

## GROUP TWO:

### Citizens and Users and Societal Impacts

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#### DISCUSSION

This group examined research issues related to the provision of services and information to users and the potential societal impacts of digital government. It might include issues of user tasks, user knowledge, user expectations, social impacts of technology, etc. Interface and desired functionalities of systems might also be relevant. The focus is on users that are not performing highly expert statistical tasks. There were three top issues that are most pressing:

1. Access and Usability. Access and usability are significant problems for citizens. For example, at BLS, stats are available, but users do not access them (they give up for various reasons). Access and usability are affected by IT literacy of citizens and bureaucrats.
2. Education and Innovation. Rulemaking online requires expansion of how organization presents the process. We Need to rethink the education process for public activities that are moved online. Do agency staff like to open up the process? What are the contributors / barriers to greater openness?
3. Organizational Change and community development. To what extent does enhanced ability of communication between government and citizen affect the ability of government to function effectively and efficiently? How does digital government affect the legitimacy of citizen comments, legitimacy of what government does in response, and the legitimacy of online data?

#### SOLUTIONS:

1. Usability engineering. More usability testing is required. Usability engineering must be an important element of design. More collaboration is needed among stakeholders such that developers understand not only the users, but also the structure of the data and the work processes applied. Ways in which agencies can overcome silo effects and isolation must be developed.
2. Including educational components in other programs. Lifelong learning and retooling to help agency personnel responsible for developing the activities for such activities as rulemaking is required.
3. Longitudinal studies of organizational and community change as interactivities of internet will help understand user needs.
4. Digital signatures. Different types of security technologies.