Citizen 2.0: Public and Governmental Interaction through Web 2.0 Technologies

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Generally speaking, Web 2.0 technologies support real-time or other innovative, Web-based social interactions, and they are increasingly popular among consumers, the private sector, and more recently, government.

Citizen 2.0: Public and Governmental Interaction through Web 2.0 Technologies defines the role of Web 2.0 technologies in government and highlights a variety of strategies and tools public administrators can use to engage citizens. Chapters provide suggestions for adoption and implementation based on the lessons learned by scholars and practitioners in the field. More importantly, it will present an analysis of how Web 2.0 technology can transform government and explore how citizen expectations and preferences can be included in decision-making. The collection provides a vital resource for practitioners and academics to stay abreast of the latest research within the ever-burgeoning field.

Topics Covered:
- Agency performance
- Citizen utilization of Web 2.0
- Election systems
- Emergency management
- Environmental policy
- Leadership
- Management decision making
- Public sector
- Staff motivation
- Wikis

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The Role of Social Media in the Public Sector:
Ayanso Anteneh (Brock University, Canada)
Moyers Darryl (Brock University, Canada)

Chapter 2
An Experiment in E-Rulemaking with Natural Language Processing and Democratic Deliberation
Muhlberger Peter (Texas Tech University, USA)
Stromer-Galley Jenny (University at Albany, USA)
Webb Nick (University at Albany, USA)

Chapter 3
Records Management, Privacy, and Social Media:
Zavattaro Staci M. (University of Texas at Brownsville, USA)

Chapter 4
Managing Virtual Public Organizations
Mahler Julianne G. (George Mason University, USA)

Section 2: Applying Web 2.0 in the Public Sector

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M-Government:
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E-Government in Local Government in the Era of Web 2.0
Xu Hua (Auburn University at Montgomery, USA)
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Chapter 8
Predictors of Social Networking and Individual Performance
Brown Michael A. (Old Dominion University, USA)
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Chapter 9
E-Democratic Administration and Bureaucratic Responsiveness:
Wang Guang-Xu (National University of Tainan, Taiwan)

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Social Media and New Military Public Affairs Policies
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Casey Colleen (University of Texas at Arlington, USA)
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Web 2.0 for Participation:
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Chapter 13
Reaching Citizen 2.0:
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