



## Informational governance: An overview from a public administration perspective

Katrien Termeer



## Two interrelated dimensions of informational governance

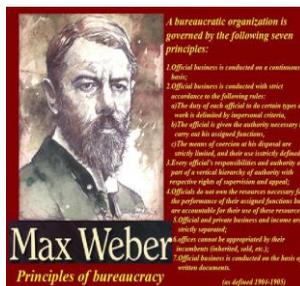
### 1. Governance by information

How can information be used to make a positive contribution to social transformation processes, resulting in improved sustainability in food chains and sustained natural capital?

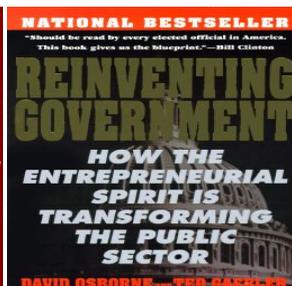
### 2. Information age transforming governance institutions

How is modern information technology/ networks fundamentally changing governance structures/processes in practices of self-governance, within markets or in the traditional state citizen structure?

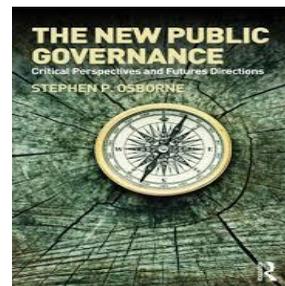
## Three co-existing modes of governance



Classical Public Administration (CPA)



New Public Management (NPM)



New Public Governance (NPG)

<i>Paper Torfing/ Triantafillou, ECPR 2013</i>	Input	Throughput	Output	Feedback
<b>Classical Public Administration</b>	Voting plus pressure groups	Bureaucracy: legality, impartiality, and <i>Sachlichkeit</i>	Authoritative rulebased regulation, supply-driven services	Periodic elections and constitutional accountability
<b>New Public Management</b>	Voting plus user satisfaction and choice	Strategic performance management, quasi markets public-private	Deregulation and demand-driven services	Performance measurement, sanctions through competition
<b>New Public Governance</b>	Voting plus arenas for empowered participation Continuous dialogue	Collaboration between different levels, sectors, and public and private actors	New tools, empowering, engaging stakeholders in problemsolving and service production	Multiple forms of accountability based on a variety of standards attuned to learning

## CPA and governance by information

- Communication policy instruments rely on the use of information to directly or indirectly affect the behaviour of those involved in the production, consumption and distribution of different kinds of goods and services in society (Howlett, 2009)
- The tools available to government have changed over time, especially with digital technologies (Hood, 2007)
  - Detectors (tools for taking in information): cyber detection, but vulnerable to hackers
  - Effectors (tools to try to make an impact on the world outside): increased scalability, but counter-strategies
  - Chances for both authoritarian and democratic states



Information age transforming CPA institutions

- **Nodality (the property of being in the middle of an information or social network) is changing:**
  - greater competition and less visible
  - (mis)use authority to increase access to data of private sector facilities
- **Challenging representative democracy**
  - Continuous polls: elections, leaders' popularity etc
  - Real in time public opinion surveys
  - Growing amount of information and disinformation
  - New ideas: deliberative polls, continuous dialogues
- **Informatization transforms bureaucracy**

**De Infocratie**  
ARRE ZUURMOND

Designed by  
Arre Zuurmond

## NPM and governance by information

- **New tools of governing enabled by information technology: customer's "free" choice between various public and private providers, voucher schemes, internal contracts, measurable goals and targets; systematic performance measurement, benchmarking, etc.**
- **E-governance: strengthening the link between public administration and citizens/customers**
- **Governing through organizing transparency and accountability**

Information age transforming and enabling NPM institutions



- Does transparency (process, information, outcome) increase citizen trust in government (competence, benevolence, honesty)
- Conclusions:
  - It is hard to meet rising expectations regarding transparency and policies themselves
  - If not done well lower levels of trust
  - A positive spin increases competence but decreases honesty
  - Loss of authority through demystification: clumsy but honest government; price governments pay for transparency
  - If transparency and other modes of accountability are lacking, basic levels of trust will disappear

## NPG: governance by information

- Networkgovernance, interactive governance, co-governance, self-governance all include exchange of information, pooling of ideas and mutual learning
- Ict (apps, monitoringsystems etc) enable citizens' initiatives; selfgovernance, adaptive governance, regulated self-regulation, etc.
- Negotiated governance tools, like certifications schemes, pricing systems or tradable pollution rights highly rely on information
- Variety of accountability procedures allowing for multiple standards and forms of account-giving upwards, downwards, and horizontally

Information age enabling and challenging NPG institutions

- The rise of the network society breeding ground for tackling complex problems through the formation of networks, partnerships, self-governing communities, and crosscutting collaborations
- New challenges for governance institutions
  - Many citizens, NGO's and private actors are either unable or unwilling to enter governance processes
  - Selective inclusion may easily reinforce existing differences in resources and social capital
  - Reinforced by unequal distribution of ICT connections
  - Information overload
- Call for meta-governance (Torfing et al 2012)