

Foreword

This volume continues the work initiated by Ed Downey and Matthew A. Jones in a previously published volume on *E-Government Website Development: Future Trends and Strategic Models*. In the previous volume, the focus was on developing the background for e-government activities suggesting where the field is headed. In this volume, the focus is more explicitly on the use of various social media, Web 2.0 technologies, to support and enhance public service.

This book is a collection of refereed papers authored by researchers from around the world. Its basic intent is aimed at highlighting and explaining many of the factors and situations that lead to some of the impact of social media on public services. The chapters are forward looking and provide timely additions to the literature as they provide a framework for governmental policy makers who are involved in developing information policies that more effectively use the technologies available. They also afford valuable insights to web site developers who can utilize these concepts in aiding citizens as they seek to more effectively interact with government.

As several of the chapters note, much of the developments by governments in these new fields have been filled with hope and expectation rather than substantial evidence change. Average citizens and internet users may currently value social interactions more than they value interaction with governmental units and public policy. This does not mean that circumstances are unchanging since generational shifts and new understandings will eventually cause Web 2.0 technologies and successor developments to have profound impacts on governmental operations. These papers are at the leading edge of insights to this future potential.

My expectation is that this book will be a good resource for the practitioner and the policy maker and will be especially valued by the E-Government researcher.

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Carl D. Ekstrom received his Ph. D. from the University at Albany and his MPA from Syracuse University. Almost fifty years of professional involvement in the field of Public Administration as a professional administrator in state and local governments and nonprofit organizations; a researcher in applied public policy research; and a teacher at the graduate and undergraduate level in more than twenty colleges and universities in the U. S. and in four international programs. Currently he is an active part-time adjunct lecturer at the University of Nebraska at Omaha, teaching public budgeting and financial management.