu, December 18-22, 1980.

“Cost as a Social Impact of Telecommunications,” with John Leslie King. Paper presented at the *Center for Study of the American Experience Conference*, Palm Springs, California, January 5-6, 1981.

“Use of Computers by Public Managers,” with James N. Danziger. Paper presented to the *American Society for Public Administration*, 1981 Conference, Detroit, Michigan, April 12-15, 1981.

“Policy, Politics and Computing,” paper presented at the *Aspen Institute for Humanistic Studies Communications Policy Workshop*, Baca, Colorado, August 26-30, 1981.

“Telecommunications-Transportation Substitution and Energy Productivity: A Re-examination,” paper presented to the *South Carolina Executive Forum on Information and Telecommunications Technology in Business and Government in the 1980s*, Charleston, South Carolina, December 9-11, 1981.

“National Policies for Promoting Telecommunications Substitution for Transportation.” Paper presented to the *American Society for Public Administration*, 1982 Conference, Honolulu, Hawaii, March 21-25, 1982. Also presented at *MISUJI II Seminar*, East-West Center, University of Hawaii, March 25-27, 1982.

“Computers and Control in the Work Environment,” with James N. Danziger. Paper presented to the *Annual Meeting of the American Sociological Association*, San Francisco, California, September 6-10, 1982.

“Information Technology and Local Government in the Next Decade.” Paper presented at the “Johoka-shukan” seminar sponsored by the *Local Authorities System Development Center*, Tokyo, Japan, October 4-6, 1982. Also presented to federal and local government officials in Seoul, Korea, September 28, 1982.

“Computer Models in Policy Making.” Paper presented at the *Second Annual Symposium on Information Processing in Organizations*, Department of Social Science, Carnegie-Mellon University, October 14-16, 1982.

“Managing the Computer Skill Bureaucracy.” Talk delivered to Cabinet and Department Heads of Hong Kong Government, October 8, 1982.

“The Dynamics of Computing in Organizations.” Talk delivered at the *Center for Policy Research, University of Science of Malaysia*, Penang, October 14, 1982.

“Social Equity and Electronic Funds Transfer,” with John Leslie King and Rob Kling. Paper presented at the *Third International Conference on Information Systems*, University of Michigan, Ann Arbor, MI, December 13-15, 1982.

“The Future of Information Systems in Government.” Paper presented at the *IFIPS Conference on Governmental and Municipal Data Processing*, Vienna, Austria, February 23-25, 1983.

“The Dynamics and Future of Computing,” with John Leslie King. Paper presented at the *MISPAC Seminar*, East-West Center, Honolulu, Hawaii, July 5-7, 1983.

“Evolution and Organizational Information Systems: An Assessment of Nolan’s Stage Model,” with John Leslie King. Paper presented at the *Conference on Information Systems*, Houston, Texas, December 15-17, 1983.

“Computers in Public Management Education: A Curricula Proposal for the Next Ten Years,” with Alana Northrop. Paper presented at the *Conference on Computers in Public Organizations: The Next 20 Years*, Syracuse, NY, March 28-30, 1984, and for the panel on “Computers in Public Management Education” at the 45th *National Conference of the American Society for Public Administration*, Denver, Colorado, April 8-11, 1984.

“Implementation of Socio-Economic Planning Models in Federal Agencies,” with Siegfried Dickhoven, S. Fallows and John Leslie King, presented at the meeting of *ORSA/TIMS*. San Francisco, California, May 13-15, 1984.

“The Role of Information Technology in Managing the Metropolis.” Paper presented at “*Progetto Milano*,” Milan, Italy, June 15-16, 1984.

“Perspectives on Wired Cities,” with J. Blumler and W. Dutton. Talk delivered at “*Advanced Wired Cities: Driving Forces and Social Implications*,” Washington, DC, July 12-13, 1984.

“Computer-Based Systems for Group Decision Support,” with John Leslie King. Paper presented at *Academy of Management Conference*, Boston, Massachusetts, August 15, 1984.

“Industry/University Cooperation in IS.” Talk delivered at *Fifth Annual International Conference on Information Systems*, Tucson, Arizona, November 28-30, 1984.

“The Role of Information Technology in Managing the Metropolis.” Paper presented at the *Municipal Information Systems in the Pacific Area Community* (MISPAC) 1985 Seminar, Tokyo, Japan, July 8-11, 1985. Also presented to the *International Symposium on Regional Information Systems* (IRIS), Kawasaki, Japan, July 5-6, 1985.

“Telecommunications and Development: State and Local Government Policies in the United States.” Paper presented at the *Second Communication for Development Forum*, Tokyo, Japan, November 14-15, 1985.

“Computer-Based Systems for Group Decision Support: Status of Use and Problems in Development.” Paper presented at *ORSA/TIMS Joint National Meeting*, Los Angeles, California, April 14, 1986.

“Research Methods in Public Administration Review: 1975-1984,” with James L. Perry. Paper presented at *ASPA National Conference*, Anaheim, California, April 15, 1986.

“Successful Implementation of Strategic Information Systems,” with John Leslie King. Paper presented at *New York University Symposium on Information Technology and Management Strategy*, New York, May 21-23, 1986.

Co-convenor and Co-host (with Rob Kling and John Leslie King), UCI Invited Workshop on Computerization and Work. UCI, December, 1986.

“New Information Technology - New Administrative Structures? Why Technique Driven Administrative Reforms Are Not Likely to Happen.” Paper presented at *Conference on New Information Technology and Administrative Structure*, Speyer, Germany, March 10-13, 1987.

“State of the Art and Future of Information Systems in Cities.” This talk or an updated variant of it has been delivered several times: 1986 *League of California Cities Conference*, Los Angeles, California, October 22; 1987 meeting of *Hewlett-Packard State and Local Government Marketing Managers*, San Diego, California; 1987 meeting of *Digital Equipment Corporation State and Local Government Marketing Managers*, San Francisco, California; meeting of *Apple Computer State and Local Government Marketing Managers*, Santa Clara, California, January 13, 1988.

“Institutional Requirements for Research in Public Administration.” Invited paper presented at the *NASPAA Conference*, Seattle, Washington, October 22-24, 1987.

“Strategic Computing and Organizational Change.” Invited luncheon address at *Conference on Strategic Computing*, Kennedy School of Government, Harvard University, November 5-6, 1987.

“Information Systems and Policy Making.” Invited keynote address at *URPIS 15*, Hobart, Australia, December 2-3, 1987. (Due to illness, paper presented in my absence.)

“Information Technology and Development.” Talk given at the *Conference on Information Technology and New Economic Growth Opportunities for the 1990's*, Gakushuin University, Tokyo, Japan, September 12-23, 1988.

“Cost as a Social Impact of End User Computing.” Talk given at the School of Education, Western Australia University, Perth, September 28, 1988.

“Social Analysis in MIS: The Irvine School, 1970-1990.” Paper presented to the Faculty of Commerce, University of Western Australia, Perth, September 30, 1988.

“State of the Art of Computing in American Cities,” and “Privatization of Government Services: The American Experience.” Talks presented at the Graduate School of Management and Center for Information Technology, University of Auckland, October 5 and 8, 1988.

“Research in Technology and Organizations,” series of lectures presented at the Department of Information Systems and Computer Service, National University of Singapore, October 18, 1988.

“Survey Research on Information Systems.” Paper presented at the *Harvard Business School/UCI Graduate School of Management Workshop on Survey Research Methods in Management Information Systems*, February 10-11, 1989, Arnold and Mabel Beckman Center of the National Academies of Sciences and Engineering, Irvine, California.

“Social Analysis of Computing: The Irvine School, 1970-1990.” Paper presented at the *Twenty-Third Hawaii International Conference on System Sciences (HICSS)*, Kona, Hawaii, January 3-6, 1990.

“Needed Management Competencies in Information Systems,” and “Democratization and Computing: A Test of Conventional Wisdom.” Papers presented at the *American Society for Public Administration* meeting in Los Angeles, California, April 7-11, 1990.

“Theoretical Perspectives on the Role of Institutions in the International Diffusion of Information Technology.” Paper presented at *International Conference on Information Technology*, Kuala Lumpur, Malaysia, September 17-20, 1990. Also presented at *The Second SOKA University Pacific Basin Symposium*, Los Angeles, California, August 22-24, 1990.

“Public Managers and the Usefulness of Computer-Based Information.” Paper presented at the *American Political Science Association*, San Francisco, California, August 30-September 2, 1990.

“The Roles of Government Organizations in the Diffusion of Information Technology.” Talk delivered at the *National Institute for Training in Administration*, Kuala Lumpur, Malaysia, September 18, 1990.

“The International Study of Government Policy and Diffusion of Information Technology: Research Overview.” Talk delivered at the *Meeting of Asia-Pacific Country Experts on Information Technology*, Singapore, November 14-17, 1990.

“Government Policy and Information Technology Diffusion.” Talk delivered at the *South East Asian Regional Computing Conference*, Manila, The Philippines, December 5, 1990. Also delivered at the *CEO Forum*, Manila, The Philippines, December 7, 1990.

“Institutions and the International Diffusion of Information Technology.” Paper presented at the *Eleventh International Conference on Information Systems*, Copenhagen, Denmark, December 14-16, 1990.

“Information Technology and Development.” Talk delivered at the *International Conference on Marketing and Development*, New Delhi, India, January 4-7, 1991.

“National Computer Policies.” Talk delivered at the *Symposium on National Information Management Systems*, Jakarta, Indonesia, February 19, 1991.

“Motivations to Innovate in Public Organizations.” Paper presented to the *National Public Management Research Conference*, Syracuse, New York, September 20-21, 1991.

“Information Technology and Transitions in the Public Service: A Comparison of Scandinavia and the United States.” Paper presented at the *Symposium on Transitions in Public Administration*, Orebro, Sweden, May 24-28, 1992.

“National Technology Policies and the Globalization of Information Industries.” Talk delivered at the *9th World Communication Forum of the Japan Society of Information and Communication Research*, Tokyo, Japan, November 19-20, 1992.

“Computers and Administrative Change.” Paper presented at the *Sherwood Symposium on Administrative Change*, Florida State University, Tallahassee, FL, November 20-21, 1992.

“Information Systems in Manufacturing Coordination: Economic and Social Perspectives.” Paper presented at the *13th International Conference on Information Systems*, Dallas, Texas, December 13-16, 1992.

“Management and Public Infrastructure.” Paper presented at the *NSF Workshop on Public Infrastructure*, Washington, DC, April 22-23, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered at the *Trans-Pacific Conference*, UCLA, May 19-21, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered at the *First Forum in Information Technology Management*, Department of Business Information Systems, School of Business and Management, The Hong Kong University of Science and Technology, October 4, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered at the *Twelfth Conference of South East Asia Regional Computer Confederation*, Hong Kong, October 5-8, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered at Taipei, Taiwan, October 16, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered at the *International Symposium on Informatization and Economic Development*, Beijing, China, November 9-11, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Talk delivered for the *Programme on Information & Communication Technologies*, Brunel University, London, England, December 15, 1993.

“Payoffs from Investment in Information Technology: Lessons from the Asia-Pacific Region.” Paper presented at the *International Conference on Information Technology 1994*, Kuala Lumpur, Malaysia, August 9-12, 1994.

“International Trends and Policy Issues in Information Services - Findings from the Asia-Pacific Region,” with Jason Dedrick. Paper presented at the symposium on *The Information Market and International Cooperation*, Beijing, People’s Republic of China, October 6-8, 1994.

“Computerization and Competitiveness: National Information Infrastructure in the USA.” Paper presented at the workshop on *NII and National Competitiveness*, Seoul, Korea, October 18, 1994.

“Information Services and Regional Development,” with Jason Dedrick. Paper presented at the workshop on *Information Technology and Regional Development*, Ogaki, Japan, November 24-26, 1994.

“Administrative Reform and Information Technology: A Fresh Look.” Paper presented at the Speyer Conference on *New Construction of Administration: Information-Technological Realities & Visions*, Speyer, Germany, March 15-17, 1995.

“The IT Industry in Taiwan.” Talk presented at The Asia Foundation’s conference on *Competing Production Networks in Asia: East Asian Host-Country Perspectives*, San Francisco, California, April 27-28, 1995.

“The Impact of Information Technology on City Government in the United States,” with Jason Dedrick and John Leslie King (presented by Jason Dedrick) for the conference on *Urban Governments*, Universite de Toulouse-Le Mirail, Toulouse, France, June 7, 8, and 9, 1995.

“Competing in Computers: Business and Government Strategies in East Asia.” Talk delivered at Tokyo, Japan, October 19, 1995.

“Competing in Computers: Business and Government Strategies in East Asia.” Talk delivered at Singapore, October 27, 1995.

“Competing in Computers: Business and Government Strategies in East Asia.” Talk presented at *Info Tech Malaysia '95 (National IT Conference)*, Kuala Lumpur, Malaysia, November 1-3, 1995.

“Competing in Computers: Business and Government Strategy in East Asia.” Talk presented at the *5th Informatics Week*, Hanoi, Vietnam, November 3-5, 1995.

“Competing in Computers: Business and Government Strategies in East Asia.” Talk delivered at Taipei and Chung, Taiwan, October 15, 16, and 17, 1995.

“Back to the Future: Japan’s NII Plans,” with Joel West and Jason Dedrick. Paper presented at the *National and International Initiatives for Information Infrastructure Symposium*, Harvard University, January 25-27, 1996.

“Uncovering IT Market Potential in Asia-Pacific Countries,” with Jason Dedrick. Talk presented at CMAG Meeting (hosted by Novell, Inc.), Salt Lake City, Utah, February 13, 1996.

“Uncovering IT Market Potential in Asia-Pacific Countries.” Talk delivered at the Asian Technology Information Program (ATIP), Nomura Research Institute, Ltd., and NEC Corporation, Tokyo, Japan, June 13-14, 1996.

“Information Technology and GSM.” Talk delivered at Information and Communication Technology as a Driving Force of Change in Public Administration, Prague, Czech Republic, September 8-13, 1996.

“Competing in Computers: Business and Government Strategy in East Asia,” with Jason Dedrick. Talk delivered at Los Alamos National Laboratory, Los Alamos, New Mexico, September 26, 1996.

“Business Use of Computers.” Talk presented at Japanese American Institute for Management Science (JAIMS) Seminar (hosted by CRITO), Irvine, California, February 7, 1997.

“Computer and Communications Technologies: Impacts on the Organization of Enterprise and the Establishment and Maintenance of Civil Society,” with John Leslie King. Paper presented at the Workshop on Economic and Social Impacts of Computers and Communications for the Computer and Telecommunications Advisory Board of the National Academy of Sciences, sponsored by the National Research Council and National Science Foundation, Berkeley, California, June 30-July 1, 1997.

Business Use of Computers. Talk presented at Japanese American Institute for Management Science (JAIMS) Seminar, Honolulu, Hawaii, July 17, 1997.

“Returns on IT Investments”, presented with Vijay Gurbaxani at the February, 1999 Orange County Chief Information Officers Roundtable Meeting.

“Economic Interdependence in the Pacific Rim: Implications for the State of California,” Keynote presenter at the UC Pacific Rim Research Program’s Research Briefing at the Haas School at UC Berkeley, May 7-9, 1999.

“Business Value in the Internet Era,” presented at *IBM Annual Academic Research Conference*, Armonk, NY, August 9-11, 1999.

“Global E-Business: Opportunities, challenges and business models,” presented at *IBM Annual Academic Research Conference*, Armonk, NY, August 1-2, 2000.

“Global E-Business: Opportunities, challenges and business models,” presented at *IBM Annual Academic Research Conference*, Armonk, NY, August, 2000.

“Information technology in Southeast Asia: engine of growth or digital divide?” Keynote talk for the ASEAN Roundtable 2000, New Development Paradigms in Southeast Asia: The Challenges of Information Technology, Institute of Southeast Asian Studies, National University of Singapore, Singapore, October 2000.

“Competing in the network era,” Japan-America Institute of Management Sciences, Seminar, Honolulu, July 2001.

“Returns to IT investment: results of cross-country analysis,” IBM Academic Conference, New York, May 2001.

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“Globalization of e-commerce,” E-business center director’s meeting, Chicago, November 2001.

“Environment and policy factors shaping e-commerce diffusion,” European Conference on E-Commerce, Bled, Slovenia, June 2002.

“IT and productivity,” Japan-America Institute of Management Sciences, Honolulu, July 2002.

“U.S.-German cooperation in e-commerce: the ECATT Project,” NSF-European Commission Workshop on International Collaborative Research, European Union E-work and e-commerce conference, Prague, October 2002.

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“China and India in the Global IT Industry,” Japan America Institute of Management Sciences, Costa Mesa, September 2003.

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