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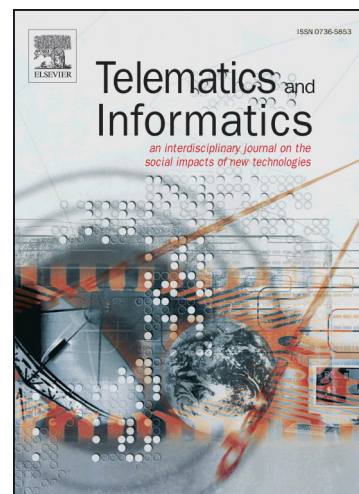
Twitter information for contributing to the strategic digital city: towards citizens as co-managers

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## Twitter information for contributing to the strategic digital city: towards citizens as co-managers

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### Abstract

Actions towards an effective city management require a focus on citizens, and it is a role of local governments to search for ways to provide their participation in the decision-making process. Among other information technology resources, local governments use social platforms thus facing the challenge of extracting and classifying information for strategic use. The objective of this study is to analyze Twitter information to contribute to the strategic digital city. The research methodology used was a case study of a Brazilian city. Twitter was analyzed, and the information assessed according to its characteristics, source, nature, quality, intelligence and organizational level. Results reveal Twitter allows communication, rudiments of public services and exchange and sharing information on municipal themes inherent to strategic digital cities. Information has quality and intelligence to serve the strategic level of government. The conclusion confirms that Twitter enhances transparency and strengthens bonds between local government and citizens.

**Keywords:** Twitter; strategic digital city; citizen participation; information technology; information quality attributes.

### Abstract

Actions towards an effective city management require a focus on citizens, and it is a role of local governments to search for ways to provide their participation in the decision-making process. Among other information technology resources, local governments use social platforms thus facing the challenge of extracting and classifying information for strategic use. The objective of this study is to analyze Twitter information to contribute to the strategic digital city. The research methodology used was a case study of a Brazilian city. Twitter was analyzed, and the information assessed according to its characteristics, source, nature, quality,

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