World Academy of Science, Engineering and Technology
International Journal of Law and Political Sciences
Vol:8, No:11, 2014

Uplifting Citizens Participation: A Gov 2.0 Framework

Authors : Mohammed Aladalah

Abstract : The emergence of digital citizens is no longer mere speculation; therefore, governments' use of Web 2.0 tools (hereafter Gov 2.0) should be a part of all current and future e-government plans. The potential of Gov 2.0 to facilitate greater communication, participation, and collaboration with citizens has been highlighted and discussed extensively in recent literature. However, the current levels of citizens' participation in Gov 2.0 have not lived up to the hype. Therefore, governments need to rethink the way in which they implement Gov 2.0, and take advantage of the digitally-engaged population. We propose a two-dimensional framework to tackle this issue: first, on the supply side, governments tend to use Gov 2.0 mainly for the dissemination of information and for self-promotion without the desire to encourage any interaction with citizens; this is due to many reasons, including the lack of time and the possibility of loss of control. The second dimension of the framework is the demand side; citizens are unwilling to participate in Gov 2.0 activities because they do not perceive its value or trust the government. We attempt to consider the elements of both supply and demand in order to provide a comprehensive solution whereby the potential of Gov 2.0 can be fully utilized. Our framework is based on the theoretical foundation of service science and value co-creation theory. This paper makes two significant contributions: (a) it provides an initial framework intended to increase citizens' participation in Gov 2.0; and (b) it enhances the understanding of the government's Gov 2.0 applications, particularly in terms of factors that ensure their attractiveness for citizens. This work is the first step in a comprehensive research undertaking, the purpose of which is to study public's engagement with the Gov 2.0 concept. It contributes to providing a better understanding of e-government and its future.

Keywords : e-government, Gov 2.0, citizens participation, digital citizen
Conference Title : ICEG 2014 : International Conference on e-Government
Conference Location : Paris, France
Conference Dates : November 21-22, 2014

Open Science Index, Law and Political Sciences Vol:8, No:11, 2014 publications.waset.org/abstracts/14867/pdf