CONFERENCE PRESENTATIONS

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from street-level to screen-level bureaucracy
front-line public servants’ recordkeeping behaviours in ICT-enabled agencies
recordkeeping

“the processes by which we create, capture, organise and disseminate recorded information as evidence”

(Upward et al., 2013, p. 38)
front-line public servants

THE FOCUS

record-keeping behaviours

ICT-enabled work places
02 the research design
methods of data collection

- 44 Observations with 17 people
- 19 Interviews with 22 people
- 23 Focus Group Participants
findings & discussion
Case Study Findings

- Individual characteristics, organisational culture, client attributes and the broader community influence recordkeeping behaviours.
- Staff have varying degrees of discretion available to them to manage public records.
- ICT-enabled work environments continue to evolve, which impacts recordkeeping behaviours.
governance implications

- The Legislative Framework
- Recordkeeping Responsibilities
- Information & Communication Technologies
- Screen-Level Bureaucracy
thank you.
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