**CERTIFIED PUBLIC MANAGER PROGRAM FLORIDA CENTER FOR PUBLIC MANAGEMENT**

**FLORIDA STATE UNIVERSITY**

Level 5 Assignment

SOCIAL CHANGE AND ITS

IMPACT ON PUBLIC MANAGEMENT

**2023**

**GUIDELINES**

1. This is either an individual or a group assignment.
2. Our expectation for your submission is 7-10 pages, typed and double-spaced.
3. Create a title page with all authors’ names, email addresses, and date of submission.
4. **Upon completion, you should submit this assignment through our website:**

[Student Area | The Florida Center for Public Management (fsu.edu)](https://fcpm.fsu.edu/student-area)

Log in to your Transcript. Click on “Submit Assignment” for the particular assignment or exam. If you are uploading a Group Assignment, enter the names and email addresses of group members in the drop down menu.

Click “Browse” and locate the file on your hard drive then click “Open.” Once the file is listed in the menu, click “Submit File.”

Your submission will be automatically entered into the database. It will show on your transcript as “Submitted.” You will also receive an automated email notifying you that it has been added to your transcript.

Once your assignment is graded, and if it passed, you will receive an automated email saying that it has been “Completed.” If your submission does not pass, you will receive an email telling you to resubmit, and explaining what you need to do to pass. Your work will be graded within 60 days, although CPM instructors typically grade assignments sooner than that.

If you encounter problems submitting your homework, please contact Dan Vicker, the CPM Student Liaison, at dvicker@admin.fsu.edu or the CPM office at CPM@admin.fsu.edu . You can phone our main number at 850-644-6460 or 850-644-0161.

You should keep a copy for future reference. Your work is considered confidential and the CPM Program will not share or discuss it with anyone, other than you.

**PROCEDURES**

The Level 5 Assigment focuses on social change and its impact on public management. Your goal is to identify a social change trend that is beginning to impact your entire agency, apply what you’ve learned in CPM and Level 5, and provide a meaningful recommendation on how your agency should address that issue.

You (or your group) will produce a 7-10 page white paper that makes concrete recommendations about how to improve your organization’s response to the issue you’ve chosen. We encourage you to share your recommendations with your organization’s leadership team.

Once your team has selected its topic, you should undertake any of the following steps that are appropriate to your issue:

* Research any social trends related to your topic, relevant materials, policies and/or prior efforts to address this issue.
* Interview agency employees, managers, or content experts in the field regarding this trend.
* Collect and analyze data to show how this trend affects work processes or performance measures.
* Develop concrete suggestions and recommendations on how your organization can prepare for dealing with this trend. Formulate and include an action plan for implementing your recommended changes and improvements.

**POTENTIAL TOPICS**

Examples of potential topics include, but are not limited to, any of the following:

* New communication technologies
* The adoption of the purpose driven motive in organizations
* The increase of alternative work scheduling
* Organizations moving toward a structure of professional bureaucracy
* Bring your own device
* Contract employment
* The increase in multiple generations in your organization
* Turnover rates
* Recruitment and retention
* Outsourcing
* Changes in the concept of work
* Functioning in a digital world
* Rebuilding public trust in government
* Measuring performance in a digital age
* Preparing our workforce for the rapid growth of Artificial Intelligence

Please talk to your CPM instructor or contact Dr. Dan Vicker by email at dvicker@admin.fsu.edu or by phone at (850) 597-1084 should you need guidance in selecting a topic

**FORMAT**

The following is a suggested format or outline that you may use for this assignment, although you can adapt it to your own needs.

1. Statement of Issue
2. Background
3. Exploration of the trends you’ve identified (how does this issue affect various elements of the agency, including: Leadership, Customers, Planning, Human Resources, or Work Processes)
4. Improvement Plan (your recommendations or suggestions)
5. Projected Outcomes (if your recommendations were implemented)