

# Guest Editorial Preface

## Special Issue on Social Media and E-Government

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Social media sites have changed the way we interact with others: whether it is formal or informal. The presence of huge user base on web 2.0 platforms has provided enormous opportunities not only for personal networking but also for organizational collaborations. Governmental organizations can also use these platforms to connect with citizens, not only for information dissemination but also to enable them to participate in governments' running of the nations. Furthermore, different governmental levels (central, provincial, local) and other political institutions can use these media to improve and automate governance. Alongside these opportunities, content generation, its analysis and collaboration on social media provides numerous new challenges.

In this special issue, we discuss a number of studies to better understand these challenges and present best practices to better manage these challenges. The papers published in this special issue were received as a result of open call and accepted after peer review for originality and added value. The realization of this special issue would not have been possible without the kind support and help of Prof. Christopher G. Reddick, editor in chief of International Journal of Public Administration in the Digital Age, IGI Global staff and the publishing team. We would also like to thank the members of the reviewing committee for helping in the review process. Furthermore we are also thankful to the authors for submitting valuable manuscripts in this special issue.

In the first paper, here, David Ramírez Plascencia and Jorge Ramírez Plascencia investigate the use of social media in Mexico during hurricane Patricia in 2015. The authors highlight that social media provided a tool for effective communication among citizens, authorities and non-profit organizations.

In the next paper Victoria Basolo and Anaïd Yerena present the case study of facebook usage by the municipal water agency of La Paz, Mexico. They found that although there was little activity on the profile page but the messages on profile urged citizen engagement to mitigate a community problem.

In the third paper, Dr. Vikas discuss how the social media helped during Chennai floods in 2015 to better coordinate the emergency and relief operations.

In the next paper, Renya Nath and her colleagues have analyzed the tweets focusing on the Chennai floods of 2015 and presented a content based situation and location model for disaster management.

In the fifth paper, Dareen and Emad discuss how Facebook can help the Arab governments in better communication with the citizens at different levels and between different stakeholders.

In the last paper of this special issue, Saqib Saeed and his colleagues discuss the usage of social media among female students in a Saudi Arabian public sector university to understand the implications of social media in higher education.

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