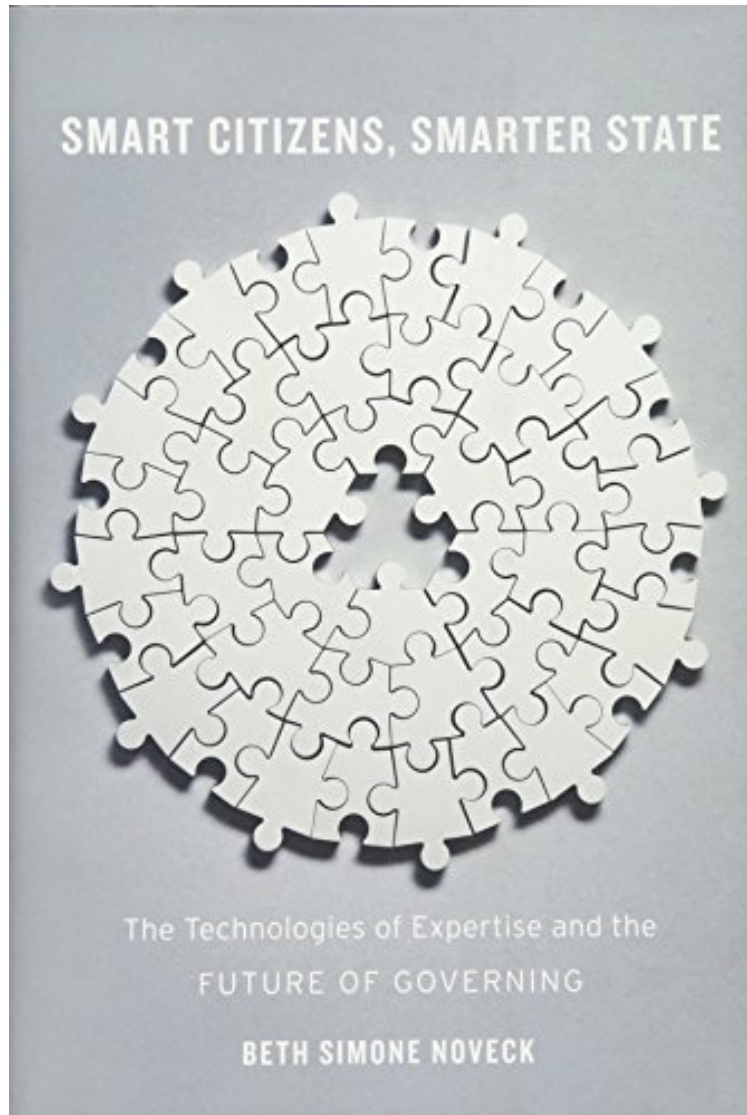


Smart Citizens, Smarter State: The Technologies of Expertise and the Future of Governing

Beth Simone Noveck

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Beth Simone Noveck : Smart Citizens, Smarter State: The Technologies of Expertise and the Future of Governing before purchasing it in order to gage whether or not it would be worth my time, and all praised Smart Citizens, Smarter State: The Technologies of Expertise and the Future of Governing:

1 of 1 people found the following review helpful. Informative and inspiring look at the power of "Institutional

Reinvention"By Pallas Hupe Cotter, Author of *Discovering Yourself in New Zealand*In preparation for an interview I did with Beth Simone Noveck this year, I read this book as background research. While not all may agree with her impassioned argument for transparency, she paints a picture that inspires hope that is especially timely today. Hope that we can move away from a "command and control" approach by the government over the governed and instead find ways to help citizens who share a lack of faith in government and institutions to be "informed by data" to create a more collaborative democracy.^{5 of 6} people found the following review helpful. Shows a new way for people to affect policy

By Andrew D. OramMany are wondering when the computer-related changes that affect so many of us around the world--constant connectivity, facile information sharing over social networks, big data analysis, informal cross-disciplinary cooperation--will come to governments. Professor Noveck trusts that this can happen and lays out an incremental process in this book for bringing it about. She has been at the center of many experiments in government information crowd-sourcing over the past decade and has good reason to believe that we can get there by combining resources available on the Web--ways of soliciting, recording, indexing, searching, and rating individuals contributions--with some new initiatives. I have worked with Noveck and benefitted by helping some of her projects over the years, but approached this book with an open mind and was personally impressed with its reach. Her most salient insight, I believe, is that governments currently ask citizens to share their values (and prejudices) but not their expertise. We can do much better than say that we like or dislike a particular policy; we can use the mechanisms proposed in this book to craft policies--this refocus (with a shout-out to ancient Athens) is a real contribution to current academic and political discourse. Her proposal avoids both the technocratic dead-end of faceless algorithms determining our future and utopian suggestions for perpetual referenda where everybody and her sister jump in. Many questions remain, of course: how to resolve conflicts of values, how to ensure that governments act on advice, and more. Noveck handles legal barriers to participation through specific recommendations in Chapter 7, and also addresses cultural barriers--there is no doubt that this is an agenda involving decades of effort.^{2 of 7} people found the following review helpful.

Rejection of Open Internet NetworksBy George BeamIn *Smart Citizens, Smarter State*, Noveck says governments are unable to use open Internet networks to bring about needed changes in their operations and policy outputs. She is certainly correct in making this observation. Nevertheless, she believes governments can use the Internet for structural and procedural reforms, as well as for problem solving and citizen betterment, if smart people like herself and other smart people outside and inside governments (1) reject open Internet networks or crowdsourcing, to use her word and (2) use the Internet to target and match themselves; thus, targeting and matching of the smart by the smart. Then governments will become, as the title of the book has it, smarter. Again, she is correct; governments will be "smarter". However, governments made smarter by the smart will merely be smarter, i.e., better or more efficient, as they continue to develop and implement essentially the same smart and inadequate policies. Imagine the harm that will occur as governments become better at doing what's deficient.

Government of the people, by the people, for the people expresses an ideal that resonates in all democracies. Yet poll after poll reveals deep distrust of institutions that seem to have left the people out of the governing equation. Government bureaucracies that are supposed to solve critical problems on their own are a troublesome outgrowth of the professionalization of public life in the industrial age. They are especially ill-suited to confronting today's complex challenges. Offering a far-reaching program for innovation, *Smart Citizens, Smarter State* suggests that public decisionmaking could be more effective and legitimate if government were smarter if our institutions knew how to use technology to leverage citizens' expertise. Just as individuals use only part of their brainpower to solve most problems, governing institutions make far too little use of the skills and experience of those inside and outside of government with scientific credentials, practical skills, and ground-level street smarts. New tools what Beth Simone Noveck calls technologies of expertise are making it possible to match the supply of citizen expertise to the demand for it in government. Drawing on a wide range of academic disciplines and practical examples from her work as an adviser to governments on institutional innovation, Noveck explores how to create more open and collaborative institutions. In so doing, she puts forward a profound new vision for participatory democracy rooted not in the paltry act of occasional voting or the serendipity of crowdsourcing but in people's knowledge and know-how.

New peer-to-peer technology platforms have radically democratized how information spreads, how capital flows, and even how cabs get hailed in the twenty-first century. But our government itself remains a largely closed system, with relatively few opportunities for public engagement and collaboration. In this book, Beth Simone Noveck lays out a fresh and ambitious vision for a more democratized democracy, one in which our government takes full advantage of the Networked Age and the vast resources of its citizenry. Highly recommended! (Reid Hoffman, cofounder/chairman of LinkedIn and coauthor of *The Alliance: Managing Talent in the Networked Age*) A ringing call to arms for anyone who believes that government is busted and citizens could do more than anyone else to fix it. Following in the footsteps of John Dewey, Noveck explores the fundamental changes needed to bring to bear the vast resource of citizen expertise and ability in a time of rising demands and dwindling resources. The book summons smart citizens everywhere to action, be they makers, hackers, data analysts, or everyday experts. It also challenges members of the

existing elite, daring them to imagine a more populist and smarter future. (Paul W. Glimcher, Julius Silver Professor of Neural Science, Psychology, and Economics and Director of the Institute for the Interdisciplinary Study of Decision-Making, New York University) Smart Citizens, Smarter State is a manifesto for a new way of governing. Digital technologies, Noveck argues, create abundant opportunities for governments to learn from their citizens and provide better services. Written with optimism and passion, this book brings the open source revolution to public administration. (Jack M. Balkin, Knight Professor of Constitutional Law and the First Amendment, Yale Law School) Crowd-sourcing works wonderfully in creating open-source software and online encyclopedias. Can it work in governance? Beth Noveck, who has spent years creating means of engaging citizens on the Internet, argues it can, if done wisely. This book informed by experience, breathless energy, optimism, encyclopedic knowledge, and an extraordinary intellect should be required reading for all who are interested in the question. (Peter L. Strauss, Betts Professor of Law, Columbia Law School) The endless debate that assumes expertise and democracy to be in conflict is here unpacked and then carefully, intelligently reassembled from the perspective of new tools such as digital data and new ideas, including crowd-sourcing distributed expertise. The result? A false choice is demolished, replaced by a commonsense strategy that welcomes expertise without diminishing democracy's robustness. (Kenneth Prewitt, Columbia University) The ultimate goal of Smart Citizens, Smarter State is not simply a more competent regulatory state, but a transformed relationship between government and the governed. To policymakers and bureaucrats, Noveck makes the case that soliciting citizen expertise can make governance more effective; to democratic theorists, Noveck argues that providing expertise is a genuine form of civic engagement. The strongest characteristic of Smart Citizens, Smarter State is its intellectually modest approach: It builds on existing programs, can be scaled up quickly or slowly, and is predicated on experimentation rather than centralized decision-making. That makes it a great reform agenda for those who have been burned by sweeping overhauls and grandiose promises before. (Andrew Mayersohn Boston 2015-10-06) Smarter Citizens, Smarter State is a valuable contribution to a debate that will continue as technology plays an increasing role in almost every aspect of our lives. (J. P. O'Malley New Internationalist 2015-12-01) Noveck offers an optimistic but realistic approach that aims to offer a theoretical and practical road map of policy making, champions more than transparent government, and encourages readers to not perceive citizens as mere passive policy bystanders. In a society that facilitates collaboration and allows for political institutions that are open by default, this approach calls for a fundamental transformation of how government engages citizens in policy making. (A. E. Wohl's Choice 2016-04-01) I strongly recommend Smart Citizens, Smarter State to the new generation of scientists emerging at the interface of computing and public policy. Those with technology and hard sciences backgrounds would hugely benefit from a comprehensive understanding of government and policy domains in order to set new research agendas with significant potential for wider impact. At the other end of the spectrum, those with politics and social science backgrounds would find it very helpful for understanding the current technologies of expertise and the new trends in public decision-making, offering great promise for transforming the ways that governments should operate under the ongoing data revolution. (Zeynep Engin LSE of Books 2016-06-03) About the Author Beth Simone Noveck is Jerry Hultin Global Network Professor at the New York University Tandon School of Engineering and a Visiting Professor at the MIT Media Lab. She directs the Governance Lab.