Why governments use technology and the impact of use
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Governments use technology for a number of reasons including transparency with the intent to build trust from the public; by extension, garner support for policy making; ease of information sharing, expediting information requests; access to virtual experiences; expanding employment opportunities. Impacts to society due to tech use include perception of accountability and transparency on part of citizens about their government; wider and calculated automation; demonstratable adaptation; maintenance of an informed public, which includes the often marginalized, and coordinated partnerships.

There are a number of elements to keep in mind when citizens engage technologies in association with their government and that includes the ease of use; changes in the perceptions of the governing body; changes in trust in the interaction/engagement through the use of technology; changes to the meaning of bureaucracy (Silcock, 2001); internal and external organizational information sharing; and partnerships within/partnerships outside of organizations or governing bodies.

A democratic implementation of technology (Feeney and Porumbescu, 2020) allows government to demonstrate its partnership with the citizen body and its intentions to improve the quality of life for its citizens. New York City's Mayor Eric Adams' Instagram (@nycmayor) is a good example of this. Another are open source databases, for example, which are democratic in nature and help "generate, share, and archive content for free, advancing the inclusive development of the technology and its uses across geography and type of user" (Feeney and Porumbescu, 2020). Technology engages its users and draws many dynamically from all corners of society and helps create a network of inputs and outputs all to the benefit of the larger society. Wright & Headley (2021) note the use of body cameras, for example, by police and how citizens having access to the lived-experience of policing can positively have their attitudes changed about policing, impacting the nature and quality of future engagements. These and other forms of engagement and information-sharing help alter attitudes (Gupta and Jana, 2003) over time. In this respect, the authors also make the argument for gauging a qualitative perspective regarding the use of government's use of technology (to the point of this assignment).

Do governments want their interactions with citizens to be easy or easier than before? Yes, according to Silcock (2001) who says citizens "want convenience, customization and empowerment" and suggests that this has an effect on how people view bureaucratic processes (often a hindrance to citizen engagement), for example. Technology can help redefine the perception of the organizational body using it (Silcock, 2001). Technology brings government to the forefront of experience with the use of single stop services such as the Social Security Administration's (SSA) website www.ssa.gov. The observation and analysis of more complex documents transmitted and made available by governments would serve professionals, i.e. tax preparers, to inform less knowledgeable people in complex processes. Also, transparency wards off ambiguity and helps gather support towards what policymakers for example wish to get done. This makes bureaucracies easier to interact with as perceived by the public. In the same vein, Gupta and Jana (2003) point to organizational needs in the implementation of effective technology use by government which includes hierarchical dimensions i.e. having a Chief Information Officer (CIO) and to service implementation i.e. maintaining a single-stop-like aspect such as an information portal. Aligned with Silcock (2001), the authors draw a business-like image of government's use of technology with the need of competent workers (with a competent and purposeful leadership in place) (Im, Porumbescu, & Lee 2013) and effective service delivery. This requires an organizational support in place that a CIO for example can count on in coordination with subordinates to reciprocate the culture of tech, of implementing an ease in the interaction between technologies and people in the effort of proper service delivery.

Moon & Norris (2005) account for a municipal's size and implemented government type for how technologies begin to be used by officials. It often requires partnerships between people within an organization or government and outside of the organization or governing body (Chen et al 2019) and particular learning mechanisms to remain aligned with the service delivery accompanying the use of new technologies.

Gupta and Jana (2003) suggest, once hands-on activities such as the handling of "building approvals and birth and death certificates…[and] the collections of property, water and sewerage taxes," are "hands-off" activities now so to speak and can be managed more expansively due to automation and the use of

technology. The authors also note that kiosks – which the use of suggests a mindfulness in part of implementors – account for users who need digital literacy i.e. knowing how to use a mouse and keyboard, to conduct aspects of a transaction between themselves and the municipality or other. Chen et al (2019) suggest that "[f]or information systems users, previous experiences shape their perception of information system success[es]" (Chen et al 2019; Seddon, Staples, Patnayakuni, & Bowtell, 1999). They continue to note similarly as others the importance of structural organizational alignment with the needs that coincide with technological implementation and service delivery. Gupta and Jana (2003) note banks as having a historical change in both operations from paper to computer use in transacting account and other related services and the perception bankers held about implementing technologies in processing transactions.

Citizens being able to access campaign contributions, observe the process via online means, can have better perceptions of their representatives and in turn gather substantial support of their representatives and their actions. This can shed light on how citizen's generally feel about their government at a given time. Our age of technology use has formed perceptions about how systems are changing our interactions with government constantly. The public generally aims at implementing policy that is widely regarded as good (Erber and Lau 1990, as cited in Birkland, 2021).

Another use of technology by government, as noted by Taveras and da Cruz (2020) in their article, is if public officials are to align themselves with ease of information sharing, then expediting and removing "specific requests, for example, through the use of ICTs," would help them in this aim. As there is often a lot of pressure on the public sector to create employment opportunities for people (Agarwal 2018) with the wider use of technologies, old jobs tend to be extinct to create emergence of new ones including –in this era— such positions as "application developers, social media & digital market[ers], User Experience (UX) designers, advanced manufacturing specialists, genetic counselors, & drone operators (Argawal, 2018). These new employment lines lead government to implement them in their own respect as well. Application designers can help local and national governments develop reporting systems such as NYC COVID Safe and Excelsior Pass Plus apps that accounted for people's vaccination status regarding the COVID 19 pandemic made it easy for people to upload their vaccination cards and hold an electronic version of it. A UX designer can double down on the ease of use an application user has and develop troubleshooting mechanism to assist. These sort of interactions with government can create word-of-mouth scenarios that encourages compliance with vaccination and reporting. Because governments experience their own set of constraints regarding implementation of technology (and at times the resistance to it, ie, remaining paper-bound) (Dhillon et al, 2008), a whole set of work opportunities manifest in the form of organizational design changes too: training to implement technologies to aid in the service of organizational change, all to help in the multilayered stages of information sharing.

As one can see, there are many ways in which governments make use of technologies and the impact of their use affects society in dynamic ways. There are notable challenges that implementation brings about but working in coordination and with unified purpose helps deliver on goals set by governments. For the purposes of managing with substantive effectiveness, it would befit governments to make good use of technologies as they are created. Societies change constantly and the governing bodies that help facilitate a conduct by their citizens' alignment with constitutional principles results in empowerment and supportive relations between them.

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