

POTENTIAL IMPACTS OF CITIZEN-TO-CITIZEN (C2C) NETWORKS ON E-GOVERNMENT

Mete Yildiz, UNU-EGOV & Hacettepe University

Aysegul Saylam, Hacettepe University

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Abstract

The electronic interactions of citizens (i.e., individuals, citizens, residents, end-users) between each other enable them to contribute to digital transformation in the public domain and digital government. These Citizen to Citizen (C2C) networks can add public value to current e-government services and support the development of new public services. For example, examination of the crises relief efforts in pandemics and disasters in countries such as Turkey, Australia and Ghana shows that in such emergencies demand for increased administrative and financial capacity of the state sharply rises. As the emergency management capacity of government agencies is often unable to meet this demand, C2C networks step in using numerous technologies. Examples such as crowdsourcing, crowdfunding and crowdlaw from Chile, France and the US also showcase C2C networks in action.

Understanding the evolving nature, increasing occurrence, and various outcomes of these C2C networks is important for government officials, as they have the potential to supplement government capacity in crises, and enable citizens to contribute to the provision of services. This presentation covers C2C networks' key benefits and potential risks such as creating a new type of digital divide or threats to privacy, and their regulation by governments, based on examples from countries such as Netherlands and Russia.

Bio

Mete Yildiz is a professor of public administration and policy at Hacettepe University in Turkey. Currently he is on sabbatical as a senior research analyst at the United Nations University (UNU-EGOV). Mete is an expert in digital government and public policy analysis. He has been teaching undergraduate and postgraduate modules on digital government, technology policies, comparative public administration, government reform. He has been a visiting professor at Indiana University (USA) and University Sapienza in Rome.

Mete Yildiz worked as a consultant to the Turkish Government during the preparation of the National E-Government Strategy and Action Plan from 2014 to 2016. He also consulted for UNICEF, the Turkish Scientific and Technological Research Council, the Turkish Public Administration Institute, as well as the Ministries of Interior, Development, and Family and Social Policies, on the topics of digital government and public policy analysis. He acted as a rapporteur of the e-government report for the 11th Turkish Development Plan in 2018. Mete currently works closely with the Turkish Presidency Digital Transformation Office.

He has written several books and numerous articles about digital government and technology policies. One of his articles (Yildiz, M. (2007), "E-government research: Reviewing the literature, limitations, and ways forward" *Government Information Quarterly*, 24(3), 646-665.) has received 1500 citations in Google scholar (<https://scholar.google.com.tr/citations?user=wqGw3B8AAAAJ&hl=tr>).