12th Annual Fred Riggs Symposium (2025)

Comparative approaches to digital transformation: Balancing public service values across cultural contexts

American Society for Public Administration (ASPA) Annual Conference
Section on International and Comparative Administration (SICA)

March 28th - April 1st, 2025 (Washington, DC)

Chair of SICA
Aroon Manoharan, Suffolk University, United States

Riggs Symposium Organizing Committee (2025)

Cristina Stanica, Chair-Elect of SICA, Northeastern University, US (Chair)
Aroon Manoharan, Chair of SICA, Suffolk University, US
Jungwon Yeo, University of Central Florida, US
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Angela Páez, Tennessee State University, US
Juan David Gutiérrez, Universidad de Los Andes, Colombia
Benjamin Dille, Retired US Department of State

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12th Annual Riggs Symposium
March 28, 2025 (8:45 am - 4 pm EST)

Comparative approaches to digital transformation: Balancing public service values across cultural contexts

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RIGGS SYMPOSIUM WELCOME (Friday, March 28, 2025 at 8:45 am; Pennsylvania Room)

1. Patria de Lancer Julnes, President, American Society for Public Administration (The University of New Mexico)
2. Aroon Manoharan, Chair, Section on International and Comparative Administration (Suffolk University, US)
3. Cristina Stanica, Chair, Riggs Symposium Committee; Chair-Elect, Section on International and Comparative Administration (Northeastern University, US)

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Friday, March 28, 2025
Room: Pennsylvania

9 - 10 am (EST)
Panel 1: Innovation in Public Service: Transforming Governance, Infrastructure & Inclusion
Chair: Meghna Sabharwal, University of Texas at Dallas

Papers:
(1) New Paradigms of Governance and Effective Redressal of Public Grievances - Mr A P Mohammed Hanish, PS (Presenter)
(2) Innovating Infrastructure Policy: A Case of Civil Aviation Sector in Uttar Pradesh - Surya Pal Gangwar, Secretary to Chief Minister, Uttar Pradesh (Presenter)
(3) System Thinking in Public Policy Implementation - Prashant Salwan, Indian Institute of Management Indore (Presenter)
(4) Financial Inclusion through Digital Governance - Rumki Basu, Centre for Public Policy and Governance, New Delhi (Presenter)

10 - 11 am (EST)
Panel 2: Decentralization and Fiscal Dynamics: Rethinking China's Central-Local Relations (removed); check out concurrent Panel 8: <u>Technology, Access, and Equity in Public Services</u>, 10-11 am in Rhode Island Room.

<u>11 am - 12 pm (EST)</u>
<u>Panel 3: Building Human Capacity in Data-Transformed Communities: Officials & Residents</u>

Chair: Jeanne-Marie Col, John Jay College

Discussant: Demetrious Argyriardes, United Nations (Retired)

Papers:

(1) Building Officials and Residents Capacity for Local Governance with GIS Geodesign - Jeanne-Marie Col, John Jay College of Criminal Justice (Presenter)
(2) The Kisumu Case of Citizen Engagement for Planning and Monitoring - Etta Jackson, Institute for Conscious Global Change (Presenter)
(3) Citizen Engagement in Local Development Activities in Uganda - Genevieve Meyers, University of Detroit Mercy (Presenter)

Break (noon - 1 pm)

1 - 2 pm (EST)
Panel 4: Digital Transformation in Public Administration: Global Implementation

Chair: Juan David Gutiérrez, Universidad de los Andes

(1) Emerging Technologies and Digital Transformation: Where Does PA Research Stand? - Sorin Dan, University of Vaasa (Presenter); Evrim Tan, KU Leuven; Paula Rodriguez Müller, European Commission; Khuram Shazad, University of Vaasa, Finland; Luca Tangi, European Commission

(2) AI and Digital Transformation of Governments in the Asian Context - Wilson Wong, The Chinese University of Hong Kong (Presenter)

(3) Innovative Leadership for Digital Transformation in the Indian Police Service - Harsh Indora, Government of India (Presenter)

(4) Digital Transformation and Local Public Service Supply Reform in China, Yingxuan Huang, Dalian University of Technology (Presenter); Huanming Wang, Dalian University of Technology

2 - 3 pm (EST)
Panel 5: Ethics, Trust and Accountability

Chair: Ricardo Bello-Gomez, Rutgers University-Newark

(1) Public Trust in E-Taxes Filing: Comparing Cross Country Cultural Perspectives, Sobia Khurram, University of the Punjab, Pakistan and Charlene Roach, The University of The West Indies, St. Augustine Campus, Trinidad and Tobago (Presenters)

(2) Emerging Approaches of AI Regulation Across the World, Juan David Gutiérrez, Universidad de los Andes (Presenter)

(3) The Imprint of Uprisings and Lynchings on the United States from 1519 to 2021 - James Beeks, University of Phoenix; Otilia Iancu, Savannah State University; Kenneth Jordan, Savannah State University (Presenters)

(4) Do Public Managers Trust Policy Advice Generated by LLMs: Evidence from China, Ruoting Zheng, Xiamen University (Presenter); Fang Chen, Xiamen University

3 - 4 pm (EST)

Panel 6: Good Governance and Service Delivery

Chair: Jungwon Yeo, University of Central Florida

(1) Digital Waters: Transforming Public Governance in Denmark, Egypt, and Uganda - Junior Ashaba, The American University in Cairo (Presenter)
(2) Fiscal Decentralization and Anti-Corruption in China: Examining the Role of Economic Development, Government Size, and Institutional Frameworks - Hui Li, California State University Dominguez Hills (Presenter)
(3) For Whose Sake? Technological Transformation and Vulnerable Populations in Emergency Management - Jungwon Yeo, University of Central Florida (Presenter)
(4) Examining Citizens' Cybersecurity Behaviors in Ransomware Attacks, Zhonghua Sheng, Centre on Contemporary China and the World, The University of Hong Kong (Presenter)

Friday, March 28
Room: Rhode Island

9 - 10 am (EST)

Panel 7: Digital Innovation and Administrative Reform: Cross-Regional Perspectives

Chair: Atta Ceesay, Buffalo State University

(1) ICT-Reliant Polycrisis Management: Theory versus Reality - Shin Kue Ryu, Idaho State University; Tahmineh Borhani, University of Idaho (Presenter); Choudhury Amir Hamza, Idaho State University
(2) A Study of Digital Communication Behaviors in Thailand's Public Organizations - Ruechagorn Trairatananusorn, National Institute of Development Administration (Presenter)
(3) How Piloting Mobilizes Inactive Neighboring Governments in China - Xinsen Wei, Tsinghua University (Presenter); Ciqi Mei, Tsinghua University; Jingshi Hong, Tsinghua University
(4) Digital Governance Ecology to Optimise Government-Business Relationships - Tongzhen Wu, Tianjin University (Presenter)

10 - 11 am (EST)

Panel 8: Technology, Access, and Equity in Public Services

Chair: Cristina Stanica, Northeastern University

(1) Public Servants' Attitudes toward Homosexuals Differ from Non-Public Employees? Claudia Avellaneda, Indiana University Bloomington; Nathalie Mendez, Universidad de los Andes, Colombia, Ricardo A. Bello-Gomez, Rutgers University (Presenter)
(2) Health Disparities and the Correlation of Racial Inequalities for Black Women - Tishawna Dawson, Mississippi State University (Presenter)
(3) Bytes and Books: How Cyberattacks Pose Threats to Libraries - Emily Smith, University of Alabama (Presenter)
(4) Technology Beliefs and Service Experience in Shaping Human-Robot Interactions - Samanta Varela Castro, University of Texas at Austin (Presenter)

11 am - 12 pm (EST)
Panel 9: Artificial Intelligence - Critical Applications and Challenges in Public Administration

Chair: Samanta Varela, University of Texas at Austin

(1) A Functional Framework for Using Artificial Intelligence in the Public Sector, Alexander Mintz, University of Texas at Austin (Presenter); Ji Ma, University of Texas at Austin
(2) Digital Technology and AI in Social and Solidarity Economy Organizations, Bok Jeong and Misun Lee, Kean University (Presenter)
(3) Challenge of Inaccurate Sources and Methodologies for AI, Across Cultures - Benjamin Dille, Department of State (Presenter)
(4) Cross-country Analysis of Digital Transformation of Retail Payments Ecosystem - Ashish Desai, SP Jain Institute of Management and Research (Presenter); Deep Prakash Chellapilla, SP Jain Institute of Management and Research

Break (noon - 1 pm)

1 - 2 pm (EST)
Panel 10: Administrative Systems in Transition

Chair: Ljubinka Andonoska, University of Texas at El Paso

(1) Comparison of Civil Service Systems in South Korea, the Philippines & the U.S., Yang Seung-bum, Konkuk University; Hyung Jun Park, Sungkyunkwan University; Ador Torneo, De La Salle University (Presenters)
(2) Public Administration in Thailand After 1932 Siamese Revolution - Arwi Kriz, University of Illinois-Springfield (Presenter)
(3) Governance by Guess-timation: Egyptian Front-line Bureaucrats & Water Technology, Noura Wahby, American University in Cairo (Presenter)
(4) Exploring the Role of AI in Curbing Corruption: Views from the MENA Countries - Shahjahan Bhuiyan, The American University in Cairo (Presenter)

2 - 3 pm (EST)
Panel 11: Digital Transformation and Public Value: Cross-National Perspectives on Service Innovation

Chair: Aroon Manoharan, Suffolk University Boston

(1) How Digitization Shapes Value Creation in Public Services of an Emerging Economy, Shah Ehsan, University of Edinburgh (Presenter)
(2) "Irembo": The Gateway to e-Government Services in Rwanda - Mireille Mutesi, University of Texas - Arlington (Presenter)
(3) Securitizing Public Services: How Government Clouds Are Being Tailored to Laws, Keita Hashimoto, Kobe Gakuin University (Presenter)
(4) The Role of E-Commerce in Enhancing Resource and Procurement in Tanzania Public Universities, Zhao Shurong & Pashcal Jao, University of Electronic Science and Technology of China (Presenters)

Panel 12: Urban Innovation and Economic Development

Chair: Youlang Zhang, Renmin University

(1) British Public Administration and the Positive Turn - Ian Elliott, University of Glasgow (Presenter); Catherine Durose, University of Liverpool; Liz Richardson, University of Manchester; Sarah Ayers, University of Bristol; John Boswell, University of Southampton; Paul Cairney, University of Stirling; Matthew Flinders, University of Sheffield; Steve Martin, University of Cardiff

(2) Metropolitan Area Policy: Siphon-Spillover on Non-core Cities' Safety Resilience, Mengting Li (Presenter), Lanping He, Tianjin University, Liping Fu, Tianjin University & Tianjin Renai College and Yu Xie, Tianjin Renai College

(3) Competition or Cooperation: How Government Subsidies Shape Firms' Innovation? Zhiqing Yang, Huazhong University of Science and Technology (Presenter); Wanting Gao, Huazhong University of Science and Technology

(4) The Korean Autonomous Police System's Financing Plan: Focusing on the Local Fiscal Adjustment System - Lee Seoho, Sungkyunkwan University (Presenter)