

29/9 Q: In the context of Improving public policies, the use of social media by civil servants of the country acts as a double edged sword.

Social media is been used by the civil servants in many parts of the country, especially in the developed countries, this is one of the best practices to solve the grievances of the people in timely manner and can opted to 24x7 solutions to better serve for the public.

In India social media users are emerging with updated technologies and sharing their local causes time to time in social media platforms. It helps to the civil servants to address the issue and service delivery made effective.

The common practice in rural district is protesting in front of the Administrative office. This affects the regular work of civil servants. Social media helps to act before the problem gets severe at the initial stage itself.

Social media engages public directly with civil servants and share the effect of policies that enacted by the Legislatures. Since they are politically neutral and helps to shape the policies.

The Government policies and programs are far reaching to the public and creates awareness about the policies, in-depth usage of public programs and their applications will be benefited by bureaucrats based on the questions raised about the policies.

Even the social media is much better use for the public & civil servants it also widely criticised by former civil servants.

In current days civil servants using social media for their self promotion, that means the more they engage in should be true in nature and should be loyal to the citizens.

They also narrates their performance in the field by posting their picture in bigger view to get promoted to the higher level posts.

Civil servants may also restricts the use of social media to particular group of peoples selectively in sharing the information to whom they want.

The use of social media in office hours may also affects the flow of work and gets diverted to their days agenda & leads to the decline in their performance.

Hence there is critics and better usage of social media in the current scenario. The future is only depends upon the digital bureaucracy. therefore the usage of social media should not be disruptive to the work and performance, at the same time the improvement in Right-to Information is also depends only with social media.