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Professor
Department of Public Administration
College of Public Policy
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Education

Ph.D. Politics, The University of Sheffield, United Kingdom. 2000.

M.B.A. Business Studies - Agricultural Economics and Business, The University of Guelph, Canada. 1996.

M.A. Political Studies, Specializing in Public Administration and Public Policy, The University of Guelph, Canada. 1994.

B.A. Double Major Honors, Political Science and Economics, The University of Guelph, Canada. 1993.

Certification

CERTIFIED FINANCIAL PLANNER™

CFP® Certification Professional Education Program, College for Financial Planning, United States. 2018.

Teaching

Professor, Department of Public Administration, The University of Texas at San Antonio, September 2012-Present. Graduate Courses: Public Budgeting and Finance, Economics for Public Affairs, Management Information Systems, Introduction to Public Service Leadership and Management, Public Human Resource Management, and Applied Research II. Undergraduate Courses: Public Administration and American Society.

Associate Professor, Department of Public Administration, The University of Texas at San Antonio, September 2007-September 2012. Graduate Courses: Economics for Public Administrators, Public Sector Financial Management, Introduction to Public Administration, Management Information Systems, Electronic Government, and Applied Research II.

Assistant Professor, Department of Public Administration, The University of Texas at San Antonio, September 2001- September 2007. Graduate Courses: Public Sector Financial

Management, Economics for Public Administrators, Management Information Systems, Electronic Government, and Introduction to Public Administration.

Assistant Professor, Department of Political Science and Legal Studies, Murray State University, September 2000-May 2001. Graduate Course: Public Budgeting and Public Policy Analysis. Undergraduate Courses: Introduction to Public Administration, Canadian Public Administration, and Government and Business Relations.

Academic Administration

Department Chair, Department of Public Administration, The University of Texas at San Antonio, April 2007 - May 2018. Responsibilities: Provided general oversight of the Department with over 300 students. Managed the departmental budgets, conducted faculty and staff annual reviews, planned curriculum, maintained NASPAA accreditation, facilitated departmental strategic planning. Supervised 11 full-time faculty, 15 part-time adjuncts, and two full-time staff members. The Department had an MPA program, a Bachelors of Public Administration degree, minors in nonprofit management, public administration, and civic engagement, graduate Certificate in Nonprofit Administration and Leadership, and collaborates with the College of Architecture in a Master's of Science in Urban and Regional Planning.

Graduate Advisor of Record (MPA Director), MPA Program, Department of Public Administration, The University of Texas at San Antonio, September 2004 - May 2007. Responsibilities: Recruitment, program administration (advising students, processing paperwork to approve course transfers and/or substitutions), and degree certification (performing degree audits for graduating students).

MPA Director, Department of Political Science and Legal Studies, Murray State University, Kentucky, September 2000 - May 2001, Responsibilities: Recruiting and administered the MPA program and served as adviser to approximately 70 students.

Authored Books

Reddick, C.G. (2012). *Public Administration and Information Technology*. (Author). (Burlington, MA: Jones & Bartlett Learning).

Reddick, C.G. (2010). *Homeland Security Preparedness and Information Systems: Strategies for Managing Public Policy*. (Author) (Hershey, PA: IGI Global).

Edited Books

Paulin, A.A., Anthopoulos, L.G., & Reddick, C.G. (2017). *Beyond Bureaucracy: Towards Sustainable Government Informatisation*. (Editors). (New York, NY: Springer).

Reddick, C.G., & Anthopoulos, L.G. (2015). *Information and Communication Technologies in Public Administration: Innovations from Developed Countries*. (Editors) (Boca Raton, Florida: Taylor & Francis Group).

- Anthopoulos, L.G., & Reddick, C.G. (2014). *Government e-Strategic Planning and Management: Practices, patterns and roadmaps*. (Editors). (New York, NY: Springer).
- Saeed, S., & Reddick, C.G. (2013). *Human-Centered System Design for Electronic Governance*. (Editors). (Hersey, PA: IGI-Global).
- Weerakkody, V., & Reddick, C.G. (2013). *Public Sector Transformation through E-Government: Experiences from Europe and North America*. (Editors). (New York, NY: Routledge).
- Reddick, C.G., & Aikins, S.K. (2012). *Web 2.0 Technologies and Democratic Governance: Political, Policy and Management Implications*. (Editors). (New York, NY: Springer).
- Reddick, C.G. (2012). *Cases on Public Information Management and E-Government Adoption*. (Editor). (Hersey, PA: IGI-Global).
- Reddick, C.G. (2010). *Comparative E-Government*. (Editor). (New York, NY: Springer).
- Reddick, C.G. (2010). *Citizens and E-Government: Evaluating Policy and Management*. (Editor). (Hershey, PA: IGI Global).
- Reddick, C.G. (2010). *Politics, Democracy and E-Government: Participation and Service Delivery*. (Editor). (Hershey, PA: IGI Global).
- Reddick, C.G. (2009). *Handbook of Research on Strategies for Local E-Government Adoption and Implementation: Comparative Studies (2 Volumes)*. (Editor). (Hershey, PA: IGI Global).
- Reddick, C.G., & Cogburn, J.D. (2008). *Handbook of Employee Benefits and Administration*. (Editors) (New York, NY: Taylor and Francis).

Journal Articles

- Demir, T., Reddick, C.G., Ponomariov, B., & Flink, C. (Forthcoming). Does Power Corrupt? An Empirical Study of Power, Accountability and Performance Triangle In Public Administration. *International Journal of Public Administration*.
- Chatfield, A.T., & Reddick, C.G. (Forthcoming). Collaborative Network Governance Framework for Aligning Open Justice and E-Justice Ecosystems for Greater Public Value. *Social Science Computer Review*.
- Reddick, C.G., Demir, T., & Streib, G. (Forthcoming). The Professional Mindset of City Managers: Implications for Public Administration. *Administration & Society*.
- Chatfield, A.T., & Reddick, C.G. (2018). Crowdsourced Cybersecurity Innovation: The Case of the Pentagon's Vulnerability Reward Program. *Information Polity*, 23(2), 177-194.
- Chatfield, A.T., & Reddick, C.G. (2018). Customer agility and responsiveness through big data analytics for public value creation: A case study of Houston 311 on-demand services. *Government Information Quarterly*, 35(2), 336-347.
- Chatfield, A.T., & Reddick, C.G. (2018). All Hands on Deck to Tweet #Sandy: Networked Governance of Citizen Coproduction in Turbulent Times. *Government Information Quarterly*, 35(2), 259-272.

- Chatfield, A.T., & Reddick, C.G. (2018). The Role of Policy Entrepreneurs in Open Government Data Policy Innovation Diffusion: An Analysis of Australian Federal and State Governments. *Government Information Quarterly*, 35(1), 123-134.
- Ganapati, S., & Reddick, C.G. (2018). Prospects and Challenges of Sharing Economy for the Public Sector. *Government Information Quarterly*, 35(1), 77-87.
- Brajawidagda, U., Reddick, C.G., & Chatfield, A.T., (2017). Urban Resilience in Extreme Events: Analyzing Online News and Twitter Use during the 2016 Jakarta Terror Attack. *Information Polity*. 22(2-3), 159-177
- McCabe, B.C., Reddick, C.G., Demir, T. (2017). Municipal Professionalism: More Than Just a Job in Government? *American Review of Public Administration*. 47(8), 867 – 880.
- Chatfield, A.T., & Reddick, C.G. (2017). A Longitudinal Cross-Sector Analysis of Open Data Portal Service Capability: The Case of Australian Local Governments. *Government Information Quarterly*. 34(2), 231-243.
- Reddick, C.G., & Zheng, Y. (2017). Determinants of Citizens' Mobile Apps Future Use in Chinese Local Governments: An Analysis of Survey Data. *Transforming Government: People, Process and Policy*. 11(2), 213 – 235.
- Reddick, C.G., Chatfield, A.T., & Ojo, A. (2017). A Social Media Text Analytics Framework for Double-Loop Learning for Citizen-Centric Public Services: A Case Study of a Local Government Facebook Use. *Government Information Quarterly*. 34(1), 110-125.
- Reddick, C.G., Chatfield, A.T., & Brajawidagda, U. (2016). Open Government Process and Government Transparency in Crisis Communication: The Case of AirAsia QZ8501 Crash. *Information Polity*. 21(3), 255–271.
- Chatfield, A.T., & Reddick, C.G. (2016). Smart City Implementation through Shared Vision of Social Innovation for Environmental Sustainability: A Case Study of Kitakyushu, Japan. *Social Science Computer Review*. 34(6), 757-773.
- Ganapati, S., & Reddick, C.G. (2016). An Ostrich Burying its Head under the Sand? The 2009 NASPAA Standards and Scope of Information Technology and E-government Curriculum. *Journal of Public Affairs Education*. 22(2), 267–286.
- Anthopoulos, L., Reddick, C.G., Giannakidou, I., & Mavridis, N. (2016). Why E-Government Projects Fail? An Analysis of the Healthcare.gov Website. *Government Information Quarterly*. 33(1), 161–173.
- Anthopoulos, L., & Reddick, C.G. (2016). Understanding Electronic Government Research and Smart City: A Framework and Empirical Evidence. *Information Polity*. 21(1), 99-117.
- Demir, T., & Reddick, C.G. (2015). Political Orientation and Policy Involvement of City Managers: An Empirical Study of the Value-Activity Relationship. *Public Organization Review*. 15(4), 581-598.
- Chatfield, A.T., & Reddick, C.G. (2015). Understanding Risk Communication Gaps through E-Government Website and Twitter Hashtag Content Analyses: The Case of Indonesia's Mt. Sinabung Eruption. *Journal of Homeland Security and Emergency Management*. 12(2), 351–385.

- Reddick, C.G., Chatfield, A.T., & Jaramillo, P. (2015). Public Opinion on National Security Agency Surveillance Programs: A Multi-Methods Approach. *Government Information Quarterly*. 32(2), 129-141.
- Chatfield, A.T., Reddick, C.G., & Brajawidagda, U. (2015). Government Surveillance Disclosures, Bilateral Trust and Indonesia-Australia Cross-Border Security Cooperation: Social Network Analysis of Twitter Data. *Government Information Quarterly*. 32(2), 118-128.
- Demir, T., Reddick, C.G., & Nank, R. (2015). The Relationship between Public Service Values and Administrative Involvement in Policymaking. *Public Organization Review*. 15(1), 79-98.
- Reddick, C.G., & Anthopoulos, L. (2014). Interactions with E-Government, New Digital Media, and Traditional Channel Choices: Citizen-Initiated Factors. *Transforming Government: People, Process and Policy*. 8(3), 398 – 419.
- Reddick, C.G., & Jaramillo, P. (2014). New Digital Media Use and Preferences for Government: A Survey of Canadians. *Electronic Government, an International Journal*. 11(1/2), 39–58.
- Reddick, C.G. (2014). Citizens and Mobile Government Adoption: A Comparison of Activities and Uses. *International Journal of Civic Engagement and Social Change*. 1(1), 13-26.
- Ganapati, S., & Reddick, C.G. (2014). The Use of ICT for Open Government in U.S. Municipalities: Perceptions of Chief Administrative Officers. *Public Performance and Management Review*. 37(3), 365-387.
- Reddick, C.G., & Demir, T. (2014). Professional Identification and City Managers: An Analysis of a National Survey. *International Journal of Public Administration*. 37(3), 174-182.
- Abdelsalam, H., Reddick, C.G., Gamal, S., & Al-shaar, A. (2013). Social Media in Egyptian Government Websites: Presence, Usage, and Effectiveness. *Government Information Quarterly*. 30(4), 406–416.
- Reddick, C.G., & Norris, D.F. (2013). Social Media Adoption at the American Grassroots: Web 2.0 or 1.5? *Government Information Quarterly*. 30(4), 498-507.
- Reddick, C.G., & Ponomariov, B. (2013). The Effect of Individuals' Organization Affiliation on their Internet Donations. *Nonprofit and Voluntary Sector Quarterly*. 42(6), 1197-1223.
- Rahm, D., & Reddick, C.G. (2013). Information and Communication Technology (ICT) for Emergency Services: A Survey of Texas Emergency Services Districts. *International Journal of E-Politics*. 4(3), 30-43.
- Norris, D.F., & Reddick, C.G. (2013). E-Democracy at the American Grassroots: Not Now...Not Likely? *Information Polity*. 18(3), 201-216.
- Reddick, C.G., & Norris, D.F. (2013). E-Participation in Local Governments: An Examination of Political-Managerial Support and Impacts. *Transforming Government: People, Process and Policy*. 7(4), 453-476.
- Abdelsalam, H., Gamal, S., Reddick, C., & Saeed, S. (2013). Web 2.0 applications use and perception for research collaboration in Egyptian public universities. *International Journal of Services Technology and Management*. 19, 1/2/3, 99-119.

- Norris, D.F., & Reddick, C.G. (2013). Local E-Government in the United States: Transformation or Incremental Change? *Public Administration Review*. 73(1), 165–175.
- Reddick, C.G., & Roy, J. (2013). Business Perceptions and Satisfaction with E-Government: Findings from a Canadian Survey. *Government Information Quarterly*. 30(1), 1–9.
- Reddick, C.G., Abdelsalam, H., & ElKadi, H. (2012). Channel Choice and the Digital Divide in E-Government: The Case of Egypt. *Information Technology for Development*. 18(3), 226-246.
- Demir, T., & Reddick, C.G. (2012). Understanding Shared Roles in Policy and Administration: An Empirical Study of Council-Manager Relations. *Public Administration Review*. 72(4), 526-536.
- Ganapati, S., & Reddick, C.G. (2012). Open E-Government in U.S. State Governments: Survey Evidence from Chief Information Officers. *Government Information Quarterly*. 29(2), 115-122.
- Abdelsalam, H., Reddick, C.G., ElKadi, H., & Gamal, S. (2012). Factors Affecting Perceived Effectiveness of Local E-Government in Egypt. *International Journal of Information Communication Technologies and Human Development*, 4(1), 24-38.
- Reddick, C.G. & Turner, M. (2012). Channel Choice and Public Service Delivery in Canada: Comparing E-Government to Traditional Service Delivery. *Government Information Quarterly*. 29(1), 1-11.
- Reddick, C.G., Abdelsalam, H., & ElKadi, H. (2011). The Influence of E-Government on Administrative Discretion: The Case of Local Governments in Egypt. *Public Administration and Development*. 31(5), 390-407.
- Reddick, C.G., & Ganapati, S. (2011). Open Government Achievement and Satisfaction in US Federal Agencies: Survey Evidence for the Three Pillars, *Journal of E-Governance*. 34(4), 193-202.
- Bagloee, S.A., & Reddick, C.G. (2011). A Logit Model for Budget Allocation Subject to Multi Budget Source., *International Journal of Strategic Decision Sciences*. 2(3), 1-17.
- Rahm, D., & Reddick, C.G. (2011). US City Managers' Perceptions of Disaster Risks: Consequences for Urban Emergency Management. *Journal of Contingencies and Crisis Management*, 19(3), 136-146.
- Reddick, C.G. (2011). Customer Relationship Management (CRM) technology and organizational change: Evidence for the bureaucratic and e-Government paradigms. *Government Information Quarterly*, 28(3), 346–353.
- Reddick, C.G. (2011). Citizen Interaction and E-Government: Evidence for the Managerial, Consultative, and Participatory Models. *Transforming Government: People, Process and Policy*. 5(2), 167-184.
- Reddick, C.G. (2011). Information Technology and Emergency Management Preparedness and Planning in US States. *Disasters*. 35(1), 45-61.
- Reddick, C.G., & Rahm, D. (2010). Perceptions of emergency management in US cities: A survey of Chief Administrative Officers. *Journal of Emergency Management*, 8(6), 29-43.

- Reddick, C.G. (2010). The Impact of Citizen Relationship Management (CRM) on Government: Evidence from U.S. Local Governments. *Journal of E-Governance*, 33(2), 88-99.
- Reddick, C.G. (2010). Comparing Citizens' Use of E-Government to Alternative Service Channels. *International Journal of Electronic Government Research*, 6(2), 54-67.
- Reddick, C.G. & Frank, H.A. (2009). The Relationship between Risk and Homeland Security Financing: A Survey of Florida City Managers and Fire Chiefs. *Journal of Public Budgeting, Accounting, & Financial Management*, 21(4), 524-549.
- Reddick, C.G. (2009). Human Resources Information Systems in Texas City Governments: Scope and Perception of its Effectiveness. *Public Personnel Management*, 38(4), 19-34.
- Reddick, C.G. (2009). Management Support and Information Security: An Empirical Study of Texas State Agencies in the USA. *Electronic Government, An International Journal*, 6(4), 361-377.
- Reddick, C.G. (2009). The Importance of Employee Health Benefits to Public and Private Sector Organizations. *Public Personnel Management*, 38(2), 99-118.
- Frank, H.A., & Reddick, C.G. (2009). Coping with Homeland Security Responsibilities: A "Street-Wise" Perspective from Texas Counties. *Public Administration Quarterly*, 33(1), 37-70.
- Reddick, C.G. (2009). The Adoption of Centralized Customer Service Systems: A Survey of Local Governments. *Government Information Quarterly*, 26(1), 219-226.
- Reddick, C.G. (2009). Factors that Explain the Perceived Effectiveness of E-government: A Survey of United States City Government Information Technology Directors. *International Journal of Electronic Government Research*, 5(2), 1-15.
- Reddick, C.G. (2008). Perceived Effectiveness of E-government and its Usage in City Governments: Survey Evidence from Information Technology Directors. *International Journal of Electronic Government Research*, 4(4), 89-104.
- Reddick, C.G. (2008). Collaboration and Homeland Security Preparedness: A Survey of U.S. City Managers. *Journal of Homeland Security and Emergency Management*, 5(1), 1-19.
- Reddick, C.G. (2008). Collaborative Management and E-government: A Survey of State Government CIOs. *Electronic Government, An International Journal*, 5(2), 146-161.
- Reddick, C.G. (2007). Comparing Public and Private Choices of Managed Health Care Plans: Rhetoric versus Reality. *Public Personnel Management*, 36(3), 223-245.
- Reddick, C.G. (2007). Homeland Security Preparedness and Planning in US City Governments: A Survey of City Managers. *Journal of Contingencies and Crisis Management*, 15(3), 158-167. (Reprinted in *Homeland Security: Best Practices for Local Government*, ICMA Press).
- Cogburn, J.D. & Reddick, C.G. (2007). Public Pension Management: Issues and Trends. *International Journal of Public Administration*, 30(10), 995-1020.
- Reddick, C.G. & Cogburn, J.D. (2007). E-commerce and the Future of the State Sales Tax System: Critical Issues and Policy Recommendations. *International Journal of Public Administration*, 30(10), 1021-1043.

- Reddick, C.G. (2007). State Resource Allocation and Budget Formats: Towards a Hybrid Model. *Journal of Public Budgeting, Accounting, & Financial Management*, 19(2), 222-245.
- Reddick, C.G., & Frank, H.A. (2007). The perceived impacts of e-government on U.S. cities: A survey of Florida and Texas City managers. *Government Information Quarterly*, 24(3), 576-594.
- Reddick, C.G., & Cogburn, J.D. (2007). State Government Employee Health Benefits in the United States: Choices and Effectiveness. *Review of Public Personnel Administration*, 27(1), 5-20.
- Reddick, C.G., & Frank, H.A. (2007). E-government and its Influence on Managerial Effectiveness: A Survey of Florida and Texas City Managers. *Financial Accountability and Management*, 23(1), 1-26.
- Reddick, C.G., & Frank, H.A. (2006). Homeland Security Administration and Finance: A Survey of Texas County Officials. *Journal of Homeland Security and Emergency Management*, 3(3), 1-21.
- Reddick, C.G. (2006). Information Resources Managers and E-Government Effectiveness: A Survey of Texas State Agencies. *Government Information Quarterly*, 23(2), 249-266.
- Reddick, C.G. (2006). The Internet, Health Information, and Managing Health: An Examination of Boomers and Seniors. *International Journal of Healthcare Information Systems and Informatics*, 1(2), 20-38.
- Reddick, C.G. (2006). E-commerce and the State Sales Tax System: An Issue of Tax Fairness. *Electronic Commerce and Organizations*, 4(2), 40-61.
- Reddick, C.G. (2006). A Consumer's Perspective on the Use Tax and Electronic Commerce. *Journal of Internet Commerce*, 5(1), 23-43.
- Reddick, C.G. (2005). Government E-commerce Adoption: A Study of Texas Counties. *Journal of E-Government*, 2(2), 45-73.
- Reddick, C.G. (2005). Citizen-Initiated Contacts with Government: Comparing Phones and Websites. *Journal of E-Government*, 2(1), 27-53.
- Reddick, C.G. (2005). Citizen-Initiated Contacts with Ontario Local E-government: Administrators' Responses to Contacts. *International Journal of Electronic Government Research*, 1(4), 45-62.
- Reddick, C.G. (2005). Managed Health Care Plans in Southern United States Municipalities: Empirical Evidence on Choice of Plan. *International Journal of Health Planning and Management*, 20(2), 99-111.
- Reddick, C.G. (2005). Citizen Interaction with E-Government: From the Streets to Servers? *Government Information Quarterly*, 22(1), 38-57.
- Reddick, C.G. (2004). Empirical Models of E-Government Growth in Local Governments. *E-service Journal*, 3(2), 59-84.
- Reddick, C.G. (2004). Public Sector E-commerce and State Financial Management: Capacity Versus Wealth. *Social Science Computer Review*, 22(3), 293-306.
- Reddick, C.G. (2004). An Empirical Examination of Revenue Forecasting Techniques in Local Governments. *Municipal Finance Journal*, 24(4), 25-48.

- Reddick, C.G. (2004). The Growth of E-Procurement in the U.S. States: A Model and Empirical Evidence. *Journal of Public Procurement*, 4(2), 151-176.
- Reddick, C.G. (2004). Assessing Local Government Revenue Forecasting Techniques, *International Journal of Public Administration*, 27(8&9), 597-613.
- Reddick, C.G. (2004). Rational Expectations Theory and Macro Budgetary Decision-Making: Comparative Analysis of Canada, UK, and USA. *Journal of Public Budgeting, Accounting and Financial Management*, 16(3), 316-356.
- Reddick, C.G. (2004). A Two-Stage Model of E-Government Growth: Theories and Empirical Evidence for U.S. Cities. *Government Information Quarterly*, 21(1), 51-64.
- Reddick, C.G. (2003). IRCs Versus DRAs: Budgetary Support for Economic and Social Regulation. *Public Budgeting & Finance*, 23(4), 21-48.
- Reddick, C.G. (2003). Testing Rival Theories of Budgetary Decision-Making in the U.S. States. *Financial Accountability & Management*, 19(4), 315-340.
- Reddick, C.G., & Hassan, S.Y. (2003). Long-Run and Short-Run Budgeting: Empirical Evidence for Canada, UK, and USA. *Journal of Public Budgeting, Accounting and Financial Management*, 15(3), 354-380.
- Reddick, C.G. (2003). Long-Run and Short Run Budgeting: Theories and Empirical Evidence for the Canadian Provinces. *International Journal of Public Administration*, 26(4), 427-454.
- Reddick, C.G. (2003). Presidential Resource Support for IRCs and DRAs: A Principal-Agent Explanation. *Public Finance and Management*, 3(2), 176-208.
- Reddick, C.G. (2003). Budgetary Decision Making in the Twentieth Century: Theories and Evidence. *Journal of Public Budgeting, Accounting and Financial Management*, 15(2), 251-275.
- Reddick, C.G. (2002). Testing Rival Budgetary Decision Making Theories on Budget Outputs: Theories and Comparative Evidence. *Public Budgeting & Finance*, 22(3), 1-25.
- Reddick, C.G. (2002). Canadian Provincial Budget Outcomes: A Long Run and Short Run Perspective. *Financial Accountability & Management*, 18(4), 355-383.

Book Chapters

- Zheng, Y., & Reddick, C.G., (2018). Online privacy protection in Chinese City Governments: An Analysis of Privacy statements. In Muñoz, L., & Bolívar, M.P. *International e-Government Development: Policy, implementation and best practices*. pp. 99-120. Palgrave.
- Anthopoulos, L., Reddick, C.G., Giannakidou, I., & Mavridis, N. (2015). E-Government as an Innovative Product: Theories and Case Study. In Reddick, C.G & Anthopoulos, L. *Information and Communication Technologies in Public Administration: Innovations from Developed Countries*. pp. 125-140. CRC Press.
- Ganapati, S., & Reddick, C.G. (2013). Modeling IT Evolution in E-government: Theories and a Proposed Model. In J. Ramon Gil-Garcia (ed.) *E-government Success Factors and Measures: Theories, Concepts*. pp. 24-39. IGI Global, Inc.

- Norris, D.F., & Reddick, C.G. (2013). Electronic Democracy at the Grass Roots. In *The Municipal Year Book 2013*. pp. 71-78. ICMA Press.
- Abdelsalam, H., Reddick, C.G., & ElKadi, H., Gamal, S. (2013). E-Government and Public Service Delivery: A Survey of Egypt Citizens. In Saeed, S. & Reddick, C.G. (eds.) *Human Centered System Design for E-Governance*. pp. 311-327. IGI Global, Inc.
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- Abdelsalam, H., Reddick, C.G., & ElKadi, H. (2012). Egyptian local government website portals: Examining maturity levels and human development indicators. In Bwalya, K.J., & Zulu, S.F. (eds.) *Handbook for E-Government in Emerging Economies - Adoption, Continuance Usage, e-Participation and Legal Frameworks*. pp. 20-36. IGI Global, Inc.
- Abdelsalam, H., Reddick, C.G., & ElKadi, H. (2012). Success and Failure of Local E-Government Projects: Lessons Learned from Egypt. In Stephen K. Aikins (ed.) *Managing E-Government Projects: Concepts, Issues and Best Practices*. pp. 242-261. IGI Global, Inc.
- Reddick, C.G. (2012). Customer Relationship Management Adoption in Local Governments in the United States. In Chhabra, S., & Kumar, M. (eds.) *Strategic Enterprise Resource Planning Models for E-Government: Applications & Methodologies*. pp. 111-124. IGI Global, Inc.
- Reddick, C.G. (2011). Citizen-centric E-Governance and Innovative Developments of Public Services. In Anttiroiko, A.-V. & Bailey, S.J. & Valkama, P. (eds.) *Innovation in Public Governance*. pp. 217 – 233. IOS Press.
- Reddick, C.G. (2008). State Government Budgeting in the United States: Choices and Constraints. In M. Ezzamel, N. Hyndman, A. Johnsen, and I. Lapsley (eds.) *Accounting in Politics: Devolution and Democratic Accountability*. pp. 152-162. Routledge. (Reprinted in Japanese)
- Reddick, C.G. (2008). Evaluating Revenue Forecasting in City Governments: A Survey of Texas Finance Directors. In J. Sun and T.D. Lynch (eds.) *Handbook of Government Budget Forecasting: Theory and Practice*. pp. 305-324. (Taylor and Francis).
- Reddick, C.G. (2008). Public Sector Human Resources Information Systems Volume 1. In G.D. Garson and M. Khosrow-Pour (Eds.) *Handbook of Research on Public Information Technology*. pp. 145-151. IGI Global, Inc.
- Reddick, C.G. (2007). E-government and Creating a Citizen-Centric Government: A Study of Federal Government CIOs. In G.D. Garson (ed.) *Modern Public Information Technology Systems: Issues and Challenges*. pp. 143-165. IGI Global, Inc.
- Reddick, C.G. (2007). E-Government Adoption in Canadian Municipal Governments: A Survey of Ontario Chief Administrative Officers. In *Current Issues and Trends in E-Government Research*. (Ed.) Norris, D.F., pp. 289-308. IGI Global Inc.
- Reddick, C.G. (2006). Public Sector E-commerce. In *Encyclopedia of Digital Government*. (eds.) Anttiroiko, A., & Malkia, M., pp. 1383-1387. Idea Group Reference.

- Reddick, C.G. (2006). Government e-Procurement through the Internet. In *Encyclopedia of Digital Government*. (eds.) Anttiroiko, A., & Malkia, M., pp. 901-905. Idea Group Reference.
- Reddick, C.G., & Coggburn, J.D. (2006). E-commerce and the Future of the American Sales Tax System In *Handbook of Public Financial Management* (ed.) Frank. H.A., pp. 179-206. CRC and Taylor and Francis Publishers.
- Coggburn, J.D., & Reddick, C.G. (2006). The Management of Public Pensions. In *Handbook of Public Financial Management*. Frank, H.A., pp. 423-462. CRC and Taylor and Francis Publishers.
- Reddick, C.G. (2005). The Bankruptcy of the San Antonio Symphony. *The Electronic Hallway*. Retrieved from <http://www.hallway.org>.

Conference Presentations and Paper Proceedings

- Chatfield, A.T., Ojo, A, Puron-Cid, G, & Reddick, C.G. 2018. Big Data Analytics Use: International Cross Case Analysis. In *Proceedings of the 19th Annual International Conference on Digital Government Research* (dg.o 2018), doi [10.1145/3209281.3209372](https://doi.org/10.1145/3209281.3209372)
- Ganapati, S., & Reddick, C.G. 2018. Implications of the Sharing Economy for Urban Governance. *48th Annual Conference of the Urban Affairs Association*, Toronto, Canada.
- Chatfield, A.T., Reddick, C.G. & Choi, K.P., 2017. Online Media Use of False News to Frame the 2016 Trump Presidential Campaign. In *Proceedings of the 18th Annual International Conference on Digital Government Research* (dg.o 2017), ACM, New York, NY, USA, 213-222. DOI: <https://doi.org/10.1145/3085228.3085295>
- Reddick, C.G., Chatfield, A.T., & Puron-Cid, G. 2017. Online Budget Transparency Innovation in Government: A Case Study of the U.S. State Governments. In *Proceedings of the 18th Annual International Conference on Digital Government Research* (dg.o 2017), ACM, New York, NY, USA, 232-241. DOI: <https://doi.org/10.1145/3085228.3085271>
- Chatfield, A.T., & Reddick, C.G., 2017. Cybersecurity Innovation in Government: A Case Study of U.S. Pentagon's Vulnerability Reward Program. In *Proceedings of the 18th Annual International Conference on Digital Government Research* (dg.o 2017), ACM, New York, NY, USA, 64-73. DOI: <https://doi.org/10.1145/3085228.3085233>
- Reddick, C.G., Chatfield, A.T., & Brajawidagda, U. Increasing Policy Success through the Use of Social Media Cross-Channels for Citizen Political Engagement. *HICSS E-Government Track*. Hawaii, January, 2017.
- Chatfield, A.T., & Reddick, C.G. Barriers to Predictive Analytics Use for Policy Decision-Making Effectiveness in Turbulent Times: A Case Study of Fukushima Nuclear Accident. *HICSS E-Government Track*. Hawaii, January 2017.
- Chatfield, A.T., Reddick, C.G., & Anggoro, Y. Indonesia's Digital Infrastructures for Nuclear Energy Policy Transparency. *AMCIS E-Government Track*, San Diego, August 2016.
- Reddick, C.G. Big Data in U.S. Local Governments. *2nd Workshop on Technologies and Public Administration*, Sun Yat-sen University, Guangzhou, China, September 2016.

- Chatfield, A.T., & Reddick, C.G. Open Data Policy Innovation Diffusion: An Analysis of Australian Federal and State Governments, *17th Annual International Conference on Digital Government Research*, Shanghai, China, June 2016. (Won Best Paper Award)
- Brajawidagda, U., Reddick, C.G., & Chatfield, A.T. Social Media and Urban Resilience: A Case Study of the 2016 Jakarta Terror Attack, *17th Annual International Conference on Digital Government Research*, Shanghai, China, June 2016.
- Anthopoulos, L., & Reddick, C.G. Smart City and Smart Government: Synonymous or Complementary? *AW4city 2nd International Smart City Workshop – Enhancing Urban Sustainability with Web Applications*. Montreal, Canada, April 2016.
- Chatfield, A.T., Reddick, C., & Al-Zubaidi, W. Capability Challenges in Transforming Government through Open and Big Data: Tales of Two Cities. *International Conference on Information Systems*, Fort Worth, Texas, December 2015.
- Anthopoulos, L., Reddick, C.G., Giannakidou, I., & Mavridis, N. Why E-Government Projects Fail? An Analysis of the Healthcare.gov Website. *Workshop on Technology Revolution and Public Administration: Opportunities and Challenges*, Sun Yat-sen University, Guangzhou, China, October 2015.
- Chatfield, A.T., Reddick, C.G., & Brajawidagda, U. Tweeting Propaganda, Radicalization and Recruitment: Islamic State Supporters Multi-Sided Twitter Networks. *16th Annual International Conference on Digital Government Research*, Phoenix, Arizona, May 2015.
- Brajawidagda, U., Chatfield, A.T., & Reddick, C.G. The Imperative of Government Transparency in Crisis Communication: The Case of AirAsia QZ8501 Crash. *16th Annual International Conference on Digital Government Research*, Phoenix, Arizona, May 2015.
- Ganapati, S., & Reddick, C.G. (2014). Information Technology in the Curriculum: A Survey of MPA Principal Representatives. *NASPAA Conference*, Albuquerque, New Mexico, November 2014.
- Chatfield, A.T., Reddick, C.G., Inan, D.I., & Brajawidagda, U. E-Government, Social Media, and Risk Perception Communication at the Edge of Disaster: Findings from the Mt. Sinabung Eruption in Indonesia. *15th Annual International Conference on Digital Government Research*, Aguascalientes City, Mexico, June 2014.
- Reddick, C.G., & Norris, D.F. E-Participation in Local Governments: An Empirical Examination of Impacts. *14th Annual International Conference on Digital Government Research*, Quebec City, Canada, June 2013.
- Norris, D.F., & Reddick, C.G. E-Democracy at the American Grassroots. *13th European Conference on eGovernment*, Como, Italy, June 2013.
- Rahm, D., & Reddick, C.G. Information and Communication Technology (ICT) for Emergency Services: A Survey of Texas Emergency Services Districts. *American Society for Public Administration*, New Orleans, LA, March 2013.
- Norris, D.F., & Reddick, C.G. E-government Among US Local Governments: Current Status and Recent Trends. *12th European Conference on eGovernment*, Barcelona, Spain, June 2012.

- Norris, D.F., & Reddick, C.G. Local E-Government in the U.S.: Transformation or Incremental Change, *American Society for Public Administration*, Las Vegas, NV, March 2012.
- Rahm, D., & Reddick, C.G. U.S. City Managers' Perceptions of Disaster Risks: Consequences for Urban Emergency Management, *Hawaii International Conference on Social Sciences*, Honolulu, Hawaii, June 2011.
- Ganapati, S., & Reddick, C.G. Are U.S. State Governments Open? *American Society for Public Administration*, Baltimore, MD, March 2011.
- Reddick, C.G. Comparing New Public Management and E-Government: Examining CRM Adoption in Local Governments in the U.S. *International Conference at the Faculty of Economics and Business, University of Granada, Spain*, September 2010.
- Reddick, C.G. The Impact of Citizen Relationship Management (CRM) on Government: Evidence from U.S. Local Governments. *International Conference on E-Government and E-Governance*. Antalya, Turkey, March 2010
- Reddick, C.G. The Impact of CRM on Government. *2009 Asia-Pacific E-Governance International Conference*. Taipei, Taiwan, September 2009.
- Reddick, C.G. Factors that Explain the Perceived Effectiveness of E-government: A Survey of US City Government Information Technology Directors. *SECOPA*. Orlando, Florida, September 2008.
- Reddick, C.G. Collaboration and E-government Management: The Views of State Government CIOs. *New Public Sector Seminar on E-government*, Edinburgh, Scotland, November 2007.
- Reddick, C.G. Collaborative Management and E-government: A Survey of State Government CIOs. *American Society for Public Administration*. Washington, D.C., March 2007.
- Reddick, C.G. E-government and its Influence on Managerial Effectiveness: A Survey of Florida and Texas City Managers. *American Society for Public Administration*. Denver, Colorado, April 2006.
- Reddick, C.G. Citizen-Initiated Contacts with Government: Comparing Phones and Websites. *Western Social Science Association*. Albuquerque, New Mexico, April 2005.
- Reddick, C.G. A Two-Stage Model of E-Government Growth. *American Society for Public Administration*, Portland, Oregon, March 2004.
- Reddick, C.G. Testing Rival Theories of Budgetary Decision-Making on the U.S. States. *Association for Budgeting and Financial Management*, Kansas City, Missouri, October 2002.
- Reddick, C.G. Presidential Resource Support for IRCs and DRAs: A Principle-Agent Explanation. *American Political Science Association Meeting*, Boston, Massachusetts, September 2002.
- Reddick, C.G. IRCs Versus DRAs: Budgetary Support for Economic and Social Regulation. *Midwest Political Science Association Meeting*, Chicago, Illinois, April 2002.
- Reddick, C.G. U.S. Federal Government Spending on Social and Economic Regulation. *Western Political Science Association Meeting*, Long Beach, California, March 2002.

- Reddick, C.G. Political and Economic Dynamics of Canadian Provincial Budget Outcomes. *Southern Political Science Association Meeting*, Atlanta, Georgia, November 2001.
- Reddick, C.G. Garbage Cans, Incrementalism, Rational Choice, and Expectation Formation in Budgeting: Theories and Comparative Evidence. Chicago, Illinois, *Midwest Political Science Association Meeting*, April 2001.
- Reddick, C.G. Testing Rival Internal and External Change Budgetary Models. *Western Political Science Association Meeting*, Las Vegas, Nevada, March 2001.
- Reddick, C.G. & Hassan, S.Y. Explaining the Budgetary Surplus: A Comparative Study. *American Society for Public Administration Meeting*, Newark, New Jersey, March 2001.

Awards and Grant Funding

- 2016 Won Best Paper Award (with Akemi Chatfield) for “Open Data Policy Innovation Diffusion: An Analysis of Australian Federal and State Governments,” *17th Annual International Conference on Digital Government Research*, Shanghai, China, June 2016
- 2015 Visiting Professor, Sun Yat-sen University, Guangzhou, China
- 2014 Honorary Professorial Fellow with the Faculty of Engineering and Information Science, University of Wollongong, Australia
- 2014 IGI-Global InfoSci-Journals Distinguished Fellowship Award for Editor-in-Chief, *International Journal of Public Administration in the Digital Age*
- 2014 Alvarez International Study Fund, 2014-15 Study Abroad to Lima, Peru. \$7,500. Role: PI
- 2013 College of Public Policy Research Grant (With Tansu Demir), *Professional Identification and City Managers: An Analysis of a National Survey*. \$1,957. Role: PI
- 2012 *Efficiency and Transparency in Municipal Management in an Environment of Economic Crisis*. Regional Government of Andalusia, Spain (SEJ-7700), 47.000,50 euros, Role: Co-PI
- 2011 Local e-Government in Egypt: Integrating Lessons into Planning "LoGIn2EGYPT", Canada's International Development Research Centre (IDRC) (Hisham Abdelsalam, Cairo University --Principal Investigator), Role: Project Consultant
- 2010 International City/County Management Association (ICMA) Surveys on Local E-Government and E-Democracy (with Donald Norris), \$15,000 USD, Role: Co-PI
- 2005 President's Distinguished Achievement Award for Research Achievement, The University of Texas at San Antonio
- 2005 College of Public Policy Dean's Faculty Excellence Award, The University of Texas at San Antonio

Service to the Profession

Editorial Service

- Founding Editor-in-Chief, *International Journal of Public Administration in the Digital Age*, IGI-Global, 2011-2018. Total of 5 volumes edited.
- Founding Editor, *Public Administration and Information Technology Book Series*, Springer, 2011-2017. Over 20 books published.
- *Government Information Quarterly* 2011 *Best Paper Award*, Committee Chair
- Editorial Review Boards: *Information Polity*, *Government Information Quarterly*, *Electronic Government*, *An International Journal*, the *Journal of Public Budgeting, Accounting, and Financial Management*, *Financial Accountability and Management*, *International Journal of Electronic Government Research*, the *International Journal of E-Politics*, *Journal of Public Procurement*, the *International Journal of Civic Engagement and Social Change*, *Public Organization Review*, and *International Journal of Public Administration*.
- Guest Editor with Sukumar Ganapati, “Special Issue on Information Technology and Public Administration Education” *Journal of Public Affairs Education*. 2016. Volume 22, Issue 2.
- Guest Editor with Akemi Takeoka Chatfield, “Special Issue on Information and Communication Technology (ICT) and Crisis, Disaster, and Catastrophe Management” Forthcoming. *Journal of Homeland Security and Emergency Management*. 2015. Volume 12, Issue 3.
- Guest Editor, “Special Issue on Technology Design for ICT4D Initiatives: Challenges and Opportunities” 2013. *International Journal of Services Technology and Management*. Volume 19, Issue 1/2/3
- Guest Editor, “Special Issue on Information Technology and Homeland Security.” 2013. *International Journal of E-Politics*. Volume 4, Issue 4
- Guest Editor, “Special Issue on Citizens and E-Government.” 2010. *International Journal of Electronic Government Research*, Volume 6, Issue 2
- Guest Editor, “Symposium on the Management and Policy of State and Local Government Revenue Forecasting.” (2005-2006). *Journal of Public Budgeting, Accounting, & Financial Management*, Volumes 17 & 18

Service to Public Administration Graduate Education

- External Examiner, Andrew Maranga Kerandi Doctoral Thesis, University of Ottawa, Canada, 2015
- Digital Government Society, Elected Board Member, 2014-2016
- NASPAA Standards Committee, 2013-2015
- Examiner Doctoral Thesis, University of Wollongong, Australia, 2013
- Institute for Citizen-Centred Service (Canada), Research Methodology Standards Board, 2012-2016
- NASPAA Site Chair and Visitor, 2009-2016
- NASPAA’s Pi Alpha Alpha National Council, 2010-2015

University Service

- UTSA College of Education, Search Committee Member, 2014, 2015
- UTSA UFRAC co-Chair and Chair, 2015-2017
- UTSA Presidential Core Curriculum Teaching Award Committee, 2014-Present
- UTSA Committee on Conflict of Interest in Research and Intellectual Property, August 2014-Present.
- UTSA Core Curriculum Committee, August 2014-Present.
- UTSA Graduate Student Success Panel, Graduate School, August 2014
- UT System: Leading for Success (Chairs), August 2014
- UTSA Hybrid Teaching Academy, Spring 2014
- UTSA Committee Reviewing Department Chair Roles and Responsibilities, 2014-Present
- Cross College Learning Assessment Review Committee, 2013-Present
- UTSA Presidential Research Excellence Awards Committee, 2011-Present
- UTSA Extended Education Committee, 2011-Present
- UTSA Academic Technology Advisory Committee, 2012-2014
- Leadership UTSA (Leadership Academy), 2012-2013
- UTSA Core Curriculum Assessment Committee, 2011-2013
- UTSA Faculty Oversight Committee for the BA in Multidisciplinary Studies Degree, 2011-2013
- UTSA Faculty Senate Evaluations, Merit, Rewards, and Workload Committee, 2010-2013
- UTSA Academic Freedom and Tenure Committee, 2010-2013
- UTSA Assessment Steering Committee, 2010
- College of Public Policy Dean Search Committee, 2008-2010
- Graduate Advisor of Record (GAR), UTSA, 2004-2007
- UTSA Quality Enhancement Plan (QEP) Proposal Selection Committee Member, 2008
- Graduate Program Committee Member, Department, 2001-2007
- Secretary, College of Public Policy Faculty Council, UTSA, 2005-2007
- Chair, College of Public Policy Faculty Council, UTSA, 2003-2005