Social Media and Local Governments : Theory and Practice /

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editor

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Monografía

Today, social media have attracted the attention of political actors and administrative institutions to inform citizens as a prerequisite of open and transparent administration, deliver public services, contact stakeholders, revitalize democracy, encourage the cross-agency cooperation, and contribute to knowledge management. In this context, the social media tools can contribute to the emergence of citizen-oriented, open, transparent and participatory public administration. Taking advantage of the opportunities offered by social media is not limited to central government. Local governments deploy internet-based innovative technologies that complement traditional methods in implementing different functions. This book focuses on the relationship between the local governments and social media, deals with the change that social media have caused in the organization, understanding of service provision, performance of local governments and in the relationships between local governments and their partners, and aims to advance our theoretical and empirical understanding of the growing use of social media by local governments. This book will be of interest to researchers and students in e-government, public administration, political science, communication, information science, and social media. Government officials and public managers will also find practical use recommendations for social media in several aspects of local governance

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