

Ekonomi och styrning
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Overall

When the situation today is described the experts almost give the same picture of the impact of Internet and social media. But there is of course some disparity between countries.

In India, accessibility is an important issue both in terms of infrastructure as language. In the eastern European countries there is still much work remaining to build trust at all levels of society. Several of the experts emphasize that citizens in general are way ahead of government in using Internet and social media for community building and collaboration.

Social media has changed the world in which we work, socialise and govern. Twitter, Facebook, YouTube: the tools that have emerged have placed the connecting power of the internet into the hands of every one of us. In this context, the expectations on local authorities to engage, work openly, to be accountable and move more quickly on issues is growing. The fact that the use of Internet transforms citizens from passive consumers of information and services to active creators of content creates the needs of a discussion about roles and structure in the public sector.

The authority of experts and high ranked officials is no longer given. Despite what is happening in society on the basis of the Internet revolution the public sector and our democratic systems still are very traditional.

The use of Internet gives citizens and civic society new possibilities to engage and empower the democratic processes. Self-organisation, mobilisation, participation and activism have taken on a whole new meaning. There is a great opportunity for public sector to create spaces for collaboration but it requires new thinking and a cultural shift.