

Curriculum Vitae

Ali A. Guenduez

aliasker.guenduez@unisg.ch

www.aaguenduez.com | [Google Scholar](#)

Current Employment

- 2020 – present Vice Director, Institute for Systemic Management and Public Governance, University of St.Gallen
- 2019 – present Assistant Professor of Digital Government, School of Management, University of St.Gallen
- 2017 – present Head and Co-Founder, Smart Government Lab, University of St.Gallen

Education

- 2011 – 2017 Ph.D. in Business Innovation, School of Management, University of St.Gallen
Dissertation: The Impact of State vs. Private Bank Ownership on Banks' Responses to Regulatory Pressure in Anti-Money-Laundering Enforcement
Chairs: Prof. Dr. Kuno Schedler (main) and Prof. Dr. Simone Westerfeld
- 2005 – 2011 Licentiate / M.A. in Political Science, University of Zurich

Academic Experience and Functions

- 2025 – present Research Fellow, Blavatnik School of Government, University of Oxford, Oxford, United Kingdom
- 2025 – present Visiting Scientist, Cologne Institute for Information Systems (CIIS), Cologne, Germany
- 2024 – 2025 Visiting Professor, School of Public Policy and Administration, Carleton University, Ottawa, Canada
- 2024 Visiting Scholar, Department of Sociology and Demography, University of California, Berkeley, USA
- 2015 Visiting Scholar, Department of Sociology and Demography, University of California, Berkeley, USA
- 2016 – 2019 Postdoctoral Researcher and Lecturer, School of Management, University of St.Gallen, Switzerland
- 2011 – 2016 Research and Teaching Assistant, School of Management, University of St.Gallen, Switzerland

Research and Teaching Interests

Public Management and Governance; Responsible Digital Innovation; Tech Regulation; Digital Transformation; Artificial Intelligence in Government; Cybersecurity; Digital Ethics

Honors & Awards

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| 2026 | Burchfield Award for Best Book Review Article, Public Administration Review (PAR) |
| 2025 | FT50 Publication Success Recognition, University of St.Gallen (Oct 2025) |
| 2025 | FT50 Publication Success Recognition, University of St.Gallen (Sep 2025) |
| 2025 | Urban Governance Best Paper Award 2024 |
| 2018 | Teaching Innovation Award, Teaching Innovation Lab, University of St.Gallen |
| 2011 | Best Master's thesis in International Relations, University of Zurich |

Continuing Education and Certificates

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|-------------|---|
| 2018 – 2019 | Teaching and Learning Certificate in Higher Education (CAS), Center for Learning and Teaching in Higher Education, University of St.Gallen Two-year teaching certificate requiring ECTS 40 |
| 2018 | GSERM – Global School in Empirical Research Methods, University of St.Gallen |
| 2012 | SNSF Case Study: Teaching in Economics and Management Education, University of Szczecin, Szczecin, Poland |

Articles in Academic Journals

Peer-Reviewed Journal Articles

- 2026 Golstein-Galperin, R., Cinar, E., Cohen, N., & Guenduez, A. A. (2026). Innovation from the margins: policy entrepreneurship and public sector innovation in centralized contexts. *Public Management Review*, 1–35. <https://doi.org/10.1080/14719037.2026.2613943>
- 2025 Guenduez, A. A., Demircioglu, M. A., Mueller, E. M., & Cinar, E. (2025). Digital innovation strategies in the public sector. *Research Policy*, 54(8), 105274. <https://doi.org/10.1016/j.respol.2025.105274>
- 2025 Cinar, E., Prodius, O., Sokoly, I., Ozcan, S., & Guenduez, A. A. (2025). The Political Context of Public Sector Innovation: A Critical Interpretative Synthesis on Ukraine. *Research Policy*, 54(10). <https://doi.org/10.1016/j.respol.2025.105322>
- 2025 Guenduez, A. A., Walker, N., & Demircioglu, M. A. (2025). Digital ethics: Global trends and divergent paths. *Government Information Quarterly*, 42(3), 102050. <https://doi.org/10.1016/j.giq.2025.102050>

- 2025 Guenduez, A. A., Fuchs, S., & Demircioglu, M. A. (2025). AI in a Comparative Perspective: Linking Policy Formulation and Practice, *Journal of Comparative Policy Analysis: Research and Practice*. <https://doi.org/10.1080/13876988.2025.2543984>
- 2025 Guenduez, A. A., Fuchs, S., Mergel, I., Mettler, T., & Frowein, S. (2025). From patterns to meaning: a mixed-methods framework that integrates computational and qualitative text analysis. *Quality & Quantity*. <https://doi.org/10.1007/s11135-025-02357-7>
- 2025 Zumbrunn, L., & Guenduez, A. A. (2025). When GenAI writes Government Reports - The Impact of Authorship on Convincing Citizens. *Public Policy and Administration*. <https://doi.org/10.1177/09520767251403049>
- 2025 Singler, S., Guenduez, A. A., & Demircioglu, M. A. (2025). Misaligned Expectations in Public Sector Innovation: Differences Between Citizens and Public Servants. *Innovation: The European Journal of Social Science Research*, 1-28. <https://doi.org/10.1080/13511610.2025.2591074>
- 2024 Guenduez, A. A., & Walker, N. (2024). Covid-19 in public administration literature during the first two years: A computational analysis. *International Journal of Public Administration*, 48(3), 195-211. <https://doi.org/10.1080/01900692.2024.2332618>
- 2024 Schedler, K., & Guenduez, A. A. (2024). Service Models in the Public Sector. *Yearbook of Swiss Administrative Sciences*, 15(1). <https://doi.org/10.5334/ssas.222>
- 2024 Singler, S., & Guenduez, A. A. (2024). Barriers to public sector innovation in Switzerland: A phase-based investigation. *Australian Journal of Public Administration*. <https://doi.org/10.1111/1467-8500.12639>
- 2024 Mettler, T., Miscione, G., Jacobs, C. D., & Guenduez, A. A. (2024). Same same but different: How policies frame societal-level digital transformation. *Government Information Quarterly*, 41(2), 101932. <https://doi.org/10.1016/j.giq.2024.101932>
- 2024 Guenduez, A. A., Mergel, I., Schedler, K., Fuchs, S., & Douillet, C. (2024). Institutional Work and Making Cities Smarter: Interviews with Smart City Managers of 40 Smart Cities. *Urban Governance*. <https://doi.org/10.1016/j.ugj.2024.01.003>
- 2024 Guenduez, A. A., Frischknecht, R., Frowein, S., & Schedler, K. (2024). Government-university collaboration in smart city and smart government projects: What are the success factors? *Cities*, 144, 104648. <https://doi.org/10.1016/j.cities.2023.104648>
- 2023 Guenduez, A. A., & Mettler, T. (2023). Strategically Constructed Narratives on Artificial Intelligence: What Stories Are Told in Governmental AI Policies? *Government Information Quarterly*, 40(1), 101719. <https://doi.org/10.1016/j.giq.2022.101719>
- 2023 Guenduez, A. A., Mettler, T., & Schedler, K. (2023). The role of trust in the adoption of cooperative arrangements of e-credential markets, *Information Polity*, 28, 43-59. <https://content.iospress.com/articles/information-polity/ip211508>
- 2022 Guenduez, A. A., & Mergel, I. (2022). The Role of Dynamic Managerial Capabilities and Organizational Readiness in Smart City Development, *Cities*, 129, 103791. <https://doi.org/10.1016/j.cities.2022.103791>

- 2020 Guenduez, A. A., Mettler, T., & Schedler, K. (2020). Technological frames in public administration: What do public managers think of big data? *Government Information Quarterly*, 37(1), 1-12. <https://doi.org/10.1016/j.giq.2019.101406>
- 2020 Frischknecht, R., Schedler, K., & Guenduez, A. A. (2020). Legitimizing the Smart City Idea: The Case of the #Smarthalle. *Yearbook of Swiss Administrative Sciences*, 11(1), 184-195. <https://doi.org/10.5334/ssas.149>
- 2019 Schedler, K., Guenduez, A. A., Frischknecht, R. (2019). How smart can government be? Exploring barriers to the adoption of smart government. *Information Polity*, 24(1), 3-20. <https://content.iospress.com/articles/information-polity/ip180095>
- 2018 Guenduez, A. A., Singler, S., Tomczak, T., Schedler, K., & Oberli, M. (2018). Smart Government Success Factors. *Yearbook of Swiss Administrative Sciences*, 9(1), 96-110. <https://doi.org/10.5334/ssas.124>
- 2017 Guenduez, A. A., Mettler, T., & Schedler, K. (2017). Smart Government – Partizipation und Empowerment der Bürger im Zeitalter von Big Data und personalisierter Algorithmen. *HMD: Praxis der Wirtschaftsinformatik*, 54(4), 477-487. <https://link.springer.com/article/10.1365/s40702-017-0307-4>
- 2016 Guenduez, A. A., Schedler, K., & Ciocan, D. (2016). Generic frames and tonality: Mapping a polarizing issue in a multifaceted context. *European Journal of Communication*, 31(5), 584-599. <https://doi.org/10.1177/0267323116666478>
- 2014 Guenduez, A. A., & Schedler, K. (2014). Managerial challenges and tasks in multirational organizations. *International Public Management Review*, 15(2), 58-76. <https://ipmr.net/index.php/ipmr/article/view/234>

Peer-reviewed Conference Papers / Proceedings

- 2026 Chassot, C., Guenduez, A. A., & Mettler, T. (2026). Public managers' attitudes towards biometric systems: an exploratory cluster analysis. *12th International Conference on eDemocracy & eGovernment (ICEDEG 2026)*. Lisbon, Portugal.
- 2019 Mettler, T., & Guenduez, A. A. (2019). From SuisseID to SwissID: Overcoming the key challenges in Switzerland's e-credential market. *International Conference of Information Systems (ICIS)*. Munich, Germany.
- 2017 Schedler, K., Guenduez, A. A., & Frischknecht, R. (2017). How smart can government be? Discussing the barriers of smart government adoption. *IPMN Conference 2017*. Shanghai Jiaotong University, China.

Books

- 2026 Yıldız, M., Schedler, K., & Guenduez, A. A. (2024). *Hizmet Modeli Kılavuzu*. Gazi.
- 2024 Schedler, K., & Guenduez, A. A. (2024). *Service Model Navigator: How to innovate in the public sector*. Haupt.

- 2023 Schedler, K., & Guenduez, A. A. (2023). *Service Model Navigator. So geht Innovation in der öffentlichen Verwaltung*. Haupt.
- 2017 Guenduez, A. A. (2017). *Führungskräfte von Schweizer Banken zwischen Indikativ und Imperativ: eine empirische Studie über die Bedeutung von Bankeigentümerstrukturen im Umgang mit der neuen institutionellen Logik des Weissgeldes*. Difo-Druck GmbH, Bamberg.

Chapters in Edited Books (Peer Reviewed)

- 2022 Frischknecht, R., Schedler, K., & Guenduez, A. A. (2022). Smartness-Narrative im Bodenseeraum: Evidenz aus einer vergleichenden Fallstudie mit drei Gemeinden. In A. Mertes, L. A. Pleger (Hrsg.), *Digitale Transformation in der Verwaltung – Entwicklungen, Stossrichtungen und Praxisbeispiele aus der Schweiz*. Springer.
- 2022 Guenduez, A. A. (2022). Digital Government. In K. Schedler (Ed.) *Encyclopedia of Public Management*, Edward Elgar Publishing.
- 2020 Guenduez, A. A., Mettler, T., & Schedler, K. (2020). Citizen Participation in Smart Government: A Conceptual Model and Two IoT Case Studies. In J.R. Gil-Garcia, T. A. Pardo, & M. Gascó (Eds.), *Beyond Smart and Connected Governments: Sensors and the Internet of Things in the Public Sector*, Springer.

Book Review

- 2025 Guenduez, A. A. Book Review about “Public Sector Innovation”, by M. A. Demircioglu and D. B. Audretsch, Cambridge, UK: Cambridge University Press, 2024. In *Public Administration Review*. <https://doi.org/10.1111/puar.70060>

Research Reports for Practitioners

- 2025 Guenduez, A. A., & Stübi, M. (2025). Innovation & Generative Künstliche Intelligenz Ergebnisse aus der Schweizer Verwaltungspraxis. <https://www.alexandria.unisg.ch/handle/20.500.14171/123251>
- 2023 Singler, S., Guenduez, A. A., Schärer, C., Frowein, Sebastian. C. J., Schedler, K., Roth, P., Despotovic, M., & Stübi, M. (2023). Fachkräftemangel im öffentlichen Sektor. <https://www.alexandria.unisg.ch/handle/20.500.14171/118315>
- 2023 Singler, S., Guenduez, A. A., Schedler, K., Roth, P., Willi, L., Frowein, S. C. J., Kolcava, D., Fuchs, S., Zürcher, N., & Stübi, M. (2023). Trendradar 2023 Handlungsansätze für einen modernen öffentlichen Sektor in der Schweiz. <https://www.alexandria.unisg.ch/handle/20.500.14171/117924>
- 2021 Guenduez, A. A., Schedler, K., Britschgi, N., Brühwiler, Y., Fuchs, S., Walker, N., Müller, E., & Douillet, C. (2021). Anwendung von Chatbots in der kantonalen Verwaltung: Wirkungsanalyse. St.Gallen: Universität St.Gallen.

- 2021 Guenduez, A. A., Mergel, I., & Schedler, K. (2021). Making cities smarter: Which work practices are needed to drive smart city transformation? *Universität Konstanz OPAS-Plattform Serie*. Nr. 002018. <https://www.polver.uni-konstanz.de/mergel/>
- 2021 Guenduez, A. A., & Mergel, I. (2021). Making cities smarter: Fähigkeiten für eine erfolgreiche Transformation. *Universität Konstanz OPAS-Plattform Serie*. Nr. 002019. <https://www.polver.uni-konstanz.de/mergel/>
- 2020 Guenduez, A. A., & Schedler, K. (2020). Jahresbericht Smart Government Akademie Bodensee (Hrsg.). St.Gallen.
- 2019 Guenduez, A. A., & Schedler, K. (2019). Jahresbericht Smart Government Akademie Bodensee (Hrsg.). St.Gallen.
- 2019 Singler, S., Guenduez, A. A., Oberli, M., Schedler, K., Baldinger, G., & Tomczak, T. (2019). Smart Government: Ein Handbuch für Führungskräfte aus Politik und Verwaltung. Wie Führungskräfte aus Politik und Verwaltung Smart Government in der Schweiz fördern können. PwC, Schweiz.
- 2019 Guenduez, A. A., & Schedler, K. (2019). Fit für Smart Government? Guidelines zur Einführung von Smart Government in der öffentlichen Verwaltung. St.Gallen.
- 2018 Guenduez, A. A., Mettler, T., & Schedler, K. (2018). Que pensent les chefs de service de l'introduction de Big Data dans l'administration publique? Doi:10.5281/zenodo.1434774. <https://www.alexandria.unisg.ch/handle/20.500.14171/101222>

Articles in Newspapers and Online

- 2026 Guenduez, A. A., & Vivona, R. (2026). Die Politik des Scheiterns. In: *Neue Zürcher Zeitung*.
- 2020 Guenduez, A. A., & Schedler, K. (2020). Wie smarte Städte Pandemien bekämpfen können. *Innovative Verwaltung*, 42(9), 10-13. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7481040/>
- 2020 Mettler, T., Guenduez, A. A., & Schedler, K. (2020). Public Managers in the Face of Big Data: Panic or Panacea? In: *ESADE Public*, 1-5.
- 2019 Guenduez, A. A., & Schedler, K. (2019). Warum wir den Schritt zur elektronischen Identität wagen können. In: *Neue Zürcher Zeitung*.
- 2017 Schedler, K., & Guenduez, A. A. (2017). Pantoffeltierchen-Politik dank Echtzeit-Information. *Innovative Verwaltung*, (4), 10-13. <https://www.alexandria.unisg.ch/handle/20.500.14171/102490>

Keynotes and Conference Presentations

- 2025 *The Political Context of Public Sector Innovation: A Critical Interpretative Synthesis on Ukraine*. Urban Research Conference, Bloomberg Center for Cities, Harvard University, Cambridge, MA.
- 2025 *Digital Innovation in the Public Sector: How and Why Research and Practice Align and Diverge*. Urban Research Conference, Bloomberg Center for Cities, Harvard University, Cambridge, MA.

- 2024 Use of generative Artificial Intelligence in Government, Internationale Bodensee-Konferenz.
- 2023 Big Data in the Public Sector, Internationale Bodensee-Konferenz.
- 2022 *Service Models in the Public Sector*, International Public Management Network Annual Conference, Thunderbird School of Global Management and the School of Public Affairs, Arizona State University, Phoenix, Arizona, USA.
- 2022 Panel, Service Models in the Public Sector, Phoenix, Arizona, USA.
- 2021 Digital Transformation, Board of Governors of the Canton of Zurich, Switzerland.
- 2020 Transform, Panel «in good data we trust» (virtual).
- 2019 Keynote speaker: Why we need a Smarter Government, Swiss Smart Government Day, St.Gallen, Switzerland.
- 2018 Keynote speaker: Smarter Government, E-Government Conference, Bern, Switzerland.

Research Projects

- [1] Digital Babel (LOI-Phase): Transforming Public Services with AI Language Technologies: International research project on AI language technologies for multilingual public services and Indigenous and regional language communities. Proposal to the 2026 International Joint Initiative for Research Harnessing Disruptive Technologies to Address Global Challenges. Start: 2026.
- [2] Digital Public Sector Innovation and Management for Cities: International research project on innovation capacity and management characteristics in local governments and public organizations, in cooperation with the Harvard Bloomberg Center for Cities and international research partners. Start: 2026.
- [3] Public Sector Innovation in Canada: A Multi-Method Approach. Awarded by the Social Sciences and Humanities Research Council (SSHRC) in Canada. Mehmet Akif Demircioglu [PI], Emre Cinar [Collaborator], and Ali Asker Guenduez [Collaborator], 2025-2029.
- [4] LibrarIN – Value Co-Creation and Social Innovation for a New Generation of European Libraries. European Commission Horizon 2020 project. [External Collaborator], 2024-2025.

Applied Research and Consulting

- [1] Digital transformation of the Office for Youth and Career Counselling of the Canton of Zurich, Member of the Strategic Advisory Board, Canton of Zurich, 2026-present.
- [2] AI in Swiss municipalities, Gemeinde Wittenbach, Canton of St.Gallen, 2026.
- [3] AI Sandboxes: Innovation and Regulatory Learning in AI Governance, with the Canton of Zurich; involving researchers from the University of St.Gallen and the University of Cologne. [Project Lead], 2025-present.
- [4] Google Switzerland, Data Cloud in the Public Sector: long-term research partnership with financial contribution, 2024 to present.

- [5] European Union (EU) Interreg, Smart Government Academy Lake Constance, Principal Applicant, 2018-2022.
- [6] City of St.Gallen, Smart City and Smart Government: long-term research partnership with financial contribution, 2017 to present.
- [7] PwC Switzerland, Smart Government, long-term research partnership with financial contribution, 2017 to present.
- [8] Evaluation of EasyGov.swiss and SME portal, Staatssekretariat für Wirtschaft, SECO, 2023-2026.
- [9] Digital Maturity Assessment for Canton St.Gallen, 2023.
- [10] Customer Perspective on Digital Tax, Canton St.Gallen, 2022.
- [11] Smart Government Fitness Check for the City of Lucerne, City of Lucerne, 2021.
- [12] Application of Chatbots in Public Administration, Canton St.Gallen, 2020-2021.
- [13] Management Dashboard for the City of Bern, City of Bern, 2020.
- [14] Digital Strategy for the Federal Office for Civilian Service, Bundesamt für Zivildienst, 2020.
- [15] Development of Smart City Policy for the City of Aarau, City of Aarau, 2019.
- [16] City of Bregenz: Developing Citizen-Centric City, City of Bregenz, 2019.

Teaching and Executive Education

- 2019 – 2024 Undergraduate Courses at the University of St.Gallen: Public Management and Governance (Fall 2023, Fall 2024), Digital Government in the Digital Era (Spring 2021, Spring 2022, Spring 2023), Digitalization and Customer Experience in Public Administration (Spring 2019, Spring 2020).
- 2019 – 2026 Graduate Courses at the University of St.Gallen: Digital Government, Smart Government and Digital Innovation (Spring 2020), Smart City Ecosystems (Spring 2020), Electronic Identity (Spring 2019), Graduate Course at the University of St.Gallen: Consultancy Project – Innovative Service Models in the Public Sector (Spring 2024, Spring 2025, Spring 2026).
- 2018 – 2025 Executive Education:
 - The Future of Public Administration, CAS in Public Administration (CeMaP), together with the University of Berne (Fall 2021, Fall 2023, Fall 2025);
 - Digital Government, Executive Master of Public Administration (MPA) at the University of Berne (Fall 2018, Fall 2020);
 - Smart Government, Program for the Senior Leaders of the German Armed Forces at the University of Cologne Business School (Fall 2022, Fall 2023);
 - Digital Transformation and Smart Government, Europa Institute at the University of Zurich, (Fall 2021).

Professional Leadership, Outreach, and Service

Institutional Publisher

- Yearbook of Swiss Administrative Sciences, ed. Swiss Society for Administrative Sciences (SGVW), (2022-present).

Ad-hoc Referee

- Government Information Quarterly, Public Management Review, Public Administration, Research Policy, Small Business Economics, European Journal of Information Systems, Information Polity, Cities, Data & Policy, Administration & Society, Quality & Quantity, International Journal of Public Administration

Conference Leadership and Organization*Policy and Practice Conference*

- Swiss Smart Government Day: Initiator and organizer of the Swiss Smart Government Day, Switzerland's largest conference on smart government and digital transformation, welcoming over 250 participants from the public administration, research, and private sector. Responsible for strategic program direction, budget oversight, and conference planning and organization (2019 - present).

Academic Research Conferences

- Session chair for Digital Innovation in the Public Sector, Urban Research Conference, Bloomberg Center for Cities, Harvard University, Cambridge, MA, November 13-14, 2025.
- Co-Chair with Prof. Dr. E. Cinar, Prof. Dr. M. A. Demircioglu, and Dr. R. Vivona, Public Administration & Governance Track, "Putting Public Sector Innovation in Context", 5th International Workshops on Public Policy, Carleton University, Ottawa, Canada, forthcoming, July 6–8, 2026 (programme confirmed).
- Research Conference Co-Organizer, with Prof. K. Schedler, "Research Talks on Public Management and Governance," University of St. Gallen, Switzerland, forthcoming, September 23–25, 2026 (programme confirmed).

Dissertation and Habilitation Committees (incl. Doctoral Mentoring)

- Lia Mara Krebs, Ph.D. candidate, University of St.Gallen, Dissertation Committee Member
- Sonel Pyram, Ph.D. candidate, IDHEAP Lausanne, University of Lausanne, Dissertation Committee Member
- Christian Chassot, Ph.D. candidate, IDHEAP Lausanne, University of Lausanne, Dissertation Committee Member
- Moritz Stübi, Ph.D. candidate, University of St.Gallen, Academic Mentor
- Sebastian Singler, Ph.D., University of St.Gallen, Academic Mentor
- Noella Edelmann, Member of the Habilitation Committee, University for Continuing Education Krems, Austria

Student Supervision (incl. Further Education)

- First/second advisor, over 15 Master's theses on a diverse range of topics in Public Administration and Management, Digital Government, and Public Policy
- First advisor, over 20 Bachelor's theses on a diverse range of topics in Public Administration and Management, Digital Government, and Public Policy
- First advisor, 5 Executive Education theses in Digital Transformation

Professional Memberships

- Board member, Swiss Society for Administrative Sciences (SGVW), Switzerland (2022 – present)
- Member, Digital Society Initiative (DSI), University of Zurich; International Public Policy Association (IPPA); Academy of Management (AOM); Association for Information Systems (AIS); European Group for Public Administration (EGPA)