Prof. Dr. Ines Mergel
Professor of Public Administration and Digital Governance

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Academic appointments

University of Konstanz, Germany
Department of Politics and Public Administration
      Full Professor of Public Administration and Digital Governance (with tenure), 2016-present

Syracuse University, Syracuse, NY
Public Administration and International Affairs, Maxwell School of Citizenship and Public Affairs,
      Associate Professor (with tenure), 2014-2016
      Assistant Professor (tenure track), 2008-2014

Harvard Extension School, Cambridge, MA
Teaching Faculty, 2007-2008
      Master of Liberal Arts in Management

Harvard University, Kennedy School of Government, Cambridge, MA
      Post-Doctoral Fellow, 2005-2008
      Program on Networked Governance
      National Center for Digital Government

Education

Doctor of Business Administration (Dr. oec.) – University of St. Gallen, Switzerland, May 2005
      Dissertation: "The Influence of Multiplex Network Ties on the Adoption of eLearning Practices:
      A Social Network Analysis"
      Committee: Professor Dr. Günter Müller-Stewens (chair), Professor Dr. Peter Gomez
      Concentration: Information Management

Master in Business Economics, University of Kassel, Germany, May 1999
      Master thesis: Incentive Reward Systems for Knowledge Management in Consulting Companies
      Major: Information Management and Controlling

Bachelor in Business Administration. University of Kassel, Germany, May 1998
      Bachelor thesis: Activity-Based Costing in Service Companies
      Erasmus exchange student University of Leiden, Netherlands 1996-1997

Professional Degree in Business Administration (Betriebswirtin, BA), University of Cooperative Education
      (Berufsakademie Weserbergland), Hameln, Germany, 1994
      General Business Administrator (Industriekauffrau, IHK) and pedagogical qualification to plan and
      conduct training for professional students within companies (Ausbildereignungsprüfung) awarded by
      Chamber of Industry and Commerce, 1993

Honors

2023-
2025:   e-Government Fellow, Fraunhofer Gesellschaft

2023-
2024:   Fellowship for teaching innovation in digital higher education, Stifterverband, Class of 2023

2022-
2024:   Schmidt Futures Innovation Fellow, Class of 2022

2021:   Top 10 most cited and Top 10 most downloaded article of Government Information Quarterly

2018:   National Academy of Public Administration, Fellow, Class of 2018

2017:   Keynote Speaker: "Big Data in Public Affairs", European Group of Public Administration, Annual Conference, Milan August 29-September 1, 2017

Keynote Speaker: "Digital Transformation in the Public Sector", CeDEM17 - Conference for E-Democracy and Open Government 2017, Danube University, Krems, Austria, May 24-25, 2017

Keynote Speaker: "Digitale Transformation der Bundeswehr" ["Digital transformation of the German Armed Forces"], (Aus)Bildungskongress der deutschen Bundeswehr, Bundesuniversität Hamburg, September 13, 2017

Outstanding reviewer 2017, Government Information Quarterly

2016:   Citation of Excellence winner for "A Three-Stage Adoption Process for Social Media Use in Government" - Public Administration Review", awarded by: Emerald Group Publishing for highly cited papers

2013:   Lead article in special issue: Government Information Quarterly "Social Media"

2012:   American Review of Public Administration (ARPA), Best Article 2012.

Keynote Speaker: "Open Innovation in the Public Sector", Effizienter Staat Kongress, Berlin, Germany, April 2012

2010:   American Society for Public Administration, PA Times Best Article 2010 Award.

2008:   Minnowbrook III, New Faculty Fellow, September 2008

2005-
2008:   Postdoctoral Fellow, Program on Networked Governance, Harvard University, Kennedy School of Government, 2005-2008

2004-
2005:   Postdoctoral Fellow, National Center for Digital Government, Harvard University, Kennedy School of Government, 2004-2005

2002-
2005:   Doctoral fellow, National Center for Digital Government, Harvard University, Kennedy School of Government, 2002-2005

Doctoral fellowship, Swiss National Science Foundation, Pre-doctoral fellowship: aimed at fostering young scientific talent 2002-2004

Grants and Awards

1. IBM Center for the Business of Government, Individual research stipend, Title: "Agile Leadership", 2023-2024, $20,000

2. European Commission Horizon 2020 LibrarIn - Value Co-Creation and Social Innovation for a New Generation of European Libraries, Start November 1, 2022 -October 31, 2025 (36 months), total €2.992.375/UKON part: € 266.875,00

3. Stifterverband, Fellowship für Lehrinnovationen und Unterstützungsangebote in der digitalen Hochschullehre, 2023-2024, €30.000

4. Stiftung Innovation in der Hochschullehre, Freiraum 2022: „Agile Methoden in der verwaltungswissenschaftlichen Lehre (AgilePA) – Agile methods in public affairs education (AgilePA)", November 1, 2022-October 31, 2024, €107.573

5. Fraunhofer Gesellschaft, Kompetenzzentrum für öffentliche Verwaltung, Title: „Aufbau von Digitalkompetenzen in der deutschen öffentlichen Verwaltung: Institutioneller, organisationaler und kultureller Kontext", 2021, €91.707,09

6. IBM Center for the Business of Government, Individual research stipend, Title: "Human-centered design in digital service transformation", 2019, $20,000

7. EU Interreg, Smart Government Academy, Start June 1, 2019 (36 months), total €1.107.388,98/UKON part: €146.185,56

8. European Commission H2020 Transformation of Public Administration, Co-VAL, Start November 1, 2017 (36 months), total €4.461.508,75/UKON part: €380,000

9. University of Konstanz, Internal teaching grants; 2017: €2.507 & €3.075,95; 2018: €2.565

10. National Science Foundation, Title: "Collaborative Research: Connecting Women Faculty in Geotechnical Engineering – Thriving in a Networked World", grant no. 1536542, Start March 15, 2016.

11. University of Konstanz, Internal Funding for digital transformation start-up project: €16. 000 & €5.800

12. IBM Center for the Business of Government, Individual research stipend, Title: "Implementing Digital Service Teams, 2016, $20,000

13. IBM Center for the Business of Government, Individual research stipend, Title: "Designing the Social Intranet", 2015, $20,000

14. Program for the Advancement of Research on Conflict and Collaboration, Title: Supplement: "Designing the Social Intranet", 2015, $2,500

15. Institute for National Security and Counterterrorism, Andrew Berlin Family fund, Title: "Social Media Monitoring in the Public Sector", $5,000

16. Appleby Mosher Award, Maxwell School of Citizenship and Public Affairs, Syracuse University, research assistant grant, 2015-2016, $1,200

17. Maxwell School of Citizenship and Public Affairs, Syracuse University, Summer Assistant Program, 2014, $1,800

18. Appleby Mosher Award, Maxwell School of Citizenship and Public Affairs, Syracuse University, research assistant grant, 2014-2015, $1,000

19. Maxwell School of Citizenship and Public Affairs, Syracuse University, Summer Assistant Program, 2013, $1,600

20. The Dirksen Congressional Research Center: Strategic intent vs. observed tactics of Twitter use among Members of Congress, May 2013 - April 2014, $3,500.

21. German Academic Exchange Service, Travel Grant, 2013, $1,500

22. Maxwell School of Citizenship and Public Affairs, Syracuse University, Appleby-Mosher Fund, Research support, 2013-2014, $1,200

23. IBM Center for the Business of Government, Individual research stipend, Title: "Social media analytics in the public sector", May 2012, $20,000

24. Korean Institute for Public Administration: "Social media use in emergency management in the United States", January – July 2012, $4,000

25. Maxwell School of Citizenship and Public Affairs, Syracuse University, Appleby-Mosher Fund, Research support, 2012-2013, $1,200

26. PARCC Faculty mini grant: "Measuring social media impact", 2011-2012, $2,500

27. IBM Center for the Business of Government, Individual research stipend, Title: "Working the Network: A Managers' Guide for Using Twitter", May 2011, $20,000

28. NSF IGERT proposal, Title: IGERT: S(iBriD) Soft Interfaces - Bridging the Divide in Graduate education, Participant, amount requested: $2,956,679, 60 months, 2011-2016

29. Korean Institute of Public Administration: "The use of social media in the U.S. government", June – October 2011

30. Maxwell School of Citizenship and Public Affairs, Syracuse University, Appleby-Mosher Fund, Research support, 2011-2012, $1,200

31. NSF Advance Institutional Transformation grant, Title: "The Inclusive Connective Corridor: Social Networks and the ADVANCEment of Women STEM Faculty", senior researcher, summer salary, total amount awarded for project: $3,399,058, 2010-2017

32. Bill and Melinda Gates Foundation, Title: "Global Health Advocacy and Policy Project (GHAPP)", senior researcher, summer salary, total amount awarded for project: $1,098,461, 2010-2013

33. EU 7th framework: "Collaborative Production in eGovernment: From anecdotes to evidence", North America Expert for "Government 2.0", Member of the Experts Scientific Committee, SMART 2010/0075, 2011-2016

34. CROSSROADS: A Participative Roadmap for ICT Research in Electronic Governance and Policy Modeling, Support Action project (FP7-ICT-2009-4, No. 248484), funded by the European Commission under the Objective 7.3 ICT for Governance and Policy Modeling, Member of the Experts Scientific Committee

35. INSCT, Institute for National Security and Counterterrorism, Faculty research grant, Title: "Collaborative capacity building using social media applications in emergency management", 2010-2011, $5,000

36. IBM Center for the Business of Government, Individual research stipend, Title: "Collaboration 2.0: A Manager's guide for using and maintaining Wikis in the public sector", May-December 2010, $20,000

37. Campbell Public Affairs Institute, Maxwell School of Citizenship and Public Affairs, Title: "Social media applications in the non-profit sector: Transparency, participation and collaboration online", Faculty Research Grant, 2010-2011, $4,000

38. Academic Network Grant: Workbook Social Network Analysis Research Process (Book project), granted by the German Research Foundation (DFG), Principal Investigator, 2007-2011 total amount awarded €35,500/$51,000

39. Appleby-Mosher grant, Maxwell School of Citizenship and Public Affairs, Summer 2009, $1,200

40. Campbell Institute faculty summer grant, Maxwell School of Citizenship and Public Affairs, Summer 2009, $1,500

41. Faculty assistance grant, Center for Technology and Information Politics, Maxwell School of Citizenship and Public Affairs, 2009-2010, $1,500

42. PARCC mini faculty grant 2009-2010, $1,000

43. Global Health Advocacy and Policy Project (GHAPP), Bill & Melinda Gates Foundation, Senior personnel 2010-2014 (summer months)

44. Campbell research mini faculty grant, Maxwell School of Citizenship and Public Affairs, Summer 2010, $4,000

45. Robert Wood Johnson Foundation, Research grant: Evaluation of the State Health Leadership Initiative 2006-2008 (full postdoc salary)

46. APSA Centennial Center residential fellowship, APSA Centennial Center, Washington D.C., Summer 2009

Publications

Peer-reviewed journal articles accepted for publication

1. **Mergel, I.** (in press). Social affordances of agile governance. Public Administration Review.

2. Guenduez, A. A., **Mergel, I**., Schedler, K., Fuchs, S., & Douillet, C. (in press). Institutional Work in Smart Cities: Interviews with Smart City Managers. Urban Governance.

3. Haug, N., Dan, S., & **Mergel, I.** (2023). Digitally-induced change in the public sector: a systematic review and research agenda. Public Management Review, 1-25.

4. **Mergel, I.**, Dickinson, H., Stenvall, J., & Gasco, M. (2023). Implementing AI in the public sector. Public Management Review, 1-13.

5. Edelmann, N., **Mergel, I.**, & Lampoltshammer, T. (2023). Competences that Foster digital transformation of public administrations: An Austrian case study. Administrative Sciences, 13(2), 44.

6. Wilson, C., & **Mergel, I.** (2022). Overcoming barriers to digital government: mapping the strategies of digital champions. Government Information Quarterly, 39(2), 101681.

7. Guenduez, A. A., & **Mergel, I.** (2022). The role of dynamic managerial capabilities and organizational readiness in smart city transformation. Cities, 129, 103791.

8. Edelmann, N., & **Mergel, I.** (2022, June). The Implementation of a Digital Strategy in the Austrian Public Sector. In DG. O 2022: The 23rd Annual International Conference on Digital Government Research (pp. 391-399).

9. Scupola, A., & **Mergel, I.** (2022). Co-production in digital transformation of public administration and public value creation: The case of Denmark. Government Information Quarterly, 101650.

10. Edelmann, N., & **Mergel, I.** (2021). Co-production of digital public services in Austrian public administrations. Administrative Sciences, 11(1), 22.

11. Haug, N., & **Mergel, I.** (2021). Public Value Co-Creation in Living Labs—Results from Three Case Studies. Administrative Sciences, 11(3), 74.

12. Fuglsang, L., Hansen, A. V., **Mergel, I**., & Røhnebæk, M. T. (2021). Living Labs for Public Sector Innovation: An Integrative Literature Review. Administrative Sciences, 11(2), 58.

13. **Mergel, I.**, Bellé, N., & Nasi, G. (2021). Prosocial motivation of private sector IT professionals joining government. Review of Public Personnel Administration, 41(2), 338-357.

14. **Mergel, I**., Ganapati, S., & Whitford, A. B. (2021). Agile: A new way of governing. Public Administration Review, 81(1), 161-165.

15. **Mergel, I.** (2019). Digital service teams in government. Government Information Quarterly, 36(4), 101389.

16. **Mergel, I**., Edelmann, N., & Haug, N. (2019). Defining digital transformation: Results from expert interviews. Government information quarterly, 36(4), 101385.

17. **Mergel, I.** (2019): Digitale Transformation als Reformvorhaben der deutschen öffentlichen Verwaltung, in: der moderne staat–dms: Zeitschrift für Public Policy, Recht und Management, 12(1-2019), pp. 162-171.

18. **Mergel, I.**, Kleibrink, A., & Sörvik, J. (2018): Open data outcomes: US cities between product and process innovation. Government Information Quarterly, 35(4), pp. 622-632.

19. **Mergel, I.**, Gong, Y., & Bertot, J. (2018): Agile government: Systematic literature review and future research. Government Information Quarterly, 35(2), pp. 291-298.

20. **Mergel, I.** (2018): Open innovation in the public sector: drivers and barriers for the adoption of Challenge. gov. Public Management Review, 20(5), pp. 726-745.

21. **Mergel, I**. (2017): Building holistic evidence for social media impact, in: Public Administration Review, 77(4), pp. 489-495.

22. **Mergel, I.**, Rethemeyer, K., Isett, K. (2016): Big Data in Public Affairs, in: Public Administration Review, 76(6): pp. 928-937.

23. **Mergel, I.** (2016): Agile Innovation Management in Government: A Research Agenda, in: Government Information Quarterly, 33(3), pp. 516-523.

24. Wukich, C., **Mergel, I.** (2016): Reusing Social Media Information in the Public Sector, in: Government Information Quarterly, in: Government Information Quarterly, 33(3): pp. 305-312.

25. **Mergel, I.** (2016): Big Data in Public Affairs Education, in: Journal of Public Affairs Education, 22(2): pp. 231-248.

26. **Mergel, I.** (2015): Social media institutionalization in the U.S. federal government, in: Government Information Quarterly, 33(1): 142-148.

27. **Mergel, I.** (2015): Open Collaboration: The Case of Social Coding in Government, in: Government Information Quarterly, Vol. 32, pp. 464-472.

28. Shiffman, J., Quissell, K., Schmitz, H. P., Pelletier, D. L., Smith, S. L., Berlan, D., Gneiting, U., Van Slyke, D., **Mergel, I.**, Rodriguez, M., Walt, G. (2015): A Framework on the Emergence and Effectiveness of Global Health Networks, in: Health Policy and Planning, doi: 10.1093/heapol/czu04

29. Wukich, C., **Mergel, I.** (2015): Closing the Citizen-Government Communication Gap: Content, Audience, and Network Analysis of Government Tweets, in: Journal of Homeland Security and Emergency Management, 12(3), pp. 707-735.

30. **Mergel, I.** (2015): Opening Government: Designing Open Innovation Processes to Collaborate with External Problem Solvers, in: Social Science Computer Review, Special Issue on Open Government, 33(5), pp. 599-612.

31. **Mergel, I.**: The Long Way from Government Open Data to Mobile Health Apps: Overcoming Institutional Barriers in the U.S. Federal Government JMIR mHealth, doi:10.2196/mhealth.3694.

32. Ojo, A., **Mergel, I.**, Janssen, M., Zuiderwijk, A. (2015): Open Data to Solve Societal Issues, in: Proceedings of the 16th Annual International Conference on Digital Government Research, ACM, pp. 345-347.

33. Lecy, J., **Mergel, I.**, Hans Peter Schmitz (2013): Networks in Public Administration: Current Scholarship in Review, in: Public Management Review, 16:5, pp. 643-655.

34. **Mergel, I.** (2014): Social Media Adoption: Toward a Representative, Responsive, or Interactive Government?, in: dg.o '14 Proceedings of the 15th Annual International Conference on Digital Government Research, doi: http://dx.doi.org/10.1145/2612733.2612740.

35. **Mergel, I.**, Bretschneider, S.I., Louis, C., Smith, J. (2014): The Challenges of Challenge.gov: Adopting Private Sector Business Innovations in the Federal Government, in: ACM-IEEE Proceedings of 47th Hawaii International Conference on System Sciences (HICSS), 2014, 10.1109/HICSS.2014.262 2014, pp. 2073-2082.

36. **Mergel, I.**, Desouza, K. (2013): Introducing Open Innovation in the Public Sector – The Case of Challenge.gov, in: Public Administration Review, Volume 73, Issue 6, November/December 2013, Pages: 882–890.

37. **Mergel, I.** (2013): A Framework for Interpreting Social Media Interactions in the Public Sector, in: Government Information Quarterly, Vol. 30, Number 4, pp. 327-334.

38. Kwak, N., **Mergel, I.**, Parycek, P., Skoric, M. (2013): Transformation of Citizenship and Governance in Asia: The Challenges of Social and Mobile Media in Asia, in: eJournal of eDemocracy and Open Government, 5:1, pp. i-iii.

39. **Mergel, I.** (2013): The Future of New Technologies in Government, in: International Affairs Forum, Vol. 4, No. 1, pp. 101-103.

40. **Mergel, I.** (2013): Social Media Adoption and Resulting Tactics in the U.S. Federal Government, in: Government Information Quarterly, Vol. 30:2, pp. 123-130.

41. **Mergel, I.** (2013): Designing a social media strategy, in: The Public Manager, March 15, 2013, pp. 26-29.

42. **Mergel, I.**, Bretschneider, S. I. (2013): A Three-Stage Adoption Process for Social Media Use in Government, in: Public Administration Review (PAR), Vol. 73:3, pp. 390-400.

43. **Mergel, I.** (2012): The Social Media Innovation Challenge in the Public Sector, accepted for publication in: Information Polity, Special Issue: "e-Government 3.0: ICT and Public Administration in the Coming Decade", 17(2012), pp. 281-292.

44. **Mergel, I.** (2012): "Connecting to Congress": Twitter use by Members of Congress, in: Journal of Policy Advice and Political Consulting, 3/2012, pp. 108-114

45. **Mergel, I.** (2012): The Public Manager 2.0: Preparing the Social Media Generation for the Networked Workplace, in: Journal of Public Affairs Education, 18:3, Summer 2012, pp. 467-492.

46. **Mergel, I.**, Mugar, G., Jarrahri, M. H. (2012): Forming and norming social media adoption in the corporate sector, ACM Proceedings of the 2012 iConference, New York, NY, doi: 10.1145/2132176.2132196, pp. 152-159.

47. Lazer, D., **Mergel, I.,** Ziniel, C., Esterling, K., Neblo, M. (2011): The multiple institutional logics of innovation, in: International Public Management Journal, 14 (3), pp. 311-340.

48. Binz-Scharf, M. C., Lazer, D., **Mergel, I.** (2011): Searching for answers: Networks of practice among public administrators, in: ARPA - The American Review of Public Administration, 42(2), pp. 202-225.

49. **Mergel, I.**, Gardner, M., Broviak, P., Greeves, B.: MuniGov20 (2011): A New Residency Requirement: Local Government Professionals in Second Life, in: Journal of Virtual World Research, Special Issue: Virtual Worlds and Government, published online.

50. Schweik, C., **Mergel, I.**, Sanford, J., Zhao, J. (2011): Toward Open Public Administration Scholarship, in: Journal of Public Administration Research and Theory (J-PART), Minnowbrook III: A Special Issue, Special Issue Editors: Beth Gazley and David M. Van Slyke, Vol. 21, Supplement 1, January 2011, pp. i175-198.

51. Isett, K., **Mergel, I.**, LeRoux, K., Mischen, P., Rethemeyer, K. (2011): Networks in Public Administration Scholarship: Understanding where we are and where we need to go, in: Journal of Public Administration Research and Theory (J-PART), Minnowbrook III: A Special Issue, Special Issue Editors: Beth Gazley and David M. Van Slyke, Vol. 21, Supplement 1, January 2011, pp. i157-i173.

52. Lazer, D., **Mergel, I.**, and Friedman, A. (2009): Co-Citation of Prominent Social Network Articles in Sociology Journals: The Evolving Canon. Connections, 29(1): 43-64. Parts of this article were contributed to Heyman, K. (2006): "Making Connections", in: SCIENCE, 4 August 2006 VOL 313, pp. 604-606.

53. **Mergel, I.**, Lazer, D. and Binz-Scharf, M. (2008): Lending a helping hand: Voluntary engagement in a network of professionals, International Journal of Learning and Change (IJLC), Volume 3, Issue 2:5-22.

54. Kuhlenkamp, A., Manouchehri, S., **Mergel, I.**, and Winand, U. (2006): Privatsphäre versus Erreichbarkeit bei der Nutzung von Social Software [trans.: Privacy vs. accessibility using social software], in: HMD - Praxis der Wirtschaftsinformatik, pp. 27-35.

Authored books

1. **Mergel, I.**, Müller, P., Parycek, P., Schulz, S. E. (2013): Praxishandbuch Soziale Medien in der öffentlichen Vewaltung [translation: Handbook of social media in public administration], Springer VS, Heidelberg, Germany.

2. **Mergel, I.** (2012): Social Media in the Public Sector: Participation, Collaboration, and Transparency in a Networked World: Jossey-Bass/Wiley (*peer-reviewed*).

3. **Mergel, I.** and Greeves, B. (2012): Social Media in the Public Sector Field Guide for Designing and Implementing Government Social Media Strategies: Jossey-Bass/Wiley (*peer-reviewed*).

4. Hennig, M., Brandes, U., Pfeffer, J., **Mergel, I.** (2012): Social Network Analysis Workbook: Chicago University Press/Campus Verlag.

5. **Mergel, I.** (2009): The influence of social networks on the adoption of eLearning practices: Using social network analysis to understand technology diffusion and adoption decisions, Lambert Academic Publishing, Cologne, ISBN 978-3-8383-1083-1.

Peer-reviewed book chapters

1. **Mergel, I.** (2021). Digital Transformation of the German State. In Public Administration in Germany (pp. 331-355). Palgrave Macmillan, Cham.

2. Kattel, R., & **Mergel, I.** (2019). Estonia's digital transformation: Mission mystique and the hiding hand (pp. 143-160).

3. **Mergel, I.** (2018): Big Data in der öffentlichen Verwaltung (transl.: Big Data in the public sector), in: Algorithmen und datengetriebene Automatisierung in Staat und Gesellschaft, ÖFIT- Kompetenzzentrum öffentliche IT, Berlin, pp. 76-96.

4. **Mergel, I**. (2017): Social Media Communication Modes, in: Chen, Y. C., Ahn, M. (Eds.): Routledge Handbook on Information Technology in Government, Routledge, pp. 164-177.

5. **Mergel, I.** (2016): Social Media in the Public Sector, in: Dubnick, M., Bearfield, D. (Eds.): in: Dubnick, M.; Bearfield, D.: Encyclopedia of Public Administration and Public Policy, Third Edition, Taylor & Francis Group, pp. 3018-3021.

6. **Mergel, I.** (2015): Breaking the Silos of Silence: The Importance of Knowledge Incubation for Policy Informatics, in: Johnston, E.: Policy Informatics, Routledge, pp. 319-332.

7. **Mergel, I.** (2015): Designing Social Media Strategies, book chapter in: Perry, J., Christensen, R. (Eds.): Handbook of Public Administration, 3rd Edition, Jossey-Bass/Wiley, pp. 456-468.

8. **Mergel, I**., Schweik, C. (2012): Transformative effects of Web 2.0 in the Public Sector, in: Public Service, and Web 2.0 Technologies: Future Trends in Social Media, by Downey, E. & Jones, M. (Eds.), pp. 267-289.

9. **Mergel, I**. (2012): Measuring the effectiveness of social media tools in the public sector, in: Public Service, and Web 2.0 Technologies: Future Trends in Social Media, by Downey, E. & Jones, M. (Eds.), pp. 48-64.

10. **Mergel, I.** (2011): Network analysis, in: B. Badie, D. Berg-Schlosser, & L. Morlino (Eds.): International encyclopedia of political science, SAGE Publications, Inc.: Thousand Oaks, CA, pp. 1685-1691.

11. **Mergel, I.** (2011): Government networks, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, SAGE Publications, Inc.: Thousand Oaks, CA: pp. 332-335.

12. **Mergel, I.** (2011): Public Sector Networks, book chapter, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, Sage Publications, pp. 728-729.

13. Diesner, J., **Mergel, I.**, Carley, K. M. (2011): Network Analysis Software, book chapter, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, Sage Publications, pp. 595-598.

14. **Mergel, I.** (2010): The use of social media to dissolve knowledge silos in government, in: O'Leary, R., Kim, S. and Van Slyke, D. M. (Editors): The Future of Public Administration, Public Management and Public Service Around the World: The Minnowbrook Perspective, Georgetown University Press, pp.177-187.

15. Bretschneider, S. I., **Mergel, I.** (2010): Technology and Public Management Information Systems: Where have we been and where are we going, in: Menzel, D.C., White, H. J.: The State of Public Administration: Issues, Problems and Challenges, M.E. Sharpe Inc., New York, pp. 187-203.

16. **Mergel, I**., Hennig, M. (2010): Market Analysis of "Social Network Analysis" Books, in: Stegbauer/Haeussling: "Network research", VS Verlag fuer Sozialwissenschaften, Springer Fachmedien Wiesbaden GmbH, pp. 931-939.

17. **Mergel, I.** (2008): Visualizing informal relationships, in: VonKortzfleisch, H./Bohl, O. (Eds.): Wissen Vernetzung Visualisierung, EUL Verlag, Koeln, pp. 129-140.

18. **Mergel, I.** (2007) Case Illustration From Computerization to Convergence: The Case of E-Government in Singapore, in: Mayer-Schoenberger, V., Lazer, D.: Governance and Information Technology: From Electronic Government to Information Government, pp. 94-96.

19. VonKortzfleisch, H. F. O., **Mergel, I**., Manouchehri, S., and Schaarschmidt, M. (2007): Corporate Web 2.0 Applications: Motives, Organizational Embeddedness, and Creativity, In: Gianfranco Walsh and Berthold Hass (Eds): Web 2.0: Neue Perspektiven im E-Business [trans.: New perspectives in e-business], book chapter, Berlin 2007, pp. 73-87.

20. **Mergel, I.,** Langenberg, T. (2007): Sustainability of Online Ties, in: Friemel, T. (Ed.): Applications of Social Network Analysis, UVK – Universitätsverlag Konstanz, Konstanz – Germany, pp. 51-71.

21. **Mergel, I.** (2007): From Computerization to Convergence: The Case of E-Government in Singapore, In: Mayer-Schoenberger, V./Lazer. D. (Eds.): From E-Gov to I-Gov: E-Government in the 21st Century, Boston, MIT Press.

22. VonKortzfleisch, H. F. O., **Mergel, I.** (2002): Getting over "knowledge is power": Incentive systems for knowledge management in business consulting firms, in: White, D.: Knowledge Mapping & Management, IRM Press, Hershey, S. 244-253

Other journal articles

1. Krimmer, R., & **Mergel, I.** (2023): Was Deutschland von Estland Transformation lernen kann. Innovative Verwaltung, 45(1-2), 37-39.

2. **Mergel, I.**, & Ney, S. (2022): Agil und kollaborativ komplexe Probleme lösen. Innovative Verwaltung, 44(6), 29-33.

3. **Mergel, I**., Brahimi, A., & Hecht, S. (2021): Agile Kompetenzen für die Digitalisierung der Verwaltung. Innovative Verwaltung, (10), 28-31.

4. **Mergel, I.** (2020): Kompetenzen für die digitale Transformation der Verwaltung. Innovative Verwaltung, 4, 34-36.

5. **Mergel, I.** (2019): Digitale Verwaltung umsetzen. Innovative Verwaltung, (1-2), 32-33.

6. **Mergel, I.** (2018): Koproduktion von öffentlichen Dienstleistungen: Nutzerperspektive in den Vordergrund stellen. Innovative Verwaltung, (10), 22-24.

7. **Mergel, I.** (2013): Implementing Social Media in the Public Sector, in: State & Local Energy Report, Fall 2013, pp. 16-17.

8. **Mergel, I.** (2013): Take a Risk, Save a Life: Social Media in Emergency Management, in: PA Times, 36:3, July/August/September 2013, p. 13.

9. **Mergel, I.** (2012): The Role of Social Media in the 2012 Election, in: PA Times, Election 2012 Special Issue, December 2012, p. 6.

10. **Mergel, I.** (2012): Open Data Goes Global: Challenges and Solutions, in: PA Times, Open Government Beyond the U.S. Experience, International Supplement, January/February/March 2012, pp. 7-8.

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13. **Mergel, I.** (2012) Supporting Policies, Regulations and Milestones for Government 2.0 in the United States of America (January 27, 2012). Available at SSRN: http://ssrn.com/abstract=1992971 or http://dx.doi.org/10.2139/ssrn.1992971.

14. **Mergel, I.** (2012): Distributed Democracy: SeeClickFix.Com for Crowdsourced Issue Reporting (January 27, 2012). Available at SSRN: http://ssrn.com/abstract=1992968 or http://dx.doi.org/10.2139/ssrn.1992968.

15. **Mergel, I.** (2011): Crowdsourced Ideas Make Participating in Government Cool Again, in: PA Times, American Society for Public Administration, Vol. 34, No. 4, October 2011, p. 4 & 6, Special Issue: From Bureaucratic to Cool: A Call for Public Service.

16. Lazer, D. and **Mergel, I.** (2011): Tying the Network Together: Evaluating the Impact of an Intervention into the Advice Network of Public Managers, in: Economics of networks eJournal, Sponsored by Networks, Electronic Commerce and Telecommunications ("NET") Institute, Vol. 3, No. 100: Jul 25, 2011.

17. Greenberg, J., Lazer, D., Binz-Scharf, M., **Mergel, I.** (2011): Social Constraints, Agency, Inter-Organizational Tie Formation and Knowledge Diffusion, (December 26, 2011). Available at SSRN: http://ssrn.com/abstract=1977116.

18. **Mergel, I.** (2010): Government 2.0 Revisited: Social Media Strategies in the Public Sector, in: PA Times, American Society for Public Administration, Vol. 33, No. 3, p. 7 & 10.

19. **Mergel, I**., Raggo, P., Sigman, R. (2010): Linked-Out: Transformative Effects of Social Media in Transnational Ngo Collaboration, APSA 2010 Annual Meeting Paper. Available at SSRN: http://ssrn.com/abstract=1657330

20. **Mergel, I**., Schweik, C. and Fountain, J. (2009): The Transformational Effect of Web 2.0 Technologies on Government: Available on SSRN, recently listed on SSRN's Top Ten download list for BHNP: Management (Topic) and Nonprofit Organizations eJournal.

21. Lazer, D., **Mergel, I.,** Ziniel, C., Esterling, K. and Neblo, M., Networks, Hierarchies, and Markets: Aggregating Collective Problem Solving in Social Systems (June, 02 2009). SSRN's Top 10 papers for MGT Subject Matter eJournals.

22. Longstaff, P., **Mergel, I.**, Armstrong, N. J. (2009), Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009). Available on SSRN.

23. **Mergel, I**., Armstrong, N. J. (2009): Institutional Resilience Networks in the Public Sector, in: Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009), pp. 26.-31. Available on SSRN.

24. **Mergel, I**. (2009): The use of emerging social media applications as a resilience indicator, in: Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009). Available on SSRN.

25. **Mergel, I**., Lazer, D., and Binz-Scharf, M. (2008): Lending a helping hand: Voluntary Engagement in Knowledge Sharing, Harvard University, Working Paper Number: RWP08-047.

26. Binz-Scharf, M., Lazer, D., **Mergel, I**. (2008): Searching for Answers: Networks of Practice Among Public Administrators (October 2, 2008). Harvard Kennedy School of Government Working Paper No. RWP08-046. Available on SSRN.

27. **Mergel, I**., Huerta, T. R., and van Stelle, J. (2007): How do networkers network?, Harvard-Kennedy School of Government Working Paper #PNG07-005

28. **Mergel, I**., Hennig, M. (2007): Market Analysis of "Social Network Analysis" Books, Harvard-Kennedy School of Government Working Paper #PNG07-003a and #PNG07-003b

29. **Mergel, I**., Langenberg, T. (2006): What makes online network ties sustainable? A research design proposal to analyze online social networks, Harvard-Kennedy School of Government Working Paper #PNG06-002

30. Bendel, O., Stoller-Schai, D., **Mergel, I.**, Back, A. (2000): Dialogplattform Knowledge Management der Deutschen Bank AG (Internal Paper), University of St. Gallen.

31. **Mergel, I**., Reimann, M. (2000): What is in it for us?, in: InsideKnowledge - The original knowledge management publication, Vol. 3, Issue 10, posted online June 1, 2000.

Published research reports for practitioners

1. **Mergel, I.** (2022). [Human Centricity in Digital Delivery: Enhancing Agile Governance](). IBM – The Center for the Business of Government, Washington, DC.

2. **Mergel, I.**, Haug, N., Albrecht, V., Brahimi, A., Edelmann, N., Hajinejad, N., Hölscher, I. & Plomin, J. (2022). [Erfolgreiche Innovationsfellowships in der Verwaltung umsetzen](). Fraunhofer Fokus.

3. **Mergel, I.**, Ulrich, P., Kuziemski, M., & Martinez, A. (2022). Scoping GovTech dynamics in the EU (No. JRC128093). Joint Research Centre (Seville site).

4. Kuziemski, M., Ulrich, P., **Mergel, I.**, & Martinez, A. (2022). GovTech Practices in the EU (No. JRC128247). Joint Research Centre (Seville site).

5. **Mergel, I.** (2020): La co-création de valeur publique par les directions du numérique: une comparaison international, Action Publique: Recherche & Practiques 6, 6-15.

6. **Mergel, I.** (2017): [Digital Service Teams: Challenges and Recommendations for Government](), IBM - Center for the Business of Government.

7. **Mergel, I.** (2016): [The Social Intranet: Insights on Managing and Sharing Knowledge Internally](), IBM - Center for the Business of Government.

8. **Mergel, I.** (2014): [Social Media in Local Emergency Management – Evidence from Central New York](), research report: Syracuse University, INSCT & Moynihan.

9. **Mergel, I.** (2014): [A Manager's Guide to Assessing the Impact of Government Social Media Interactions](), IBM – Center for the Business of Government.

10. **Mergel, I.** (2012): Study on collaborative production in eGovernment (SMART 2010/0075), Europe's Information Society (December 5, 2012).

11. **Mergel, I.** (2012): [A Manager's Guide to Designing Social Media Strategy](), Special Report, IBM Center for the Business of Government.

12. **Mergel, I.** (2012): [Working the Network – A Manager's Guide for the Use of Twitter in the Public Sector](), IBM Center for The Business of Government, Report "Using Technology" Series.

13. **Mergel, I**. (2011): SeeClickFix.com - Crowdsourced Issue Reporting. Case prepared for the European Commission Tender Study on Collaborative Production in eGovernment.

14. **Mergel, I.** (2011): Open Government in the United States of America: Drivers, barriers and best practices examples for smart phone applications, Report prepared for KIPA – Korean Institute of Public Administration, project title: "Smart Re-use of PSI: A Study on expanding Reuse of PSI by business and individuals via smart mobile applications in Korea".

15. **Mergel, I**. (2011): [Collaboration 2.0: A manager's guide for using and maintaining wikis in the public sector](), IBM Center for The Business of Government, Report, Collaboration Series.

16. Nabatchi, T., **Mergel, I**. (2010): [Participation 2.0: Using Internet and Social Media Technologies to Promote Distributed Democracy and Create Digital Neighborhoods](). In: James H. Svara and Janet V. Denhardt (eds.), White Paper: Promoting Citizen Engagement and Community Building. Phoenix, AZ: Alliance for Innovation, pp. 80-87.

17. **Mergel, I.** (2009): Maxwell 2.0: Social media applications for teaching, research, and outreach, Report prepared for the Maxwell School's Dean Mitch Wallerstein, December 2009.

18. Lazer, D., **Mergel, I.** (2009): An Evaluation of the Impact of State Health Leadership Initiative on the Social Capital among State Health Officials, prepared for the Robert Wood Johnson Foundation. Project homepage.
19. Euler, D., **Mergel, I.** (2002). Text und Kontext. Integration von eLearning-Elementen in angloamerikanischen Lehrbüchern [Text and context: integration of eLearning elements in Anglo-American textbooks. University of St. Gallen: Institute of Business Education and Educational Management. - ISBN 3-906528-22-7.

Other monographs

1. **Mergel, I.** (2005): *The influence of multiplex network ties on the adoption of eLearning practices – A social network analysis*, dissertation thesis, No. 3026, University of St. Gallen, Switzerland.
2. **Mergel, I.** (1999): *Incentive Reward Systems for Knowledge Management in Consulting Companies*, M.B.A. thesis, University of Kassel, Germany.
3. **Mergel, I.** (1998): *Activity-based Costing in Service Companies*, B.B.A. thesis, University of Kassel, Germany.
4. **Mergel, I.** (1994): *Creating ergonomic office arrangements for collaboration*, B.B.A. thesis, University of Cooperative Education, Hameln, Germany.

Academic advising (2010-present)

1. Juliane Schmeling, University of Konstanz, first advisor dissertation committee, 2021-present
2. Valerie Albrecht, Danube University Krems, Austria, PhD committee member, 2021-present
3. Nathalie Haug, University of Konstanz, first advisor dissertation committee, 2020-present
4. Jana Blahak, University of Konstanz, second advisor dissertation committee, 2019-2024
5. Katharina Essmeyer, University of Konstanz, second advisor dissertation committee, 2020-2023
6. Qanli Juan, Center for Technology, University at Albany, NY, USA, dissertation committee, 2019-2022
7. Maarja Olesk, Tallin School of Technology, Estonia, PhD committee member, 2019
8. Lieselot Danneels, Vlerick Business School, PhD committee member, 2017
9. Thomas Afflerbach, University of Konstanz, Oral examination chair, 2017
10. Heike Brugger, University of Konstanz, Oral examination chair and examiner, 2017
11. Ines Imbert, University of Konstanz, Oral exam chair and examiner, 2017
12. Andreas Kuehn, iSchool, Syracuse University, Committee member, 2016
13. Tian Tang, Maxwell School PAIA, Syracuse University, Committee member, 2014-2016
14. Claudia Lois: An assessment of factors influencing the adoption of crowdsourcing tools to foster citizen participation in the U.S. federal Government, Syracuse University iSchool, 2015
15. Chan Woong Shin, Syracuse University, USA, Oral Examination Chair, 2014
16. Mohd Heikal bin Husin: An exploration of issues that influence the effective use of Web 2.0 within Australian Government Organizations, University of South Australia, External examiner, 2014
17. Raed M. Sharif: The Value of Public Sector Information as a Strategic Resource for Socioeconomic Development Research and Policy Activities in South Africa, Syracuse University iSchool, 2013
18. Mohammad Hossein Jarrahi: Social networking technologies and informal knowledge sharing in organizations, Syracuse University iSchool, 2013
19. Isabelle Fagnot: The good, the bad, and the persuasive: Enhancing retention of future information professionals through attitude inoculation, Defense Oral Examination Chair, 2010

Professional service

Supervisory Board:

eGA – eGovernment Academy, Estonia (2022-present)

Advisory Boards:

Partnership für Deutschland (2024-present)

Smart City Konstanz (2023-present)

Digitalrat Stadt Freiburg (2022-present)

Smart City Ulm (2019-2021)

Board of Directors:

International Research Society of Public Management (2022-present)
IRSPM – Board of Directors – Member-at-Large (2022-present)

European Group of Public Administration (EGPA) (2022-present)
EGPA – Member of Steering Committee

Public Management Research Association (PMRA) (2015-2018)
PMRA – Member of Internationalization Committee (2018-2019)
PMRA - Member of Strategic Planning Committee (2016-2017)
PMRA - Chair of Website Committee (2016-2017)
PMRA - Chair of Networking Committee (2014-2015)

Associate Editor:

Government Information Quarterly (2015-2017 & 2018-2020)

Editorial Boards:

Australian Journal of Public Administration (AJPA) (2020-present)

Asian Journal of Public Administration (2022-present)

Digital Government: Research and Practice (2020-present)

Information Polity (2017-present)

Halduskultuur - The Estonian Journal of Administrative Culture and Digital Governance

Government Information Quarterly (2014-2022)

Perspectives on Public Management and Governance (PPMG) (2022-present)

Public Management Review (2017-present)

Public Administration Review (2014-2017)

Public Performance and Management Review (2013-2017)

Guest editorial board:

Public Management Review (PMR): Special Issue Artificial Intelligence in the Public Sector (2022)

Government Information Quarterly (GIQ): Special Issue on Agile Government and Adaptive Governance in the Public Sector (2018)

Journal of eDemocracy (JeDem.org) for special issue of social media use in Asia (2013)

Best dissertation award committee:

American Political Science Association (APSA), ITP section (2015)

<u>Review Activities</u>

Government Information Quarterly, Public Administration Review, Journal of Public Administration Research and Theory, International Public Management Journal, Journal of Homeland Security and Emergency Management, Journal of Information Technology & Politics, Journal of Public Affairs Education, Political Communication, Public Administration, Public Administration Quarterly, Public Management Review, Public Performance and Management Review, Research & Politics, Review of Public Personnel Administration Sloan Management Review, Social Science Computer Review, Journal of Computer-Mediated Communication, PLOS one, Canadian Public Administration, National Science Foundation grant review panelists, site visit committee member

<u>Event Organization Activities</u>
1. International Research Society of Public Management (IRSPM): Special Interest Group chair, Agile and digital government, 2022-present
2. Public Management Research Conference (PMRC), Program Committee, Reviewer, Utrecht, 2023
3. International Research Society of Public Management (IRSPM): Panel organizer Digital transformation in the public sector, 2022
4. European Group of Public Administration (EGPA), Panel organizer Artificial Intelligence, 2021
5. European Group of Public Administration (EGPA): Co-Program Chair Standing Working Group XI Public Administration Technology and Innovation (PATI), IDHEAP Lausanne, Switzerland, September 5-7, 2018.
6. Public Service Innovation Conference (PUBSIC2017): Program Committee, Lillehammer, Norway, November 15–17, 2017.
7. European Group of Public Administration (EGPA): Co-Program Chair Standing Working Group XI Public Administration Technology and Innovation (PATI), Politecnico di Milano, Milan, Italy, August 29-September 1, 2017.
8. International Research Society of Public Management (IRSPM): Co-Program Chair: Smart Cities A Global Comparative Public Management Perspective, 21st Annual Conference, Corvinius University, Budapest, Hungary, April 19-21, 2017.
9. Public Management Research Association (PMRA), Bi-Annual Conference, University of Minnesota, June 11–13, 2015.
   - Panel Organizing Chair: Open Innovation in the Public Sector,
   - Chair: Disaster and Emergency Management as Venues for Addressing Key Public Management Questions
10. dg.O 16th Annual International Conference on Digital Government Research, Arizona State University, Phoenix, May 27-30, 2015.
    - Member of program committee
    - Pre-conference Workshop organizer: Workshop 1 Open Data to Solve Societal Problems
11. American Society of Public Administration (ASPA), Annual Conference, Program Committee, 2014.
12. Public Management Research Association (PMRA), Panel Organizing Chair: Social Media in the Public Sector, Bi-Annual Conference, University of Wisconsin, Madison, June 20-22, 2013.
13. International Conference on Theory and Practice of Electronic Governance (ICEGOV) Conference, Albany, NY, Program Committee, 2012.
14. Public Management Research Association (PMRA), 11th Bi-Annual Conference in Syracuse, 20th Anniversary of PMRC, Panel Chair and Local Organization Committee, 2010-2011.
15. INSNA Sunbelt 2010, Session organizer and reviewer, Twitter networks.
16. SIENA workshop 2007, Harvard University, Cambridge, MA.
17. INSNA Sunbelt 2006, Member of Organizing Committee, Vancouver British Columbia, Canada.
18. Social Network Analysis Tutorial, dg.O, The National Conference on Digital Government Research (2005, 2006, 2007).

Professional memberships

1. European Group of Public Administration (EGPA) (ongoing)
   a. Steering Committee (2022-present)
   b. Co-Chair PATI Standing Working Group (2018-2020)
2. International Research Society of Public Management (IRSPM)
   a. Board of Directors – Member-at-Large (2022-present)
   b. Chair of Special Interest Group Agile and Digital Government (2022-present)
3. International Institute of Administrative Sciences - German Section (IIAS) (2016-present)
4. Public Management Research Association (PMRA) – (2008-present)

Professional experience

Harvard University, John F. Kennedy School of Government, Cambridge, MA 2005-2008
   Research Director, Program on Networked Governance
   Manage budget of $1.5M project for research team coordination and coordinate projects across consortium of four universities
   Receive several grants from federal and private funding agencies: National Science Foundation, Robert Wood Johnson Foundation, Harvard's Ash Institute for Democratic Governance and Innovation
   Perform research involving social network analysis of voluntary engagement in cross-agency knowledge sharing activities and informal networking.

University of St. Gallen, Executive MBA Program, Switzerland 1999-2002
   Project Manager and Content Designer; Internet portal StrategyLab.ch
   Initiated and co-directed consulting project with Deutsche Bank AG, Frankfurt, Germany, on knowledge management in banking sector
   Co-organized international student competition, The St. Gallen Symposium (former ISC symposium).
   Served as jury member and reviewer of international student competition St. Gallen Wings of Excellence Award (1999-2002)
   Served as contributing editor of Mergers & Acquisitions Review (2000-2002)

Dr. Poppe, Umweltberatungsgesellschaft, Kassel, Germany 1995-1998
   Operations Manager
   Coordinated internal change activities and research budget scenarios for investors during start-up phase of new company branch (Worked full-time while pursuing pre-DBA degrees at University of Kassel, Germany)

Lotus/IBM, Munich, Germany (part-time) 1997-1998
   Developed two LearningSpace showcases on Quality Management and Introduction to Economics;
   Presented products at international annual trade show CeBIT in Hannover, Germany

Aerzener Maschinenfabrik GmbH, Hameln, Germany 1991-1994
   Project Manager
   Introduced new automated time management system to replace manual time one: designed individual time recording plans, coordinated department-wide introduction and company-wide installation
   Led ergonomic office space remodeling project; coordinated services of external consultants and bidding process of suppliers; supervised planning activities and implemented changes for over 1,000 employees

List of references:

David Lazer, PhD
Distinguished Professor of Political Science and Computer and Information Sciences
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