

Chapter 1.9

Social Computing: Implications for E-Government

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ABSTRACT

This chapter examines the area of social computing and its implications for electronic government (e-government). Social computing is a broad term that refers to different products and services that supports human interaction in a computer mediated environment. Terms such as online communities, peer networking, and social software have overlapping meanings with social computing (Parameswaran and Whinston, 2007). E-government refers to the delivery of government services via information and communications technology to citizens, businesses, employees, government agencies and special interest groups. In this article we present a theoretical model for the application of social computing in the area of e-government and we use an analysis of state websites to assess the extent of social computing development in the e-government domain. Our findings indicate that social computing is

in its infancy in e-government applications. We make recommendations and analyze the potential value and challenges of social computing in e-government.

INTRODUCTION

Social computing refers to a variety of web-based products that allow individuals to interact with each other in both synchronous and asynchronous environments. Social computing is demonstrated through means such as online communities, virtual games, newsgroups, and online chats. In May 2006, approximately 74% of United States internet users visited a social networking site (comScore, 2006).

The prominence and popularity of government websites is minuscule when compared to social computing environments. In the global arena, many countries have undertaken ambi-

tious e-government projects to interact with their constituents. The four main constituents interacting with governments are citizens, employees, businesses, and other governments. Globally, e-government has advanced at different rates and varies depending on the level – local, country, or region. The global e-government leaders, identified by the United Nations (UN) e-government readiness index are ranked as 1.Sweden, 2.Denmark, 3.Norway, 4.United States, and 5. Netherlands (UN E-government survey, 2008). The e-government readiness index is a composite value that includes components for the country’s telecommunications infrastructure, the stage of e-government development, and the human capital index (adult literacy and gross enrollment ration) (UN E-government survey, 2008).

Social computing provides an avenue to take e-government to the next level of development. In this article we explore the value of incorporating social computing capabilities into e-government initiatives. As e-government advances, interactive components can enhance user involvement. This study presents a theoretical framework for inclusion of social computing in e-government projects. We then use state websites to examine the current level of adoption of social computing

in e-government, and present recommendations for future research projects. The aim of this study is to fill the gap in the existing literature with respect to the application of social computing in the domain of e-government.

SOCIAL COMPUTING

Social computing is a broad term that refers to different products that support human interaction in a computer mediated environment. Terms such as online communities, peer networking, and social software have overlapping meanings with social computing (Parameswaran and Whinston, 2007). Social computing incorporates tools such as threaded messages, blogs, and wikis for individuals to share information (Neumann, Hogan, and MacDonaill, 2005). Additionally, virtual worlds, social networks, multi-player games, and newsgroups are also examples of social computing. Social computing is different from traditional face-face social environments because it is: “mostly decentralized, highly dynamic, highly transient, fluid boundaries, rich content, highly mobile, very highly scalable (Parameswaran and Whinston, 2007 pp.338).” Globally, six of the

Table 1. Global top 10 websites

Website	Description
1. Yahoo (www.yahoo.com)	Personalized content and search options. Chatrooms, free e-mail, clubs, and pager.
2. YouTube (www.youtube.com)	YouTube is a way to share videos.
3. WindowsLive (www.live.com)	Search engine from Microsoft.
4. Google (www.google.com)	Search engine.
5. MySpace (www.myspace.com)	Social networking site.
6. Facebook (www.facebook.com)	Social networking site.
7. Microsoft Network (www.msn.com)	Content provider
8. Hi5 (www.hi5.com)	Social networking site.
9. Wikipedia (www.wikipedia.org)	An online collaborative encyclopedia.
10. Orkut (www.orkut.com)	Social networking and discussion site operated by Google.

(Source: www.alexa.com)

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