



## Public Service, Governance and Web 2.0 Technologies: Future Trends in Social Media

Ed Downey (State University of New York, College at Brockport, USA) and Matthew A. Jones (Portland State University, USA)

Web 2.0 can create value for political processes by decreasing costs and increasing opportunities for civic engagement, and, as a result, will likely affect the future of governance.

Public Service, Governance and Web 2.0 Technologies: Future Trends in Social Media investigates the effects of Web technologies and social media on interaction and the political process. Researchers, government administrators, and policymakers will benefit from the book's examination of e-governance in an increasingly complex and interdependent world. Readers will learn to use Web technologies to address local and global problems and improve systems of governance, social equity, economic activity, sustainability, service delivery, transparency, and the ethical and legal dimensions of public service.

Available 01/31/2012  
ISBN: 978-1-4666-0071-3  
© 2012; 369 pp.

Print: US \$190  
Perpetual: US \$285  
Print + Perpetual: US \$380

### Topics Covered:

- Citizen Mobilization
- Citizen Participation
- E-Governance
- Public Administration and Social Media
- Public Management
- Public Service and Social Media
- Social Media
- Social Problem-Solving
- Web 2.0 and Social Interaction
- Web 2.0 Technologies and Public Service

### Editor Bio:

Ed Downey is an Associate Professor in the Department of Public Administration at The College at Brockport, State University of New York. He holds a Doctorate in Public Administration from the University at Albany, State University of New York and has private sector experience in Human Resources and as the CEO of a software firm in the health care industry. His primary teaching and research interests are in the areas of productivity improvement and computer applications in organizations and he has worked under grants from the Ford Foundation and Brookings Institution. Ed recently edited a book entitled E-Government Website Development: Future Trends and Strategic Models with Carl D. Ekstrom and Matthew A. Jones.

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