

Curriculum Vitae

Ines Mergel

Department of Public Administration and International Affairs
Maxwell School of Citizenship and Public Affairs
Syracuse University
Syracuse, NY 13244
(phone) 315-443-5100
(Skype) inesmergel
(email) iamergel@maxwell.syr.edu
(blog) <http://inesmergel.wordpress.com>
(www) <http://faculty.maxwell.syr.edu/iamergel/>

Faculty appointments

Assistant professor, August 2008-present

Department of Public Administration, Maxwell School of Citizenship and Public Affairs,
Syracuse University

Affiliate Assistant Professor in Information Studies, ischool, Syracuse University.

Teaching faculty, September 2007 - June 2008

Harvard Extension School, Master of Liberal Arts in Management, Cambridge MA.

Education

Postdoctoral training, Harvard's Kennedy School of Government, Cambridge, MA, 2005-2008.

Program on Networked Governance

National Center for Digital Government

Doctor of Business Administration (Dr. oec.) – University of St. Gallen, Switzerland, April 2005

Dissertation: "The Influence of Multiplex Network Ties on the Adoption of eLearning Practices: A Social Network Analysis"

Committee: Guenter Mueller-Stewens (chair), Peter Gomez

Concentration: Information Management

Master in Business Administration, University of Kassel, Germany, May 1999

M.B.A. thesis: Incentive Reward Systems for Knowledge Management in Consulting Companies

Major: Information Management and Controlling

Bachelor in Business Administration. University of Kassel, Germany, May 1998

B.B.A. thesis: Activity-based Costing in Service Companies

Erasmus exchange student University of Leiden, Netherlands 1996-1997

Professional Degree in Business Administration (Betriebswirtin, BA), University of Cooperative Education (Berufsakademie Weserbergland), Hameln, Germany, 1994

General Business Administrator (Industriekauffrau, IHK) and pedagogical qualification to plan and conduct training of professional students within companies

(Ausbildereignungsprüfung) awarded by Chamber of Industry and Commerce 1993

Publications

Peer-reviewed journal articles

1. Lazer, D., Mergel, I., Ziniel, C., Esterling, K., Neblo, M. The multiple institutional logics of innovation, in: *International Public Management Journal*. (accepted for publication in 2012)
2. Binz-Scharf, M. C., Lazer, D., Mergel, I.: Searching for answers: Networks of practice among public administrators, in: *ARPA - The American Review of Public Administration*. (accepted for publication in 2012)
3. Mergel, I., Gardner, M., Broviak, P., Greeves, B.: MuniGov20 (2011): A New Residency Requirement: Local Government Professionals in Second Life, in: *Journal of Virtual World Research*, Special Issue: Virtual Worlds and Government, published online.
4. Schweik, C., Mergel, I., Sanford, J., Zhao, J. (2011): Toward Open Public Administration Scholarship, in: *Journal of Public Administration Research and Theory (J-PART)*, Minnowbrook III: A Special Issue, Special Issue Editors: Beth Gazley and David M. Van Slyke, Vol. 21, Supplement 1, January 2011, pp.i175-198.
5. Isett, K., Mergel, I., LeRoux, K., Mischen, P., Rethemeyer, K. (2011): Networks in Public Administration Scholarship: Understanding where we are and where we need to go, in: *Journal of Public Administration Research and Theory (J-PART)*, Minnowbrook III: A Special Issue, Special Issue Editors: Beth Gazley and David M. Van Slyke, Vol. 21, Supplement 1, January 2011, pp.i157-i173
6. Lazer, D., Mergel, I., and Friedman, A. (2009): Co-Citation of Prominent Social Network Articles in Sociology Journals: The Evolving Canon. *Connections*, 29(1): 43-64. ->Parts of this article were contributed to Heyman, K. (2006): "Making Connections", in: *SCIENCE*, 4 August 2006 VOL 313, pp. 604-606.
7. Mergel, I., Lazer, D. and Binz-Scharf, M. (2008): Lending a helping hand: Voluntary engagement in a network of professionals, *International Journal of Learning and Change (IJLC)*, Volume 3, Issue 2:5-22.
8. Kuhlenkamp, A., Manouchehri, S., Mergel, I., and Winand, U. (2006): Privatsphäre versus Erreichbarkeit bei der Nutzung von Social Software [trans.: Privacy vs. accessibility using social software], in: *HMD - Praxis der Wirtschaftsinformatik*, pp. 27-35

Other journal articles

1. Mergel, I. (2011): Crowdsourced Ideas Make Participating in Government Cool Again, in: *PA Times*, American Society for Public Administration, Vol. 34, No. 4, October 2011, p. 4 & 6, Special Issue: From Bureaucratic to Cool: A Call for Public Service.
2. Lazer, D. and Mergel, I. (2011): Tying the Network Together: Evaluating the Impact of an Intervention into the Advice Network of Public Managers, in: *Economics of networks eJournal*, Sponsored by Networks, Electronic Commerce and Telecommunications ("NET") Institute, Vol. 3, No. 100: Jul 25, 2011
3. Mergel, I. (2010): Government 2.0 Revisited: Social Media Strategies in the Public Sector, in: *PA Times*, American Society for Public Administration, Vol. 33, No. 3, p. 7 & 10.
4. Mergel, I. and Reimann, M. (2000): What is in it for us?, in: *InsideKnowledge - The original knowledge management publication*, Vol. 3, Issue 10, posted online June 1, 2000.

Ines Mergel

(Peer reviewed) Authored books

1. **Mergel, I.** (forthcoming 2012): Social Media in the Public Sector: Participation, Collaboration, and Transparency in a Networked World, book contract with Jossey-Bass/Wiley, in preparation for submission by December 31, 2011.
2. **Mergel, I.** and Greeves, B. (forthcoming 2012): The Public Manager 2.0: A practical approach to designing and implementing government social media strategies, book contract with Jossey-Bass/Wiley, currently under peer-review.
3. Hennig, M., Brandes, U., **Mergel, I.**, Pfeffer, J.: Social Network Analysis Workbook: In preparation for submission to publisher, contract with Chicago University Press/Campus Verlag.
4. **Mergel, I.** (2009): The influence of social networks on the adoption of eLearning practices: Using social network analysis to understand technology diffusion and adoption decisions, Lambert Academic Publishing, Cologne, ISBN 978-3-8383-1083-1.

Peer-reviewed book chapters

1. **Mergel, I.**, Schweik, C.: Transformative effects of Web 2.0 in the Public Sector, in: Public Service, and Web 2.0 Technologies: Future Trends in Social Media (accepted for publication in 2012)
2. **Mergel, I.**: Measuring the effectiveness of social media tools in the public sector, in: Public Service, and Web 2.0 Technologies: Future Trends in Social Media (accepted for publication in 2012)
3. **Mergel, I.**: Government networks, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, Sage Publications, (accepted for publication in 2012).
4. **Mergel, I.**: Network analysis, in: SAGE Reference project International Encyclopedia of Political Science, (accepted for publication in 2012).
5. Diesner, J., **Mergel, I.**, Carley, K. M. (accepted for publication): Network Analysis Software, book chapter, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, Sage Publications, (accepted for publication in 2012).
6. **Mergel, I.**: Public Sector Networks, book chapter, in: Encyclopedia of Social Networking, Editors: Barnett, George, Golson, J. Geoffrey, Sage Publications, (accepted for publication in 2012).
7. **Mergel, I.** (2010): The use of social media to dissolve knowledge silos in government, in: O'Leary, R., Kim, S. and Van Slyke, D. M. (Editors): The Future of Public Administration, Public Management and Public Service Around the World: The Minnowbrook Perspective, Georgetown University Press, pp.177-187.
8. Bretschneider, S. I., **Mergel, I.** (2010): Technology and Public Management Information Systems: Where have we been and where are we going, in: Menzel, D.C., White, H. J.: The State of Public Administration: Issues, Problems and Challenges, M.E. Sharpe Inc., New York, pp. 187-203.
9. **Mergel, I.**, Hennig, M. (2010): Market Analysis of "Social Network Analysis" Books, in: Stegbauer/Haeussling: "Network research", VS Verlag fuer Sozialwissenschaften, Springer Fachmedien Wiesbaden GmbH, pp. 931-939.
10. **Mergel, I.** (2008): Visualizing informal relationships, in: VonKortzfleisch, H./Bohl, O. (Eds.): Wissen Vernetzung Visualisierung, EUL Verlag, Koeln, pp. 129-140.
11. VonKortzfleisch, H. F. O., **Mergel, I.**, Manouchehri, S., and Schaarschmidt, M. (2007): Corporate Web 2.0 Applications: Motives, Organizational Embeddedness, and Creativity, In:

Ines Mergel

Gianfranco Walsh and Berthold Hass (Eds): Web 2.0: Neue Perspektiven im E-Business [trans.: New perspectives in e-business], book chapter, Berlin 2007, pp. 73-87.

12. **Mergel, I.**, Langenberg, T. (2007): Sustainability of Online Ties, in: Friemel, T. (Ed.): Applications of Social Network Analysis, UVK – Universitätsverlag Konstanz, Konstanz – Germany, pp. 51-71.
13. **Mergel, I.** (2007): From Computerization to Convergence: The Case of E-Government in Singapore, In: Mayer-Schoenberger, V./Lazer, D. (Eds.): From E-Gov to I-Gov: E-Government in the 21st Century, Boston, MIT Press.
14. VonKortzfleisch, H. F. O., **Mergel, I.** (2002): Getting over "knowledge is power": Incentive systems for knowledge management in business consulting firms, in: White, D.: Knowledge Mapping & Management, IRM Press, Hershey, S. 244-253

Published working papers

1. Lazer, D., **Mergel, I.** (2011): Tying the Network Together: Evaluating the Impact of an Intervention into the Advice Network of Public Managers, available on SSRN (July 8, 2011).
2. Greenberg, J., Lazer, D., Binz-Scharf, M., **Mergel, I.** (2011): Social Constraints, Agency, Inter-Organizational Tie Formation and Knowledge Diffusion, (December 26, 2011). Available at SSRN: <http://ssrn.com/abstract=1977116>.
3. Raggio, P., **Mergel, I.**, Sigman, R. (2011): Accountability 2.0: The use of social media applications in U.S.-based transnational NGOs. Available on SSRN, recently listed on SSRN's Top Ten download list for Political Institutions: Parties, Interest Groups & Other Political Organizations eJournal, BHNP Subject Matter eJournals, MRN Business History & Nonprofit Organizations Research Network, Nonprofit Organizations eJournal, PSN: Interest Groups & Peak Associations (Topic), PSN: Transnational Networks (Topic).
4. **Mergel, I.**, Schweik, C. and Fountain, J., "The Transformational Effect of Web 2.0 Technologies on Government" (June, 01 2009). Available on SSRN, recently listed on SSRN's Top Ten download list for BHNP: Management (Topic) and Nonprofit Organizations eJournal. As of 12/30/2010, your paper has been downloaded 252 times
5. Lazer, D., **Mergel, I.**, Ziniel, C., Esterling, K. and Neblo, M., Networks, Hierarchies, and Markets: Aggregating Collective Problem Solving in Social Systems (June, 02 2009). SSRN's Top 10 papers for MGT Subject Matter eJournals.
6. Longstaff, P., **Mergel, I.**, Armstrong, N. J. (2009), Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009). Available on SSRN. SSRN's Top Ten download list for CS: Conflict Resolution/Prevention/Management and MWECMD: Conflict; Conflict Resolution; Alliances
7. **Mergel, I.**, Armstrong, N. J. (2009): Institutional Resilience Networks in the Public Sector, in: Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009), pp. 26.-31. Available on SSRN.
8. **Mergel, I.** (2009): The use of emerging social media applications as a resilience indicator, in: Workshop Report: Resilience in Post-Conflict Reconstruction and Natural Disasters (March 9, 2009). Available on SSRN.
9. **Mergel, I.**, Lazer, D., and Binz-Scharf, M. (2008): Lending a helping hand: Voluntary Engagement in Knowledge Sharing, Harvard University, Working Paper Number: RWP08-047.

Ines Mergel

10. Binz-Scharf, M., Lazer, D., **Mergel, I.** (2008): Searching for Answers: Networks of Practice Among Public Administrators (October 2, 2008). Harvard Kennedy School of Government Working Paper No. RWP08-046. Available on SSRN.
11. **Mergel, I.**, Huerta, T. R., and van Stelle, J. (2007): How do networkers network?, Harvard-Kennedy School of Government Working Paper #PNG07-005
12. **Mergel, I.**, Hennig, M. (2007): Market Analysis of "Social Network Analysis" Books, Harvard-Kennedy School of Government Working Paper #PNG07-003a and #PNG07-003b
13. **Mergel, I.**, Langenberg, T. (2006): What makes online network ties sustainable? A research design proposal to analyze online social networks, Harvard-Kennedy School of Government Working Paper #PNG06-002

Published research reports

1. **Mergel, I.** (forthcoming 2012): Working the Network – A Manager’s Guide for the Use of Twitter in the Public Sector, IBM Center for The Business of Government, Report "Using Technology" Series.
2. **Mergel, I.** (2011): SeeClickFix.com - Crowdsourced Issue Reporting. Case prepared for the European Commission tender 'Study on collaborative production in eGovernment.
3. **Mergel, I.** (2011): Open Government in the United States of America: Drivers, barriers and best practices examples for smart phone applications, Report prepared for KIPA – Korean Institute of Public Administration, project title: “Smart Re-use of PSI: A Study on expanding Reuse of PSI by business and individuals via smart mobile applications in Korea”.
4. **Mergel, I.** (2011): Collaboration 2.0: A manager’s guide for using and maintaining wikis in the public sector, IBM Center for The Business of Government, Report Collaboration Series (available online)
5. Nabatchi, T., **Mergel, I.** (2010). Participation 2.0: Using Internet and Social Media Technologies to Promote Distributed Democracy and Create Digital Neighborhoods. In: James H. Svara and Janet V. Denhardt (eds.), White Paper: Promoting Citizen Engagement and Community Building. Phoenix, AZ: Alliance for Innovation, pp. 80-87.
6. **Mergel, I.** (2009): Maxwell 2.0: Social media applications for teaching, research, and outreach, Report prepared for the Maxwell School’s Dean Mitch Wallerstein, December 2009 (30 pages).
7. Lazer, D., **Mergel, I.** (2009): An Evaluation of the Impact of State Health Leadership Initiative on the Social Capital among State Health Officials, prepared for the Robert Wood Johnson Foundation. Project homepage.
8. Euler, D., **Mergel, I.** (2002). Text und Kontext. Integration von eLearning-Elementen in angloamerikanischen Lehrbüchern. St. Gallen: Institut für Wirtschaftspädagogik. - ISBN 3-906528-22-7.

Doctoral thesis

- Mergel, I.** (2005): The influence of multiplex network ties on the adoption of eLearning practices – A social network analysis, dissertation thesis, No. 3026, University of St. Gallen, Switzerland

Ines Mergel

Training in Advanced Statistical Methods

1. Advanced Social Network Analysis Using R and Statnet Workshop, Political Networks, Harvard University, Cambridge, MA (June 11, 2009)
2. The Practice of Exponential family Random Graph (ERG or p^*) modeling: A Practical introduction to Exponential family Random Graph Modeling in statnet: an R-based environment for statistical analysis and simulation of social networks, course taught by Carter Butts, INSNA 2008, St. Pete Beach, FL (January 22-27, 2008)
3. SIENA Workshop (Simulation Investigation for Empirical Network Analysis), Longitudinal network analysis, taught Tom Snijders, organized and participated, Harvard University (September 2007)
4. Pajek workshop: Analysis of Large Networks, course taught by Batagelj at INSNA 2007, May 2007, Corfu (Greece)
5. Network Analysis Theory and Methodology, auditor PhD course taught by Prof. Steve Borgatti, Boston College, Chestnut Hill, USA (September-December 2006)
6. CASOS Summer Institute 2006: Computational Analysis of Social and Organizational Systems, Carnegie Mellon University, Pittsburgh, USA (June 12-18, 2006)
7. Introduction to the Analysis of Network Data with UCInet and Netdraw (Quantitative static network analysis), Steve Borgatti/Martin Everett, INSNA 2006, Vancouver, Canada (May 25-26, 2006)
8. QSR NVivo/Nud*ist Workshop (Qualitative data analysis), Jennifer Patashnick, Kennedy School of Government, Harvard University, USA (March 17-18, 2006)
9. SIENA Workshop (Simulation Investigation for Empirical Network Analysis), Tom Snijders/Christian Steglich, University of Groningen, Netherlands (January 16-20, 2006)
10. Social Network Analysis: Theory and Methods, Stanley Wasserman/Bernice Pescosolido, ICPSR Inter-University Consortium for Political and Social Research (Ann Arbor), co-sponsored by the Schuessler Institute, Bloomington, IN, (July 18-22, 2005)
11. Annual Graduate "WebShop" on Internet Research Methods, supported by the National Science Foundation and Department of Sociology at the University of Maryland, College Park, July 2004
12. Inter-University Consortium For Political and Social Research (ICPSR) Summer Program in Quantitative Methods of Social Research, University of Michigan, Ann Arbor (8 weeks), June-August 2003
13. Essex Summer School in Social Science Data Analysis and Collection: Social Network Analysis, Martin Everett, University of Essex (UK), 2002
14. POLNET Summer School on the Analysis of Political and Managerial Networks: Introduction to Social Network Analysis, UCInet and Visone, University of Konstanz (Germany), 2002

Ines Mergel

Teaching experience

Syracuse University

PPA 730-17: New Media Management in the Public Sector (F2009; F2010)

PPA730-7: Networked Governance (S2009, S2010)

PPA 709-2 Public Management and Organizations (F2008, F2009, F2010)

PPA730-12: Government 2.0 (F2008, S2010, S2011, S2012)

In addition, I frequently offer 1-day modules on social media management and networked governance for the Maxwell School's Executive Education program, as well as four week MPA Capstone courses, which are both not part of the required teaching load.

Summary of Courses and Key Teaching Evaluation Questions

Syracuse University, Maxwell School of Citizenship and Public Affairs

Course	Semester	Students	Course (PA avg)	Instructor (PA avg)
PPA709: Public Orgs and Mgmt	Fall 2008	25	3.00 (3.48)	3.32 (3.60)
PPA730: Government 2.0	Fall 2008	8	3.50 (3.48)	3.50 (3.60)
PPA730: Networked Governance	Spring 2009	15	3.60 (3.47)	3.80 (3.59)
PPA709: Public Orgs and Mgmt	Fall 2009	28	2.00 (3.40)	2.24 (3.56)
PPA730: New Media Mgmt	Fall 2009	11	3.45 (3.40)	3.55 (3.56)
PPA730: Government 2.0	Spring 2010	14	3.58 (3.53)	3.58 (3.61)
PPA730: Networked Governance	Spring 2010	12	3.82 (3.53)	3.91 (3.61)
PPA709: Public Orgs and Mgmt	Fall 2010	14	3.71 (3.61)	3.57 (3.73)
PPA730: New Media Mgmt	Fall 2010	8	4.00 (3.61)	4.00 (3.73)

Course evaluation scale: 1-4 (1= not good at all; 4=excellent)

Numbers in parentheses display department average.

Harvard University

STM 504: Network Analysis for Managers and Analysts, Prof. David Lazer, Kennedy School of Government, Harvard University, Teaching Fellow (S2008, S2007, S2006)

OBHR E 110 - Organizational Behavior, full term course , Harvard University Extension School, Master of Liberal Arts in Management (F2007, S2008)

OBHR E 107 - Organizational and Career Networking for Managers, full term course, Harvard University Extension School, Master of Liberal Arts in Management (S2008)

Tutorial on "Application of Social Network Analysis in Digital Government Research", May 22, 2007, dg.O 2007, together with Prof. David Lazer (Harvard U.), Prof. Noshir Contractor (University of Illinois at Urbana-Champaign), initiated, organized and taught tutorial (2007, 2006, 2005)

STM 118: Knowledge management, Prof. Jane Fountain, Kennedy School of Government, Harvard University, Course assistant (2003)

Ines Mergel

Conference papers and presentations (2005-present)

Accepted for presentation in 2012

1. **Mergel, I.:** Social Media Innovation in the Public Sector, American Society for Public Administration's 73rd Annual Conference (ASPA), Las Vegas, NV, March 2-6, 2012.
2. **Mergel, I.,** Mugar, G., Jahrrari, M.: Forming and norming social media adoption in the corporate, iConference 2012, Toronto, Canada, February 7-10, 2012.
3. **Mergel, I.:** How structure leads to organizational institutions: An example from the U.S. federal government usage of social media, Sunbelt XXXII: The Annual Meeting of the International Network for Social Network Analysis, Redondo Beach, California, March 12-18, 2012.
4. Greenberg, J., Lazer, D., Binz-Scharf, M., **Mergel, I.:** Social Constraints, Agency, and the Micro-Macro Bridge in Knowledge Diffusion, 2012 Organization Science Winter Conference, February 9 - 12, 2012, Steamboat Springs, CO.

Presented

5. **Mergel, I.:** Learning and knowledge sharing using online social networking services among government IT professionals, paper accepted for presentation, Annual conference, International Network for Social Network Analysts, February 8-13, 2011, St. Pete's Beach, FL.
6. Greenberg, Jason; Lazer, David; Binz-Scharf, Maria C.; **Mergel, I.:** Social Constraints, Agency, And Institutions In The Formation Of Interorganizational Ties And Knowledge Diffusion, paper presented, Annual conference, International Network for Social Network Analysts, February 8-13, 2011, St. Pete's Beach, FL.
7. Greenberg, J., Lazer, D., Binz-Scharf, M., **Mergel, I.:** Social Constraints, Agency, Interorganizational Tie Formation, and Knowledge Diffusion, paper presented, American Sociological Association (ASA), Annual Meeting, August 20-23, 2011.
8. **Mergel, I.:** "A mandate for change": Diffusion of social media applications among federal departments and agencies, conference paper presented at 20th Anniversary Public Management Research Conference, June 2-4, 2011, in Syracuse, NY.
9. Sigman, R., **Mergel, I.,** Schmitz, H. P.: Network Structures of Transnational Issue Campaigns, International Studies Association, 52nd ISA Annual Convention, March 16-19, 2011, Montreal, Quebec, Canada
10. Raggio, P., **Mergel, I.,** Sigman, R.: Accountability 2.0: The use of social media applications in U.S.-based transnational NGOs, paper presented at ARNOVA, 39th Annual Conference, "Governments & the Voluntary Sector: Redefining the Relationships?" 18th-20th November, 2010 Alexandria, VA
11. **Mergel, I.,** Raggio, P., Sigman, R.: Linked-out: Social media use by NGOs for interorganizational collaboration, American Political Science Association (APSA), annual conference: "The Politics

Ines Mergel

of Hard Times: Citizens, Nations, and the International System under Economic Stress”, September 5-10, 2010, Washington, DC.

12. **Mergel, I.**, Collm, A.: Interorganizational attention network in the diffusion of innovative e-Government practices, conference paper presented at 14th annual conference of the International Research Society for Public Management (IRSPM), April 7-9, 2010, Berne, Switzerland
13. **Mergel, I.**, Diesner, J., Carley, K.: Attention network among among Members of Congress, International Network of Social Network Analysts (INSNA), annual Sunbelt XXX conference, June 29-July 4, 2010, Riva Del Garda, Italy.
14. Abou Assi, K, **Mergel, I.**, Schmitz, H. P.: Networks and Partnerships in TNGOs, paper presented at Association for Public Policy Analysis and Management (APPAM) Annual Fall Conference 2009, November 5-7, 2009, Washington, DC.
15. Abou Assi, K., **Mergel, I.**, Schmitz, H. P.: Networks and Partnerships in TNGOs, paper presented at The Association for Research on Nonprofit Organizations (ARNOVA) 2009 conference, November 19-21, Cleveland, Ohio: International NGO networks in times of crisis: threats and opportunities?
16. Lazer, D., **Mergel, I.**: Social Network Analysis in Program Evaluation, Presented co-authored paper: Public Management and Research conference (PMRC), Columbus, OH, October 1-3, 2009
17. Binz-Scharf, M. C., Lazer, D., **Mergel, I.**: Searching for answers: Networks of practice among public administrators, poster presented at the First Workshop on Information in Networks (WIN), New York University, Stern School of Business, New York, September 25-26, 2009.
18. Lazer, D., **Mergel, I.**: Social network analysis in program evaluation: Measuring the impact of the State Health Leadership Initiative on the creation of Social Capital, Networks in Political Science Conference Harvard University, 11.-13. June 2009, Cambridge, MA.
19. Lacey, J., **Mergel, I.**, Schmitz, H.P.: Using Citation Analysis to Improve Public Administration Theory, Networks in Political Science Conference Harvard University, 11.-13. June 2009, Cambridge, MA.
20. Lacey, J., **Mergel, I.**, Schmitz, H.P.: Snowball sampling in citation networks, International Network of Social Network Analysts Conference (INSNA), 11.-14. March 2009, San Diego, CA.
21. **Mergel, I.**, Lazer, D.: Creating Social Capital through Human Capital? Inter-state knowledge sharing among State Health Officials, Minnowbrook III Conference 2008, 28.-29. September 2008, Syracuse University, NY
22. Fountain, J., **Mergel, I.**, Schweik, C.: The “transformational effect” of Web 2.0 technologies on government, Research Conference of the Association for Public Policy Analysis and Management (APPAM), 6.-8. November, 2008, Los Angeles (CA)
23. **Mergel, I.**, Lazer, D.: The dog that didn’t bark: Explaining the absence of social capital among State health Officials, accepted for presentation at European Group of Organization Studies (EGOS) conference 2008, Amsterdam, July 8-9, 2008, The Netherlands
24. **Mergel, I.**, Lazer, D.: Knowledge sharing across states in the public health sector, accepted for presentation at Networks in Political Science (NIPS) conference, Harvard University, June 13-14, 2008, Cambridge, MA
25. **Mergel, I.**, Lazer, D.: Interorganizational Knowledge Integration in the Public Health Sector: How State Health Officials Share Knowledge, presented at INSNA International Sunbelt Social Network Conference, January 22-27, 2008, St. Petersburg, FL

Ines Mergel

26. **Mergel, I.**, Lazer, D., Binz-Scharf, M.: Going the Extra Mile: Voluntary Engagement in Knowledge Sharing in a Network of Professionals, presented at APPAM conference: What Else Shapes Public Policy Analysis and Management?, 8-10 November, 2007, Washington, DC
27. Binz-Scharf, M., Lazer, D., **Mergel, I.**: Learning by Searching: Individual Knowledge Sourcing Strategies in a Network of Professionals, presented at APPAM conference: What Else Shapes Public Policy Analysis and Management?, 8-10 November, 2007, Washington, DC
28. **Mergel, I.**, Lazer, D., Ziniel, C., Esterling, K., Neblo, M.: Networks, Hierarchies, and Markets: Aggregating Problem Solving in Social Systems, presented at APPAM conference: What Else Shapes Public Policy Analysis and Management?, 8-10 November, 2007, Washington, DC
29. **Mergel, I.**, VonKortzfleisch, H. F. O., Schaarschmidt, M., Manouchehri, S.: Web 2.0 applications and Innovation Creation, 10th European Conference on Creativity and Innovation Ecc X conference, 14-17 October 2007, Copenhagen, Denmark
30. **Mergel, I.**: Introduction and Applications of Social Network Analysis, Robert Wood Johnson Foundation, Annual Research and Evaluation Conference, 2007, Princeton, NJ
31. Binz-Scharf, M., Lazer, D., **Mergel, I.**: How People Search: Toward a Theory of Search Process Formation, Annual Conference Academy of Management, 2007, Philadelphia, PA
32. **Mergel, I.**, Lazer, D., Binz-Scharf, M.: Going the Extra Mile: Voluntary Engagement in Knowledge Sharing, 23rd European Group of Organization Studies EGOS Colloquium, 2007, Vienna, Austria
33. Binz-Scharf, M., Lazer, D., **Mergel, I.**: Searching for Answers, 23rd European Group of Organization Studies EGOS Colloquium, 2007, Vienna, Austria
34. Lazer, D., **Mergel, I.**, Ziniel, C., Esterling, K., Neblo, M.: Members of Congress Websites: Diffusion at the Tip of the Iceberg, 8th Annual International Conference on Digital Government Research, 2007, Philadelphia, PA
35. **Mergel, I.**, Lazer, D., Contractor, N.: Method Tutorial: Application of Social Network Analysis in Digital Government Research, 8th Annual International Conference on Digital Government Research, 2007, Philadelphia, PA
36. **Mergel, I.**, VonKortzfleisch, H. F. O.: Integrating Stability and Dynamics of Organizational Capabilities Through Informal Knowledge Transfer, 18th IRMA (Information Resource Management Association) International Conference, 2007, Vancouver, BC, Canada
37. **Mergel, I.**, Binz-Scharf, M., Sargut, G., Lazer, D.: Thick Descriptions of Networks: How can Qualitative Data Inform Social Network Analysis, 2007, International Sunbelt Social Network Conference, Corfu, Greece
38. Lazer, D., **Mergel, I.**, Friedman, A.: Co-citation of Prominent Social Network Articles in Sociology Journals: The Evolving Can, International Sunbelt Social Network Conference, 2007, Corfu, Greece
39. VonKortzfleisch, H.V., **Mergel, I.**, Proll, C.: Potentials of Social Networks for Knowledge Management with regard to the Development of Stable Competences and Dynamic Capabilities, 2007, HICCS conference, Hawaii
40. Binz-Scharf, M. C., Lazer, D., **Mergel, I.**: Communities of Practice: Diffusion of Innovation Across Organizational Boundaries, paper presented at Association for Public Policy Analysis and Management (APPAM) 2006 conference, Madison, WI
41. **Mergel, I.**, Langenberg, T.: Online vs. Offline networking: What are the success factors of sustainable online social networks?, paper presented at ASNA - Applications of Social Network Analysis conference 2006, University of Zurich 5./6. October 2006, Zurich, Switzerland

Ines Mergel

42. Manouchehri, S., **Mergel, I.**, Kuhlenkamp, A.: Social Awareness als Basis moderne Unternehmenskommunikation, Workshop: "Social Software in der Wertschöpfung", MFG Fazit-Forschung, 18. July 2006, Stuttgart, Germany
43. Huerta, T., **Mergel, I.**: Interorganizational service delivery networks in the public health sector, paper presented at the Academy Health 2006 Annual Research Meeting, June 25-27 2006, Seattle, WA
44. **Mergel, I.**, Lazer, D., Contractor, N., Huerta, T.: Application of Social Network Analysis in Digital Government Research, Tutorial, dg.O 2006, The National Conference on Digital Government Research, May 21.-24. 2006, San Diego, CA
45. Lazer, D., Esterling, K., Neblo, M., Fountain, J., **Mergel, I.**, Ziniel, C.: Connecting to Congress, paper presented at dg.O - The 7th Annual International Conference on Digital Government Research, 21-25 May 2006, San Diego, CA
46. **Mergel, I.**, Huerta, T., van Stelle, J.: How do networkers network? Conferences as academic marketplaces, paper presented at 26th INSNA (International Conference for Social Network Analysis) conference, 24-30 April 2006, Vancouver, Canada
47. **Mergel, I.**, VonKortzfleisch, H., Riempp, G., Smolnik, S.: The role of distance in knowledge sharing, paper accepted for presentation at the European Group for Organizational Studies (EGOS), 22nd EGOS Colloquium: "The Organizing Society", 6-8 July 2006, Bergen, Norway
48. **Mergel, I.**: Evaluation of the State Health Leadership Initiative: A Social Network Analysis, 03/14/2006, State Health Leadership Initiative (SHLI) Network Meeting State Health Officials, Washington, DC
49. **Mergel, I.**: Unlocking organizations: Detecting multiplex network ties in the spread of knowledge about innovative technologies, paper presented at the European Group for Organizational Studies (EGOS), 21st EGOS Colloquium, June 30-July 02 2005, Berlin, Germany
50. **Mergel, I.**, Lazer, D., Contractor, N.: Application of Social Network Analysis in Digital Government Research: Visualization Techniques for Social Networks, Tutorial, dg.O 2005, The National Conference on Digital Government Research, May 15-18 2005, Atlanta, GA
51. Lazer, D., Esterling, K., Fountain, J., Neblo, M., **Mergel, I.**, Ziniel, C. (2005): Connecting to Congress" Project Highlights, presentation, dg.O 2005, The National Conference on Digital Government Research, May 15-18 2005, Atlanta, GA
52. Lazer, D., Binz-Scharf, M.-C., **Mergel, I.**: Electronic Communication in a Geographically Dispersed Community of Forensic Scientists, poster presentation, dg.O 2005, The National Conference on Digital Government Research, May 15-18 2005, Atlanta, GA
53. Lazer, D., Esterling, K., Neblo, M., **Mergel, I.**, Ziniel, C.: Style Conscious: How Members of Congress Learn Ways to Communicate, presentation, dg.O 2005, The National Conference on Digital Government Research, May 15-18 2005, Atlanta, GA
54. Lazer, D., Esterling, K., Neblo, M., **Mergel, I.**: How Congress is Connected: The Diffusion of Web Technologies among Congressional Offices, conference paper and presentation, MPSA Midwestern Political Science Conference, Annual Meeting 2005, April 07-10, 2005, Chicago, IL
55. Lazer, D., Esterling, K., **Mergel, I.**: How Congress is Connected: The Diffusion of Web Technologies among Congressional Offices, conference paper, WPSA Western Political Science Association, 2005 Annual Meeting, March 17-19, 2005, Oakland, CA
56. **Mergel, I.**: What are we Talking about? Multiplex Network Relationships in the Diffusion of Elearning Practices, conference paper, INSNA International Social Network Analysis Annual Conference, February 16-20, 2005, Redondo Beach, CA

Ines Mergel

57. Lazer, D., Esterling, K., Neblo, M., **Mergel, I.**: Congressional Connections: The Diffusion of an Innovation among Members of Congress, conference paper, INSNA International Social Network Analysis Annual Conference, February 16-20, 2005, Redondo Beach, CA
58. **Mergel, I.**, Binz-Scharf, M., Lazer, D.: Going the Extra Mile: Engaging in Voluntary Knowledge Sharing in Communities of Practice, conference paper presented at INSNA International Social Network Analysis Annual Conference, February 16-20, 2005, Redondo Beach, CA
59. Binz-Scharf, M.-C., **Mergel, I.**, Lazer, D.: Searching for answers: Tracing the paths of knowledge in a dispersed community, conference paper, INSNA International Social Network Analysis Annual Conference, February 16-20, 2005, Redondo Beach, CA

Currently funded research projects

Awarded

1. NSF IGERT proposal, Title: IGERT: S(iBriD) Soft Interfaces - Bridging the Divide in Graduate education, Participant, amount requested: \$2,956,679, 60 months, 2011-2016
2. Maxwell School Dean's Office Appleby-Mosher Fund, Research support, Summer 2011, \$1,200
3. NSF Advance Institutional Transformation grant, Title: "The Inclusive Connective Corridor: Social Networks and the ADVANCEment of Women STEM Faculty", senior researcher, summer salary, total amount awarded for project: \$3,399,058, 2010-2015
4. Bill and Melinda Gates Foundation, Title: "Global Health Advocacy and Policy Project (GHAPP)", senior researcher, summer salary, total amount awarded for project: \$1,098,461, 2010-2013
5. EU 7th framework: "Collaborative Production in eGovernment: From anecdotes to evidence", North America Expert for "Government 2.0", Member of the Experts Scientific Committee, SMART 2010/0075, 2011-2016
6. CROSSROADS: A Participative Roadmap for ICT Research in Electronic Governance and Policy Modelling, Support Action project (FP7-ICT-2009-4, No. 248484), funded by the European Commission under the Objective 7.3 ICT for Governance and Policy Modelling, Member of the Experts Scientific Committee
7. INSCIT, Institute for National Security and Counterterrorism, Faculty research grant, Title: "Collaborative capacity building using social media applications in emergency management", 2010-2011, \$5,000
8. IBM Center for the Business of Government, Individual research stipend, Title: "Collaboration 2.0: A Manager's guide for using and maintaining Wikis in the public sector", May-December 2010, \$20,000
9. Campbell Public Affairs Institute, Maxwell School of Citizenship and Public Affairs, Title: "Social media applications in the non-profit sector: Transparency, participation and collaboration online", Faculty Research Grant, 2010-2011, \$4,000
10. Academic Network Grant: Workbook Social Network Analysis Research Process (Book project), granted by the German Research Foundation (DFG), Principal Investigator, 2007-2011 total amount awarded €35,500/\$51,000
11. Appleby-Mosher grant, Maxwell School of Citizenship and Public Affairs, Summer 2009 (\$1,200)

Ines Mergel

12. Campbell Institute faculty summer grant, Maxwell School of Citizenship and Public Affairs, Summer 2009 (\$1,500)
13. Faculty assistance grant, Center for Technology and Information Politics, Maxwell School of Citizenship and Public Affairs, 2009-2010 (\$1,500)
14. PARCC mini faculty grant 2009-2010 (\$1,000)
15. Global Health Advocacy and Policy Project (GHAPP), Bill & Melinda Gates Foundation, Senior personnel 2010-2014 (summer months)
16. Campbell research mini faculty grant, Maxwell School of Citizenship and Public Affairs, Summer 2010 (\$4,000)
17. Robert Wood Johnson Foundation, Research grant: Evaluation of the State Health Leadership Initiative 2006-2008

Stipends and fellowships received

American Political Science Association

APSA Centennial Center residential fellowship, APSA Centennial Center, Washington D.C., Summer 2009

Harvard University, Cambridge, MA

Postdoctoral Fellowship and Stipend, The Program on Networked Governance 2005-2008

Postdoctoral Fellowship and Stipend, National Center for Digital Government 2004-2005

Doctoral Fellowship and Stipend, National Center for Digital Government 2003-2004

Swiss National Science Foundation, Switzerland

Pre-doctoral fellowship: aimed at fostering young scientific talent 2002-2003

Several grants for participation in summer schools

Professional services

Review Activities

1. Annual Meeting of the Academy of Management
2. Journal of Information Technology & Politics
3. Public Administration Review
4. Public Management Review
5. Sloan Management Review
6. Ad hoc reviewer for grant proposals, edited books

Event Organization Activities

1. PMRA Public Management Research Association, Bi-Annual Conference, Organization Committee, 2010-2011
2. INSNA Sunbelt 2010, Session organizer and reviewer, Twitter networks
3. SIENA workshop 2007, Harvard University, Cambridge, MA

Ines Mergel

4. INSNA Sunbelt 2006, Member of Organizing Committee, Vancouver British Columbia, Canada.
5. Social Network Analysis Tutorial, dg.O, The National Conference on Digital Government Research (2005, 2006, 2007)

Professional memberships

1. International Network of Social Network Analysts (INSNA)
2. Public Management Research Association (PMRA)
3. Association for Public Policy Analysis and Management (APPAM)
4. American Political Science Association (APSA)
5. American Society for Public Administration (ASPA)
6. Faculty Associate Consortium on Qualitative Research Methods (CQRM)

Professional experience

Harvard University, John F. Kennedy School of Government, Cambridge, MA 2005-2008

Research Director, Program on Networked Governance

Manage budget of \$1.5M project for research team coordination and coordinate projects across consortium of four universities

Receive several grants from federal and private funding agencies: National Science Foundation, Robert Wood Johnson Foundation, Harvard's Ash Institute for Democratic Governance and Innovation

Perform research involving social network analysis of voluntary engagement in cross-agency knowledge sharing activities and informal networking.

University of St. Gallen, Executive MBA Program, Switzerland 1999-2002

Project Manager and Content Designer; Internet portal StrategyLab.ch

Initiated and co-directed consulting project with Deutsche Bank AG, Frankfurt, Germany on knowledge management in banking sector

Co-organized international student competition, The St. Gallen Symposium (former ISC symposium). Served as jury member and reviewer of international student competition St. Gallen Wings of Excellence Award (1999-2002)

Served as contributing editor of Mergers & Acquisitions Review (2000-2002)

Dr. Poppe, Umweltberatungsgesellschaft, Kassel, Germany 1995-1998

Operations Manager

Coordinated internal change activities and research budget scenarios for investors during start-up phase of new company branch (Worked full-time while pursuing pre-DBA degrees at University of Kassel, Germany)

Lotus/IBM, Munich, Germany (part-time) 1997-1998

Developed two LearningSpace showcases on Quality Management and Introduction to Economics; Presented products at international annual trade show CeBIT in Hannover, Germany

Ines Mergel

Aerzener Maschinenfabrik GmbH, Hameln, Germany 1991-1994

Project Manager

Introduced new automated time management system to replace manual time one: designed individual time recording plans, coordinated department-wide introduction and company-wide installation

Led ergonomic office space remodeling project; coordinated services of external consultants and bidding process of suppliers; supervised planning activities and implemented changes for over 1,000 employees

Languages

English (fluent)

German (native)

References

David Lazer

Associate Professor of Political Science and Computer Science

Northeastern University &

Director, Program on Networked Governance

Harvard Kennedy School

Harvard University

U.S.A.

Email: david_lazer@harvard.edu

Comment: Co-author, Doctoral and postdoctoral advisor during my time at Harvard's Kennedy School of Government (2002-2006).

Jane Fountain

Professor of Political Science and Public Policy

Director, National Center for Digital Government (ncdg.org)

Director, Science, Technology and Society Initiative (umass.edu/sts)

University of Massachusetts Amherst

U.S.A.

Email: fountain@pubpol.umass.edu

Comment: Founder and director of the National Center for Digital Government at my time at Harvard's Kennedy School of Government.