Michael J. Ahn

Associate Professor
Department of Public Policy and Public Affairs
John W. McCormack Graduate School of Policy and Global Studies
University of Massachusetts Boston
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ACADEMIC APPOINTMENTS

2019 January - 2022 August	**Graduate Program Director, Master of Public Administration** Department of Public Policy and Public Affairs **University of Massachusetts Boston**
AY 2017 -2018	**Visiting Associate Professor** Graduate School of Public Administration **Seoul National University**
2017 September -	**Associate Professor of Public Policy and Public Affairs** Department of Public Policy and Public Affairs **University of Massachusetts Boston**
2017 Spring	**Graduate Program Director, Master of Public Administration** Department of Public Policy and Public Affairs **University of Massachusetts Boston**
2017 Spring	**Chair, Gender, Leadership and Public Policy Track of the Master of Public Administration** Department of Public Policy and Public Affairs **University of Massachusetts Boston**
2015-2017	**Chair, Municipal Management Track of the Master of Public Administration** Department of Public Policy and Public Affairs **University of Massachusetts Boston**
2009-2017	**Assistant Professor of Public Policy and Public Affairs** Department of Public Policy and Public Affairs **University of Massachusetts Boston**

2007-2009	**Postdoctoral Research Associate**
	Alfred Taubman Center for Public Policy and American Institutions
	Brown University

EDUCATION

2002-2007	**Doctor of Philosophy in Public Administration**
	Department of Public Administration
	Maxwell School of Citizenship and Public Affairs
	Syracuse University

2000-2001	**Master of Public Administration**
	Department of Public Administration
	Maxwell School of Citizenship and Public Affairs
	Syracuse University

1994-1999	**Bachelor of Science in Economics**
	Department of Economics
	University of Oregon

RESEARCH INTERESTS

- Technological Innovations in Government
- Smart Cities/Artificial Intelligence/Digital Government
- Public Management & International Comparative Public Administration
- Public Administration Education
- Research Design and Methodology

PUBLICATIONS

Peer-reviewed Journal Articles

Ahn, Michael & Chen, Yu-Che (2022). Digital Transformation toward AI-Augmented Public Administration: the perception of government employees and the willingness to use AI in government. *Government Information Quarterly*, 39(2). https://doi.org/10.1016/j.giq.2021.101664

Myeong, S., **Ahn, Michael**, Kim, Y., Chu, S., & Suh, W. (2021). Government data performance: The roles of Technology, government capacity, and globalization through the effects of national innovativeness. *Sustainability*, *13*(22), 12589. https://doi.org/10.3390/su132212589

Michael Ahn and Shengli Chu. (2021). What Matters in Maintaining Effective Open Government Data Systems?: The Role of Government Managerial Capacity, and Political and Legal Environment. In DG.O 2021: The 22nd Annual International Conference on Digital Government Research (DG.O'21), June 09–11, 2021, Omaha, NE, USA. ACM, New York, NY, USA, 14 pages. https://doi.org/10.1145/3463677.3463732

Zhao, H., **Ahn, Michael** & Manoharan, A. P. (2021). E-Government, Corruption Reduction and the Role of Culture: A Study Based on Panel Data of 57 Countries. International Journal of E-Planning Research (IJEPR), 10(3), 86-104. doi:10.4018/IJEPR.20210701.oa6

Myeong S, Kim Y, **Ahn, Michael*** (2021). Smart City Strategies—Technology Push or Culture Pull? A Case Study Exploration of Gimpo and Namyangju, South Korea. *Smart Cities* 4(1)**: 41-53. https://www.mdpi.com/2624-6511/4/1/3
*corresponding author
**Made the cover article for volume 4, issue 1.*

Michael Ahn and Yu-Che Chen. (2020)*. Artificial Intelligence in Government: Potentials, Challenges, and the Future. dg.o '20: The 21st Annual International Conference on Digital Government Research. June 2020. Pages 243-252. Association for Computing Machinery, New York, NY, USA, 243–252. DOI: https://dl.acm.org/doi/10.1145/3396956.3398260
* Best Public Management Paper Award by the Digital Government Society. June 2020.

McNutt, J. G., Justice, J. B., Melitski, J. M., **Ahn, Michael**, Siddiqui, S. R., Carter, D. T., & Kline, A. D. (2016). The diffusion of civic technology and open government in the United States. *Information Polity*, vol. 21, no. 2, pp. 153-180.

Ahn, Michael, Park, TH., Lim, CH. (2015). What Matters in Cybersecurity? The Role of Citizen Perception and Attitudes. *International Journal of eGovernance and Networks,* 3(1), 1-22.

Ahn, Michael & Berardino, M. (2014). The Adoption of Web 2.0 by the State Government: The Role of Political Environment and Governors. *International Journal of Public Administration in the Digital Time*, 1(1), 56-77.

Ahn, Michael, Nishide, J. & Nishide, Y. (2013). Public Administration Education in America – A Case Study of Quality, Strength, and Emerging Challenges. 大学基準協会 *(University Evaluation Studies),* 12, 95-120 (in Japan, in English).

Ahn, Michael & Wu, H.C. (2013). The Art of National Branding – the Role of Government in Promoting the Arts and Culture and the National Image. *Public Organization Review*, 15(1), 157-173.

Ahn, Michael (2012). Effective Public Policy Delivery System in the Age of Information Overload – the Role of Imagery on Citizen Perception and Compliance of Public Policy. *Korean Social Science Journal*, 39(1), 1-17.

Ahn, Michael & Bretschneider, S. (2011) Politics of E-Government: E-Government and the Political Control of Bureaucracy. *Public Administration Review*, 71(3), 414-424.

Ahn, Michael (2011) Adoption of E-Communication Applications in U.S. Municipalities: The Role of Political Environment, Bureaucratic Structure, and the Nature of Applications. *American Review of Public Administration*, 41(4), 428-452.

Lee, J., Kim, H. & **Ahn, Michael** (2011). The willingness of e-Government service adoption by business users: The role of offline service quality and trust in technology. *Government Information Quarterly*, 28(2), 222-230.

Edited Volumes & Special Issues

Myeong, S., Kim, Y., & **Ahn, Michael** (Eds.). (2020). Smart Cities and Data-driven Innovative Solutions. [Special Issue]. *Smart Cities*. MDPI AG.

Ahn, Michael & Kim, Y. (section eds.). (2020). Section on Public Administration and Public Policy in Korea. In: Farazmand A. (ed) Global Encyclopedia of Public Administration, Public Policy, and Governance. Springer, Cham.

Ahn, Michael (section ed.). (2020). Section on Public Administration and Technology/Information Systems. In: Farazmand A. (ed) Global Encyclopedia of Public Administration, Public Policy, and Governance. Springer, Cham.

Chen, Y.C. & **Ahn, Michael**. (Eds.) (2017). *Routledge Handbook of Information Technology in Government*. New York, NY: Routledge.

Refereed Book Chapters

Chen, Yu-Che, and **Ahn, Michael** (2022). Governing AI Systems for Public Values: Design Principles and a Process Framework. In Justin Bullock and others (eds). *The Oxford Handbook of AI Governance* (online edition, Oxford Academic, 14 Feb. 2022). https://doi.org/10.1093/oxfordhb/9780197579329.013.31

Ahn, Michael (2017). Critical Factors Behind Korean E-Government Success: A Conversation with the Chairman of Korea's Presidential Special Committee of E-Government. In Chen, Y.C. & Ahn, M. *Routledge Handbook on Information Technology in Government*. Routledge.

Ahn, Michael & Myeong, SH. (2017). E-Government and Citizen Trust in Government: The Role of Citizen Characteristics in the Relationship between E-Government Use and Citizen Trust. In Chen, Y.C. & Ahn, M. *Routledge Handbook on Information Technology in Government*. Routledge.

Ahn, Michael, McNutt, J. G. (2014). If We Build It, Will They Come?   An Appreciation of the Microfoundations of E-government. In Ćemal Dolićanin, Ejub Kajan, Dragan Randjelović and Boban Stojanović (Ed.), Democratic Strategies and Citizen-Centered E-Government Services. Hershey, PA, USA: IGI Global.

Ahn, Michael (2012). Whither E-Government?   Web 2.0 and the Future of E-Government. In Reddick, C. G. & Aikins, S. K. Web 2.0 Technologies and Democratic Governance (169-182). New York: Springer Science+Business Media.

Op-ed and Other Writing

Ahn, Michael (2021). The Fourth Industrial Revolution and the Challenges of Digital Public Finance. **Monthly Public Finance Information** (published by Korea Public Finance Information Service).

Ahn, Michael (2020). How South Korea flattened the coronavirus curve with technology. **The Conversation** op-ed available at:

https://theconversation.com/how-south-korea-flattened-the-coronavirus-curve-with-technology-136202

Ahn, Michael (2020). Combating COVID-19: Lessons from South Korea". **The Brookings Institution** op-ed available at:
https://www.brookings.edu/blog/techtank/2020/04/13/combating-covid-19-lessons-from-south-korea/

Zhao, H., **Ahn, Michael** & Manoharan, A. P. (2017). E-government, corruption reduction and culture: a study based on panel data of 57 countries. In Proceedings of the 18th Annual International Conference on Digital Government Research (pp. 310-318). Charles C. Hinnant and Adegboyega Ojo (Eds.). ACM, New York, NY, USA. DOI:
https://doi.org/10.1145/3085228.3085292

Ahn, Michael (2016). 2016 election results exposed a fractured media landscape. **Brookings Institution TechTank** op-ed available at:
https://www.brookings.edu/blog/techtank/2016/11/23/2016-election-results-exposed-a-fractured-media-landscape/

Ahn, Michael (2015). A vision of high-speed rail in America: Time for a national conversation? **Brookings Institution TechTank** op-ed available at:
http://www.brookings.edu/blogs/techtank/posts/2015/06/29-high-speed-rail-innovation

Ahn, Michael (2014). The Future of the Government Call Center as a Hub for Public Information and Service. **Brookings Institution TechTank** op-ed available at:
http://www.brookings.edu/blogs/techtank/posts/2014/07/2-future-government-call-center

Ahn, Michael (2014). Effective Policy Communication in the Age of Information Overload and YouTube. **Brooking Institutions TechTank** op-ed available at:
www.brookings.edu/blogs/techtank/posts/2014/08/11-governing-people-short-attention-spans

Bretschneider, S., Gant, J., Kim, S**., Ahn, Michael**, Kim, H., Lee, J., & Choi, H (2004). "E-government in Gangnam District: Evaluating Critical Success Factors" sponsored by Gangnam-gu, Seoul, Korea (Technical Report)

Works in Progress

Chen, Y.-C., **Ahn, Michael**. Artificial Intelligence in Service of Public Values: Governance of Public Artificial Intelligence Systems. *Government Information Quarterly*. Revise and Resubmit.

SERVICES TO THE PROFESSION

Professional Leadership

2014-Present   National Council Member for District I, American Society for Public Administration (3rd term), representing the states of Connecticut, Maine,

Massachusetts, New Hampshire, New Jersey, New York, Rhode Island and Vermont.

2017-Present   Executive Member, ICT-enabled Smart Transportation Infrastructure Forum. Seoul, South Korea.

2016-Present   National Association of Schools of Public Affairs and Administration (NASPAA) Dissertation Awards Committee.

2017-2021   Chair, Section on Science and Technology in Government (SSTIG), American Society for Public Administration

2021-2021   The Korean Association for Public Administration (한국행정학회) International Collaboration Committee Member (국제협력위원회)

2017-2020   The Korean Association for Public Administration (한국행정학회) Editorial Committee (편집위원)

2018-2019   The Korean Association for Policy Studies (한국정책학회) Future Strategy Committee Member (미래전략위원회 이사)

2016-2017   Member, Finance Committee of the National Council, American Society for Public Administration.

2012-2017   Committee Member, Korea-UNDP Forum for E-Governance, UNDP.

2011-2017   Executive Committee Member, the Section on Science and Technology in Government (SSTIG) for American Society for Public Administration (ASPA).

Spring 2016   Conference track co-chair (with Dr. Mary Feeney, ASU) for "Science, Technology and the Environment: Harnessing the Capacity of Innovation for Sustainable Governance" Track. 2016 ASPA Conference, Seattle Washington, March 18-March 22, 2016.

2015-2016   Publications Committee of the National Council, American Society for Public Administration.

2013-2015   President, Northeast Conference on Public Administration (NECoPA), an annual regional conference of the American Society for Public Administration.

2013-2015	President, Massachusetts Chapter of American Society for Public Administration.
Spring 2015	Member, Walter Mode Scholarship Committee for American Society for Public Administration (January 2015). Selection committee work for American Society for Public Administration's Walter Mode Scholarship. Reviewed applications and selected one student to receive the scholarship at 2015 ASPA's annual conference in Chicago.
Fall 2014	Member, National Taskforce on Membership Committee of the National Council, American Society for Public Administration.
2011-2013	President-elect, Northeast Conference on Public Administration (NECoPA), an annual regional conference of the American Society for Public Administration.
2011-2013	President-elect, Massachusetts Chapter of American Society for Public Administration (MassASPA).

Editorial Boards

2021-Present	Social Media Associate Editor Public Organization Review
2018-Present	Member of the Editorial Board E-Bridge
2018-Present	Associate Editor International Review of Public Administration
2018-Present	Section Editor on Korean Public Administration Global Encyclopedia of Public Administration, Public Policy, and Governance
2016-Present	Member of the Editorial Board American Review of Public Administration
2015-Present	Member of the Editorial Board International Journal of Public Administration
2015-Present	Member of the Editorial Board Public Organization Review
2012-Present	Member of the Editorial Board International Journal of Public Administration in the Digital Age (IJPADA)

2015-Present	Section Editor on Technology and Public Administration
	Global Encyclopedia of Public Administration, Public Policy, and Governance
2018-2021	Social Media Associate Editor
	International Journal of Public Administration
2012-2015.1	Member of the Editorial Board
	International Journal of E-Governance (IJEG)

HONORS AND AWARDS

Best Public Management Paper Award for "Artificial Intelligence in Government: Potentials, Challenges, and the Future" (Ahn & Chen, 2020) by the Digital Government Society. June 2020.

Northeast Conference on Public Administration (NECoPA) Leadership Recognition, Northeast Conference on Public Administration, November 2015.

President's Award, Massachusetts Chapter of American Society for Public Administration (MassASPA), May 2011.

CONFERENCE PRESENTATIONS

Ahn, Michael & Chen, Y (2022). "Artificial Intelligence in Government: Potentials, Challenges, and the Future" **2022 Korean Public Administration International Conference**. Yeosu, South Korea. June 22-24, 2022.

Ahn, Michael & Chen, Y (2022). "Artificial Intelligence and Digital Government Transformation: perceptions, attitudes and misconceptions by the government administrators." **2022 ASPA Conference**. Jacksonville, FL. March 18-22, 2022.

Ahn, Michael and Wu, Hsin-Ching (2021). "The Art of Nation Branding 2.0: the role of the creative economy, digital content production, social media presence on national soft power." **2021 NASPAA Conference**, Online. October 25-29, 2021.

(Panelist) Ahn, Michael (2021). "Inclusion & Technology Access In Public Affairs Education: Lessons Learned from the Crisis & Beyond". **2021 NASPAA Conference**, Online. October 25-29, 2021.

Ahn, Michael & Chu, Shengli (2021). "What Matters in Maintaining Effective Open Government Data Systems? The Role of Government Capacity, Political and Legal Environment." DG.O 2021: **22nd Annual International Conference on Digital Government Research**. Omaha, Nebraska, U.S.A. (Online due to COVID-19). June 9-11, 2021. (accepted)

Myeong, S., Kim, Y., & Ahn, Michael (2021). "New Deal and Public Services in an Era of Artificial Intelligence and Contactless Society." **2021 ASPA Conference**, Online. April 9-15, 2021.

Ahn, Michael & Chen, Y (2021). "Artificial Intelligence and Digital Government Transformation: perceptions, attitudes and misconceptions by the government administrators." **2021 ASPA Conference**. Online. April 9-15, 2021.

Ahn, Michael & Chu, S. "Flattening the curve with technology: how nations are using technology to suppress the spread of COVID-19" **APPAM 42nd Annual Fall Research Conference**, Association for Public Policy Analysis & Management, Online. November 11, 2020.

Ahn, Michael & Chen, Yu-Che (2020). "Artificial Intelligence in Government: Potentials, Challenges, and the Future." **21st Annual International Conference on Digital Government Research (DG.O)**, Seoul, South Korea (Online due to COVID-19). June 15-19, 2020

Ahn, Michael & Cho, KiHaing (2020). "Building a data-centered smart city through a culture of innovation and citizen engagement: a case study Namyang-Ju's DASAN Innovation and Busan Metropolitan City." **21st Annual International Conference on Digital Government Research (DG.O)**, Seoul, South Korea (Online due to COVID-19). June 15-19, 2020

(Panelist) Ahn, Michael (2019). Section Leadership Meeting. **2019 ASPA Conference**, Washington, D.C. March 8-12, 2019

Ahn, Michael, Kim, Younhee, Agarwal, Vishakha, & Ortiz-Wythe, Bianca. (2019). "The medium is the message"-- the rise of microblogging, our social media bubbles and 2016 presidential election." **2019 ASPA Conference**, Washington, D.C. March 8-12, 2019

Ahn, Michael, & Cho, KH. (2018). "Building an Effective and Sustainable Smart City: A Case Study of Busan and Namyangju, South Korea." **2018 APPAM Conference**, Washington, D.C. November 8-10, 2018.

Ahn, Michael, Lee, S.W., & Kim, D. (2018). "Pushing the Boundaries of Smart Cities: A Case Study of NamYangJu's DASAN Innovation in South Korea." **2018 ASPA Conference**, Denver, CO. March 9-13, 2018.

Chen, Y. and Ahn, Michael. (2018). "Artificial Intelligence and Public Service: An Engagement Approach**." 2018 ASPA Conference**, Denver, CO. March 9-13, 2018.

Manoharan, A.P., Ahn, Michael, Ward, M., & Dain, A. (2018). "Municipal IT Staffing and Management in Massachusetts." **2018 ASPA Conference**, Denver, CO. March 9-13, 2018.

Zhao, H., Ahn, Michael, & Manoharan, A.P. (2018). "Government Call Center as a Platform for Civic Engagement and Performance Indicator: A Case of Boston's 311 System." **2018 ASPA Conference**, Denver, CO. March 9-13, 2018.

Zhao, H., Manoharan, A.P., Ahn, Michael (2017). "E-government, Corruption Reduction and Culture: A Study Based on Panel Data of 57 Countries." **18ᵗʰ Annual International Conference on Digital Government Research (DG.O)**, Staten Island, NY. June 7-9, 2017

Ahn, Michael (2017). "Building Sustainable E-Government: Lessons Learned from South Korea." **2017 ASPA Conference**, Atlanta, GA. March 19, 2017.

Ahn, Michael, McNutt, J. G., Mossey, S., & Mundt, M. (2016). "Patterns of Social Media Usage for Networking and Constituent Relationships at the State Level: The Impact of Legislator Characteristics" **2016 ASPA Conference**, Seattle WA. March 18- 22, 2016.

Ahn, Michael, Myeong, SH. (2016). "Citizen Trust in Government as a Two-Way Process: The Role of Government Performance, e-Government and Citizen Attributes." **2016 ASPA Conference**, Seattle WA. March 18-22, 2016.

Ahn, Michael, Sliman, E., Mossey, S., & Mundt, M. "Scarcity among Prosperity? IT Competency and Training Needs in Massachusetts Local Government." **2015 National Association of Schools of Public Affairs and Administration (NASPAA) Conference**, Brooklyn NY. October 14-16, 2015.

McNutt, J. G., Justice, J. B., Ahn, Michael, & Melitski, J. M. "The Growth of Civic Technology: Redefining the Relationship between Technology, Nonprofits and Government." **2015 International Research Society for Public Management Conference (IRSPM)**, University of Birmingham, United Kingdom, Birmingham, United Kingdom. March 30 - April 1, 2015.

Ahn, Michael & Stepasiuk, T. "The Impact Civic Technology in Government: A Paradigm Shift or Just Another Passing Technology?" **2015 International Research Society for Public Management Conference (IRSPM)**, University of Birmingham, United Kingdom, Birmingham, United Kingdom. March 30-April 1, 2015.

Ahn, Michael & McNutt, J. G. "Social Media Approaches to Networking and Constituent Relationships at the State Level." **2015 ASPA Conference**, Chicago, IL. March 6-10, 2015.

Ahn, Michael & McNutt, J. G. "If We Build It, Will They Come? An Appreciation of the Microfoundations of E-Government." Presented at the **2014 ASPA Conference**, Washington DC. March 14-18, 2014.

Ahn, Michael & Chen, Y.C. "Technological Innovation in Government: Toward Open and Smart Government." Presented at the **2014 ASPA Conference**, Washington DC. March 14-18, 2014.

Ahn, Michael. "Human-Centered E-Government: How Does Government Call Center Improve the Overall Quality of E-Government?" **Annual Innovation Symposium**, UMass Boston, Boston, Massachusetts. April 5, 2014.

Ahn, Michael & Myeong, SH. "What matters in restoring citizen trust in government? The role of e-government quality, effectiveness of the legislature, offline government service quality and corruption." Ask an Expert Panel at the **2014 ASPA Conference**, Washington DC. March 14-18, 2014.

Ahn, Michael. "Human-Centered E-Government: How does the re-introduction of human agents improve the overall quality of e-government?" Presented at the **2013 ASPA Conference**, New Orleans, LA. March 15-19, 2013.

Ahn, Michael & Wu, H.C. "The Art of National Branding – the Role of Government in Promoting the Arts and Culture and the National Image" Presented at **2012 Northeast Conference on Public Administration (NECoPA)**. Boston Massachusetts. November 2-3, 2012.

Ahn, Michael. "Whither E-Government? Web 2.0 and the Future of E-Government." Presented at the **2012 ASPA Conference**, Las Vegas. March 2-6, 2012.

Ahn, Michael. "Effective Communication of Public Policy in the Age of Information Overload: The Role of Imagery on Citizen Perception and Compliance of Public Policy." Presented at the **69th Annual Midwest Political Science Association Conference**. Chicago, Illinois. March 31- April 3, 2011.

Ahn, Michael. "The Emergence of Web 2.0 among the State Web Portals – Emerging Trends and the Effect of Political Environment on Adoption." Presented at the **2011 ASPA Conference.** Baltimore, Maryland. March 11-15, 2011.

Ahn, Michael & Smith, A. "Emerging Challenges Facing American Public Administration." Ask an Expert at the **2011 ASPA Conference**, Baltimore, Maryland. March 11-15, 2011.

Ahn, Michael, Nishide, J. & Nishide, Y. "Benchmarking the Strategies of MPA and MPP Programs in the US." Presented at **2010 ASPA Conference,** San Jose, California. April 9-13, 2010.

Lee, J. Kim, H. & Ahn, Michael. "E-government Service Adoption by Business Users: The Role of Offline Service Quality and Technology Trust." **The 30th Annual Association for Public Policy Analysis & Management (APPAM) conference**, Los Angeles CA. November 6-8, 2008.

Ahn, Michael. "The Role of Image in Value Creation and Public Policy in the Age of Information Overflow." Presented at the **29th Annual Association for Public Policy Analysis & Management (APPAM) Research Conference**, Washington DC. November 8-10, 2007.

Ahn, Michael. "Politics of Cyber-democracy: A Study of the Relationship between Political Environment and the utilization of new Information Technology for Citizen Participation and Communication by US Local Government." Presented at **the 28th Annual Association for Public Policy Analysis & Management (APPAM) Research Conference**, Madison, Wisconsin. November 2-4, 2006.

Ahn, Michael & Bretschneider, S. "Implementation of E-Participation Applications: How Democratization in the Republic of Korea Makes Use of E-Government." Presented at **the 27th Annual Association for Public Policy Analysis & Management (APPAM) Research Conference**, Washington DC. November 3-5, 2005.

Ahn, Michael, Bretschneider, S. & Gant, J. "A General Model of E-Government Service Adoption: Empirical Exploration." Presented at the **7th National Public Management Research Conference,** Georgetown University, DC. October 9-11, 2003.

Bretschneider, S., Gant, J., Kim, S., Ahn, Michael, Kim, H., Lee, J., & Choi, H. "E-government services: why do some citizens choose to use electronic government and others do not?" The **8th Public Management Research Conference,** University of Southern California, California–September 29. October 1, 2005.

Bretschneider, S., Gant, J., Kim, S., Ahn, Michael, Kim, H., & Lee, J. "Enhancing Citizen Participation in Local Government with E-Government Initiatives: The Role of Leadership, Culture and Information Technology Resources." The **26th Annual Association for Public Policy Analysis & Management (APPAM) Research Conference**, Atlanta, Georgia. October 28-30, 2004.

Bretschneider, S., Gant, J., Kim, S., Ahn, Michael, Kim, H., & Lee, J. "The Transformation of E-governance in Local Government: Comparison of Critical Success Factors in Gangnam-gu, Seoul, Korea and Washington D.C., U.S.A." **The 26th International Congress of Administrative Science**, Seoul, Korea. July 12-18, 2004.

Invited Presentations
BK (Brain Korea) 21 Invited Speaker (2021). Ahn, Michael. "The fourth industrial revolution and the future of public administration: toward "smart" and AI-enabled government." Graduate School of Public Administration, **Seoul National University**, Seoul, South Korea. June 3, 2021.

Invited Lecture. Ahn, Michael. "The fourth industrial revolution and the future of public administration: toward "smart" and AI-enabled government." The Center for Industrial Security and e-Governance, **Inha University**, Incheon, South Korea. July 27, 2020.

Invited Speaker. Ahn, Michael. "The fourth industrial revolution and the future of public administration: toward "smart" and AI-enabled government." **Software Policy & Research Institute**, City of Seongnat, South Korea. July 2, 2018

Invited Presenter. Ahn, Michael. "Emergence of AI-Augmented Public Administration and the need for AI-Ethics**." Korea Society of Internet Ethics, Spring Conference**. Koreana Hotel, Seoul, South Korea. May 25, 2018

Invited Presenter. Ahn, Michael. "Smart City and the Emergence of Problem-Solving Government." **Korea Urban Management Association Spring Conference**. Sejong Convention Center, City of Sejong, South Korea. May 11, 2018.

Invited Speaker. Ahn, Michael. "The Fourth Industrial Revolution and the Future of Public Administration." Institute of Government Studies, **Korea University.** Korea University, Seoul, Korea. April 26, 2018

Invited Speaker. Ahn, Michael. "Pushing the Boundaries of Smart Government: Case Study of NamyangJu 4.0 – DASAN innovation." **Kookmin University**, Seoul, South Korea. March 20, 2018.

Invited Speaker. Ahn, Michael. "Effective Policy Communication in the Age of Information Overload and Emotional Crowd: The Role of Imagery on Citizen Perception and Compliance of Public Policy." BK21 Plus Special Lecture, Graduate School of Governance, **SungKyunKwan University**, Seoul, South Korea. November 29, 2017.

Invited Speaker. Ahn, Michael. "Effective Policy Communication in the Age of Information Overload: The role of imagery on citizen perception and compliance of public policy." Centre of Excellence for National Security Workshop on Emerging Trends in the Social Media Domain, **Nanyang Technological University, Singapore**. November 27-28, 2014.

Moderator. "Has CitiStat Worked in Greater Boston?" with Mayor Joe Curatone (Somerville), Mayor Driscoll (Salem), Town Administrator Kennedy (Medway). Sponsors: The Rappaport Institute for Greater Boston (Harvard), the Edward J. Collins, Jr. Center for Public Management (UMass Boston) and the Taubman Center for State and Local Government (Harvard). June 5, 2014, **UMass Boston, Boston, Massachusetts**.

Invited Speaker. "Moving Toward Smart and Open Governments – What Nonprofits Need to Know." A roundtable discussion hosted by **Tech Networks of Boston**. Boston, Massachusetts. January 31, 2014.

Invited Panelist. Ahn, Michael. "Upgrading Government's "Operating System" for the Information Age: Exploring Challenges and Opportunities Across 3 Interconnected Areas of E-government, Open Data Strategies and Capabilities, and Privacy/Security." A roundtable

discussion co-hosted by the **McKinsey Center for Government (MCG) and the Brookings Institution**, Washington DC–December 12, 2013.

Discussant and Organizer. "Massachusetts Government Accountability: Challenges and Solutions in the Office of the State Auditor Suzanne Bump." **State Auditor's Office, Massachusetts State House.** April 4, 2012.

Conference with Danish Leaders from the Copenhagen Business School. Fall 2009. Harvard University. Informal meetings with Danish Public Administrators sponsored by the Embassy of Denmark.

Other Professional Activities
Research Fellow. Center for Organizational Research and Design (CORD), **Arizona State University**. 2016-Present.

Discussant. (2022). <24-11-16-E> SKPA: Applications of Research Methods. **Korean Public Administration International Conference**. Yeosu, South Korea. June 22-24, 2022.

Moderator. (2021). "<23-4-1-E> Smart and Data-driven Government." 2021 **Korean Public Administration International Conference**. Busan, South Korea. June 23-25, 2021.

Discussant. (2021). "<24-9-2-E> Impact of Online Education during Covid-19 Pandemic Crisis-transforming the Education System in India." **2021 Korean Public Administration International Conference.** Busan, South Korea. June 23-25, 2021.

Discussant. (2021). "<24-9-2-E> Challenges Faced by Akshaya (ICT Project) and the Drive to Bridge the Digital Divide." **2021 Korean Public Administration International Conference**. Busan, South Korea. June 23-25, 2021.

Discussant. (2021). "<25-12-1-E> Policy Development." **2021 Korean Public Administration International Conference**. Busan, South Korea. June 23-25, 2021.

NASPAA Dissertation Award Committee. 2016-Present.

Track Co-Chair, Track 11. "Cyber-physical Innovations for Public Policy and Service." DG.O 2021: 22nd **Annual International Conference on Digital Government Research**. Omaha, Nebraska, U.S.A. (Online due to COVID-19). June 9-11, 2021.

Panel Organizer and Moderator (2021). "Breaking through Policy Decisionmaking Dilemmas: An Application of Dilemma Theory from South Korea." **2021 ASPA Conference**, April 9-15, 2021.

Panel Organizer and Moderator (2021). Rethinking Public Service Delivery During COVID-19: Challenges and Opportunities for Digital Transformation. **2021 ASPA Conference**, April 9-15, 2021.

Organizer. SSTIG Virtual Brown Bag Series. "Towards Data-Driven Decision-Making in Government: Identifying Opportunities and Challenges for Data Use and Analytics." Speaker: Dr. J. Ramon Gil-Garcia (SUNY-Albany). February 11, 2021 (expected). Online.

Organizer. SSTIG Virtual Brown Bag Series. "Algorithmic Bias, Artificial Intelligence and Representative Bureaucracy." Speaker: Dr. Jason Anastasopoulos (University of Georgia). December 17, 2020. Online.

Organizer. SSTIG Virtual Brown Bag Series. "E-Government and Information Technology Management." Speakers: Dr. Marc Holzer (Suffolk University) & Dr. Aroon Manoharan (UMass Boston). November 9, 2020. Online.

Panel Co-Chair (with Yu-Che Chen and Albert Meijer), Track 9. Artificial Intelligence Challenges and Implications for Public Management and Policy. DG.O 2020: **21st Annual International Conference on Digital Government Research.** Seoul National University, Republic of Korea, June 17-19, 2020

Committee Member, **ASPA Founders Fellow Mentoring Program,** American Society for Public Administration.

Chair, Digital Governance Junior Scholar Award, Section on Science and Technology in Government, 2019 ASPA Conference. Washington, D.C. March 8-12, 2019

Chair, Asian Junior Scholar Award, Section on Korean Public Administration, 2019 ASPA Conference. Washington, D.C. March 8-12, 2019

Discussant, Korean Association for Policy Studies (KAPS) Session, **2019 ASPA Conference**. Washington, D.C. March 8-12, 2019

Panel Chair, Advancing Public Service Through Collaborative Technologies. **2019 ASPA Conference.** Washington, D.C. March 8-12, 2019

Track Reviewer, 2019 ASPA Conference. Washington, D.C. March 8-12, 2019

Panel Co-Chair (with Jing Zhang), Track 10. Organizational Factors, Adoption Issues, and Digital Government Impacts. DG.O 2019: **20th Annual International Conference on Digital Government Research.** Mohammed Bin Rashid School of Government, Dubai, UAE, June 18-20, 2019

Organizer. "Massachusetts Chapter of the American Society for Public Administration (MassASPA) **Keough Best Capstone Award**." Suffolk University, May 4th, 2017.

Discussant. **Smart City Forum**, The Korean Association for Public Administration. December 4, 2017. Seoul, South Korea.

Discussant. **Korean Association of International Development, Winter Conference**. "Strategic Management for Sustainable ODA: e-government ODA case study." December 8, 2017.

Organizer. "Massachusetts Chapter of the American Society for Public Administration (MassASPA) **Keough Best Capstone Award**." Suffolk University, April 26th, 2016.

Member. **Conference program planning committee** at "Technological Innovation in Government: Toward Open and Smart Government." University of Nebraska Omaha Community Engagement Center, University of Nebraska Omaha, April 18, 2015.

Organizer. "The *PerformanceStat* **Potential**: a leadership strategy for producing results" Massachusetts Chapter of the American Society for Public Administration **(MassASPA) event at Mass Housing**, One Beacon Street 4th Floor, Boston. February 12, 2015.

Organizer. "**Career in Public Service-Panel Discussion and Networking Event**," Massachusetts Chapter of the American Society for Public Administration **(MassASPA) event at Mass Housing**, One Beacon Street 4th Floor, Boston. November 20, 2014.

Organizer. "Massachusetts Chapter of the American Society for Public Administration (MassASPA) **Keough Best Capstone Award**." Suffolk University, May 6, 2014.

Conference Co-Chair (With Yu-Che Chen, and Lora Frecks) & Presenter at "**Technological Innovation in Government: Toward Open and Smart Government.**" Campus Center Ballroom, UMass Boston, April 5, 2014.

Co-Organizer. "Fall 2013 Public Service Symposium" with Dr. Beverly Scott, **General Manager of Massachusetts Bay Transportation Authority (MBTA).** UMass Boston Healey Library 11th floor. October 9, 2013.

Organizer & Moderator. Jacob, N. (Author & Presenter), Osgood, C. (Author & Presenter), Johnson, M. (Discussant). **Public Service Symposium - "New Urban Mechanics** - Driving Civic Innovation through Partnerships and Technology."   UMass Boston Healey Library 11th Floor. April 9, 2013.

Chair. Beinecke, R. (Discussant), Doonan, M. (Discussant). "Best Capstone Competition and Award in Massachusetts," **MassASPA Best Capstone Award** (Sponsored by Massachusetts

Chapter of the American Society for Public Administration (MassASPA), UMass Boston, Suffolk, Northeastern University). Amenities Room, Suffolk University. May 1, 2013.

Conference Chair. 2012. Northeast Conference on Public Administration, UMass Boston. Boston Massachusetts, November 2–3, 2012.

Organizer. "**Diversity and Public Service in a Time of Change**: Challenges and Opportunities." Healey Library 11th floor, UMass Boston. April 17, 2012.

Organizer and Moderator. "**Accountability and Performance**: What Works, What Doesn't and Why?" April 28, 5:30pm-7:30pm 11th floor Healey Library, UMass Boston.

<u>**Referee**</u>
     Administration & Society
     Administration & Theory
     American Review of Public Administration
     British Journal of Management
     Governance
     Government Information Quarterly
     International Journal of eGovernance
     International Journal of eGovernance and Network
     International Journal of Public Administration in the Digital Age
     International Public Management Journal
     International Review of Administrative Sciences
     International Review of Public Administration
     Journal of Public Administration Research and Theory
     Journal of Public Affairs Education
     Public Administration
     Public Administration Review
     Public Management Review
     Public Organization Review
     Social Science Computer Review