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ACADEMIC EMPLOYMENT

2025- **Assistant Professor**, Department of Public Policy and Administration, Steven J. Green School of International and Public Affairs, Florida International University (FIU), Miami, FL, USA

EDUCATION

2019-2025 **Ph.D. in Public Administration and Policy**
Rockefeller College of Public Affairs and Policy, University at Albany, State University of New York (SUNY-Albany), Albany, NY, USA
Co-chairs: Dr. Mila Gascó-Hernandez and Dr. J. Ramon Gil-Garcia

2015-2018 **M.A. in Public Administration**
Graduate Institute of Public Affairs, National Taiwan University (NTU), Taipei, Taiwan

2011-2015 **B.A. in Public Administration (Minor in Economics)**
Department of Political Science, National Taiwan University (NTU), Taipei, Taiwan

RESEARCH INTERESTS

Public management, digital government, public sector innovation, artificial intelligence, smart cities

PUBLICATIONS

† indicates corresponding author if different from the first author.

* indicates student co-author at the time of manuscript preparation.

Peer-reviewed Journal Articles

1. Yuan, Qianli. & **Chen, Tzuhao**[†]. (2025). "Holding AI-based Systems Accountable in the Public Sector: A Systematic Review." *Public Performance & Management Review*, 1-34. [[DOI](#)]
2. **Chen, Tzuhao**. & Gasco-Hernandez, Mila. (2024). "Uncovering the Results of AI Chatbot Use in the Public Sector: Evidence from US State Governments." *Public Performance & Management Review*, 1-26. [[DOI](#)]
3. **Chen, Tzuhao**., Gil-Garcia[†], J. Ramon., Burke, G. Brian., Dey, Alessandria. & Werthmuller, Derek. (2024). "Characterizing Technology Affordances, Constraints, and Coping Strategies for Information Dissemination to the Public: Insights from Emergency Messaging in U.S. Local Governments." *Government Information Quarterly*, 41(1): 101910. [[DOI](#)]
4. **Chen, Tzuhao**., Gasco-Hernandez, Mila. & Esteve, Marc. (2024). "The Adoption and Implementation of

Artificial Intelligence Chatbots in Public Organizations: Evidence from U.S. State Governments.” *The American Review of Public Administration*, 54(3): 255-270. [\[DOI\]](#)

5. Gil-Garcia, J. Ramon., **Chen, Tzuhao.** & Gasco-Hernandez, Mila. (2023). “Smart City Results and Sustainability: Current Progress and Opportunities for Future Research.” *Sustainability*, 15(10): 8082. [\[DOI\]](#)
6. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon[†]. & Gasco-Hernandez, Mila. (2022). “Understanding Social Sustainability for Smart Cities: The Importance of Inclusion, Equity, and Citizen Participation as both Inputs and Long-Term Outcomes.” *Journal of Smart Cities and Society*, 1(2): 135-148. [\[DOI\]](#)

Editor-reviewed Journal Article

1. Buyannemekh, Battulga*. & **Chen, Tzuhao**[†]. (2021). “Digital Governance in Mongolia and Taiwan: A Gender Perspective.” *Information Polity*, 26(2): 193-210. [\[DOI\]](#)

Peer-reviewed Conference Proceedings

1. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon., Burke, G. Brian. & Werthmuller, Derek. (2024). “*Harnessing Technology for Effective Emergency Communication: A Participatory Design Perspective.*” 25th Annual International Conference on Digital Government Research (dg.o 2024). Taipei, Taiwan, June 11th–14th. [Proceedings published by the Association for Computing Machinery (ACM)] [Nominated for Best Management Paper Award] [\[DOI\]](#)
2. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon[†]., Burke, G. Brian. & Werthmuller, Derek. (2023). “*Enabling Effective Emergency Message Writing through Technology: A Participatory Design Approach.*” EGOV-CeDEM-ePart 2023 Conference, Budapest, Hungary, September 4th-7th. [Proceedings published by CEUR-WS.org] [\[LINK\]](#)
3. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon[†]., Burke, G. Brian., Dey, Alessandria. & Werthmuller, Derek. (2023). “*Understanding Cross-Boundary Information Sharing in Emergency Management: Insights from Public Alert and Warning Messages in US Local Governments.*” 24th Annual International Conference on Digital Government Research (dg.o 2023). Gdańsk, Poland, July 11th–14th. [Proceedings published by the Association for Computing Machinery (ACM)] [\[DOI\]](#)
4. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon[†]. & Gasco-Hernandez, Mila. (2022). “*Cross-Boundary Information Sharing Flows in Emergency Management.*” 23rd Annual International Conference on Digital Government Research (dg.o 2022). Virtual conference, June 15th–17th. [Proceedings published by the Association for Computing Machinery (ACM)] [\[DOI\]](#)

Peer-reviewed Book Chapter

1. **Chen, Tzuhao.** (2025). “Unveiling the Linkages between Political Regimes, Open Data Performance, and Anti-Corruption Outcomes: A Cross-national Comparative Study.” In Gasco-Hernandez, Mila., Prasad, Aryamala., Gil-Garcia, J. Ramon. & Pardo, Theresa. (eds). *Research Handbook on Open Government*. Northampton, MA: Edward Elgar Publishing. [\[DOI\]](#)

Book Review

1. **Chen, Tzuhao.** (2024). “Book review: The Politics of Evidence: From Evidence-based Policy to the Good

Governance of Evidence.” *Taiwanese Journal of Public Administration*. (In Mandarin) [\[DOI\]](#)

CONFERENCE PRESENTATIONS

1. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon. & Gasco-Hernandez, Mila. (2025). “*How does AI change the dynamics of accountability in public organizations?*” 2025 American Society for Public Administration (ASPA) Annual Conference. Washington, DC, United States, March 28th–April 1st.
2. **Chen, Tzuhao.** & Wang, Mao. (2024). “*Investigating COVID-19 Data Reporting in Taiwan: A Benford’s Law Analysis.*” 19th Annual International Conference of Taiwan Association for Schools of Public Administration and Affairs (TASPAA). Chiayi, Taiwan, May 3rd–4th.
3. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon., Burke, G. Brian. & Werthmuller, D. (2024). “*Navigating the Interplay of Technology, Organization, and Individual Aspects in Digital Transformation: Insights from Emergency Communication within US Local Governments.*” 2024 American Society for Public Administration (ASPA) Annual Conference. Minneapolis, MN, United States, April 12th–16th.
4. **Chen, Tzuhao.** (2023). “*Unveiling the Key Determinants Influencing Accountability in the Use of AI Systems in Government.*” SUNY AI Symposium. Albany, NY, United States, October 16th.
5. **Chen, Tzuhao.** & Gasco-Hernandez, Mila. (2023). “*The Perceived Impact of Using Artificial Intelligence Chatbots on Public Organizations: Insights from US State Governments.*” XXVII Annual Conference of the International Research Society for Public Management (IRSPM). Budapest, Hungary, April 3rd–5th.
6. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon., Burke, G. Brian., Dey, Alessandria. & Werthmuller, Derek. (2023). “*The Use of Technology for Emergency Messaging in US Local Governments: A Perspective of Affordances, Constraints, and Coping Strategies.*” 2023 American Society for Public Administration (ASPA) Annual Conference. Virtual conference, March 20th–24th.
7. **Chen, Tzuhao.**, Gil-Garcia, J. Ramon. & Gasco-Hernandez, Mila. (2021). “*The Importance of Social Sustainability for Smart Cities: Understanding Inclusion, Equity, and Citizen Participation as Long-Term Outcomes.*” Northeast Conference on Public Administration (NECoPA). Virtual conference, November 5th–6th.
8. **Chen, Tzuhao.** & Gasco-Hernandez, Mila. (2021). “*Political Regimes, Open Data, and Corruption: A Multilevel Mediation Comparative Study.*” Public Management Research Conference (PMRC). Virtual conference, June 23rd–26th.

TEACHING EXPERIENCES

Courses Taught at FIU

2025 PAD 6718 Smart Governance (Graduate). [Online]

Guest Lectures

2025 “*Chatbots in Government Services.*” Public Management and Sustainability (Graduate). Department of Public Administration, National Chengchi University, Taiwan. [Online]

- 2024 “*Digital Innovation in the Public Sector.*” Public Administration Theory and Practice (Graduate). Department of Political Science, Texas Tech University, United States. [Online]
 “*Chatbots in the Public Sector.*” Understanding Public Organizations (Undergrad). Rockefeller College of Public Affairs and Policy, SUNY-Albany, United States. [In-person]
 “*Chatbots in the Public Sector.*” Technology and Public Administration (Graduate). School of Public Affairs and Administration, Rutgers University-Newark, United States. [Online]

Teaching Assistants

- 2023 Public Administration and Information Technologies (Undergrad). Rockefeller College of Public Affairs and Policy, SUNY-Albany, United States. [In-person]
 2015-2018 Applied Statistics (Undergrad). Department of Political Science, NTU, Taiwan. [In-person]
 Introduction to Public Administration (Undergrad). Department of Political Science, NTU, Taiwan. [In-person]

INVITED TALKS

- 2024 “*Chatbots in the Public Sector: Current State and Future Scope.*” Graduate Institute of Public Affairs, National Taiwan University, Taiwan. [In-person]
 “*Holding AI-based Systems Accountable in the Public Sector: A Systematic Review.*” Agile and Digital Governance Research Colloquium, co-organized by the University of Konstanz, Bocconi University, University College London, and Yonsei University. [Online]
 2022 “*The Adoption, Implementation, and Impact of AI Chatbots in Public Organizations.*” Rockefeller Brown Bag, SUNY-Albany, United States. [Online]

HONORS, SCHOLARSHIPS, AND GRANTS

- 2024 **Honorary Award for Distinguished Public Engagement (Message Design Dashboard)**, SUNY-Albany.
Digital Governance Junior Scholar Award, ASPA Section on Science and Technology in Government.
Outstanding Candidacy Paper Award, Rockefeller College of Public Affairs and Policy, SUNY-Albany.
 2023-2025 **Professional Development Grant**, Graduate Student Association, SUNY-Albany.
 2022-2025 **Student Conference Travel Support**, Rockefeller College of Public Affairs and Policy, SUNY-Albany.
 2022 **Distinguished Service Professor David F. Andersen Scholarship** (\$1,100), Rockefeller College of Public Affairs and Policy, SUNY-Albany.
 2019-2023 **Government Scholarship for Ph.D. Overseas Study** (\$188,000), Ministry of Education, Taiwan.
 2019 **Honorary Member**, Phi Tau Phi Scholastic Honor Society of the Republic of China, Taiwan.
 2017 **Outstanding Teaching Assistant Award**, NTU.
 2016-2017 **Excellent Teaching Assistant Award for Applied Statistics**, NTU [Two times].
 2014 **Ying Quan Scholarship of Public Administration**, Taiwan.
 2013 **Ching-Chien Chang Scholarship of Administrative Science**, Taiwan.
NTU-Peking University Short-term Exchange Program, NTU.
 2011-2014 **Presidential Award**, NTU [Five times].

SERVICES

Services to the Profession and Field

2025	Program committee, 26 th Annual International Conference on Digital Government Research (dg.o 2025)
2024	Administrative assistant, 25 th Annual International Conference on Digital Government Research (dg.o 2024)
2024-	Social media editor, <i>Information Polity</i>
2022-	Ad hoc reviewer for journals <i>Public Management Review</i> (PMR) <i>Public Performance and Management Review</i> (PPMR) <i>Public Policy and Administration</i> (PPA) <i>International Journal of Public Administration</i> (IJPA) <i>Perspectives on Public Management and Governance</i> (PPMG) <i>Local Government Studies</i> <i>Information Polity</i> <i>Digital Government: Research and Practice</i> <i>European Journal of Innovation Management</i> <i>International Journal of Human-Computer Interaction</i> <i>Journal of Chinese Governance</i> <i>Asia & the Pacific Policy Studies</i> <i>Management Decision</i> <i>Natural Hazards Review</i>
2022-	Ad hoc reviewer for conferences and others <i>Rapid Expert Consultation</i> , <i>Societal Experts Action Network</i> , <i>The National Academies</i> <i>Hawaiian International Conference on System Sciences</i> (HICSS) <i>International Conference on Digital Government Research</i> (dg.o) <i>Research Handbook on Open Government</i>
2021	Administrative assistant, <i>International Research Society for Public Management Annual Conference</i> (IRSPM 2021) Administrative assistant, 22 nd Annual International Conference on Digital Government Research (dg.o 2021)
2020-2021	Guest editor for the special issue, "Building Smart and Sustainable Cities: Emerging Technologies and Innovation for Digital-Era Governance and Long-Term Impacts," in <i>Sustainability</i> . (with Dr. J. Ramon Gil-Garcia and Dr. Mila Gasco-Hernandez)

Other Services

2021-2022	Student Co-organizer for the Rockefeller Brown Bag (RBB), SUNY-Albany
2020-2021	Vice President, Taiwanese Student Association (TSA), SUNY-Albany
2016-2017	Student Representative, Graduate Institute of Public Affairs, NTU

MEDIA MENTIONS

2025	How UAlbany researchers get emergency weather alert systems to the public. News video. NEWS10 ABC, July 25. [LINK] UAlbany Researchers Develop FEMA Dashboard to Support Emergency Alert Messaging. News article. SUNY-Albany, July 15. [LINK] Rockefeller Student Explores AI, Government Decision-Making. News article. SUNY-Albany, May 8. [LINK]
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- 2024 CTG UAlbany Study Examines Role of Technology in Emergency Messaging. News article. SUNY-Albany, October 31. [\[LINK\]](#)
 Chatbots Vital for Government Messaging, Reaching Residents. News article. Government Technology, October 25. [\[LINK\]](#)
 How Are Chatbots Being Used in Government Agencies?. News article. Government Technology, February 7. [\[LINK\]](#)
 CTG UAlbany Study Examines AI Chatbots in Public Organizations. News article. SUNY-Albany, January 24. [\[LINK\]](#)
- 2022 Doctoral Student Studies Role of AI in Government. News article. SUNY-Albany, December 13. [\[LINK\]](#)

PROFESSIONAL AFFILIATIONS

International Research Society for Public Management (IRSPM)
 American Society for Public Administration (ASPA)
 Public Management Research Association (PMRA)
 Digital Government Society (DGS)

PROFESSIONAL DEVELOPMENT

- 2024 Online Seminars on Teaching Digital-era Government. Teaching Public Service in the Digital Age (TPSDA). September–October.
- 2022 Data Science for Public Policy Micro-Credential. Jorge M. Pérez Metropolitan Center, Florida International University. May–June.
- 2022 ÊSTIMATE: Early Summer Tutorial in Modern Applied Tools of Econometrics. Department of Economics, Michigan State University. June 10th–13th.

ADDITIONAL EMPLOYMENT

- 2021-2025 Research Assistant, Center for Technology in Government, SUNY-Albany
- Message Design Dashboard: Development of a Standardized Messaging Tool (Funded by US Federal Emergency Management Agency, FEMA)
 - Smart and Connected Communities (SCC): Integrating Heterogeneous Wide-Area Networks and Advanced Data Science to Bridge the Digital Divide in Rural Emergency Preparedness and Response (Funded by US National Science Foundation, NSF)
- 2018-2019 Project Manager, Graduate Institute of Public Affairs, NTU
- Developing Trend in Social Welfare Research Project (Funded by Taiwan Ministry of Health and Welfare)

LANGUAGES AND SKILLS

English (professional proficiency); Mandarin Chinese (native)
 Programming and Software: R, Stata, Python, SPSS, MySQL, MongoDB, LaTeX, MAXQDA