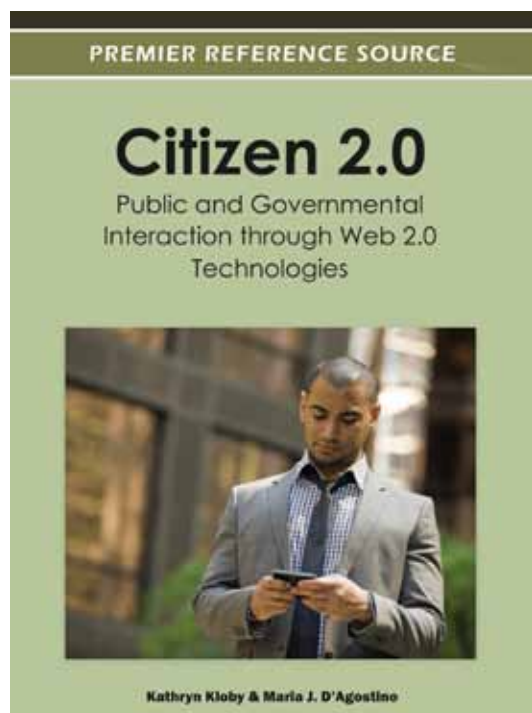


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Citizen 2.0: Public and Governmental Interaction through Web 2.0 Technologies



Kathryn Kloby (Monmouth University, USA)

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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Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.

Kathryn Kloby, Ph.D. is an Assistant Professor in the Department of Political Science and Sociology at Monmouth University. She teaches courses at the graduate and undergraduate levels in public policy, public administration, and research methods. She is the Director of the Master of Arts in Public Policy Program. After earning her doctoral degree at Rutgers University-Newark Campus, she continues to publish research in the area of public sector performance measurement, accountability, citizen participation, and e-government.

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