

A world map with a network of glowing white lines connecting various locations across the globe, representing social media or data networks. The lines are most dense in North America and Europe, with many lines radiating from these regions to other parts of the world.

Social Machines Observation and Analysis

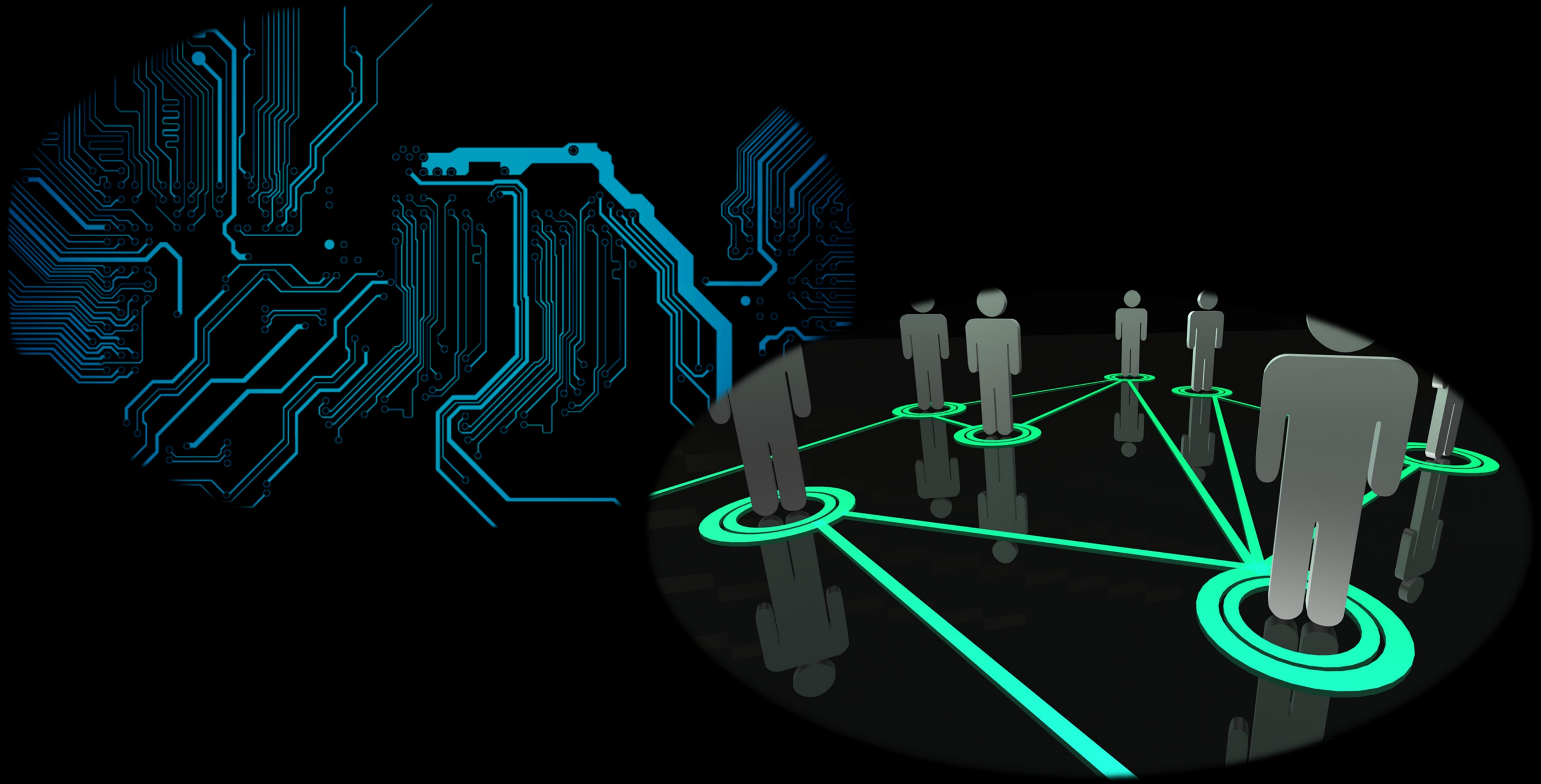
Applications for E-Government

Ramine Tinati,
University of Southampton
Web & Internet Science

UNIVERSITY OF
Southampton

Social Machines.

Social Machines?



Observing Social Machines

The Web represents an **eco-system** of social machines

The interactions and activity of humans, data, and infrastructure, all produce **digital traces**, representing the functionality of a social machines

Studying these **digital traces** can give insight into the health, popularity, and importance of a social machine.

Social machines can be considered in various classes
i.e. social network platforms, e-commerce, crowdsourcing services, knowledge repositories, E-Government

Different classes exhibit certain **measurable** characteristics

Observing Social Machines

The observation of a social machine is the first step to understanding, supporting, and (potentially) forecasting events and activity

At the **micro-level** studying them in **isolation** offers an insight into how humans are interacting with a specific system or set of activities (e.g. communicating)

At the **macro-level**, cross-system analysis can reveal insights about how multiple systems interact, thus providing a richer understanding of the Web

Government as a social machine.

Government as a social machine

The **interface** between government and the citizen is changing

The **publication of data** improves transparency, and increases the ability for **citizens to engage** in government processes, policy, and decision making

The availability of data, technology, applications, and communication tools help **empower** citizens, make better decisions, and improve themselves and their community

Government + citizens + data



Government + citizens + data

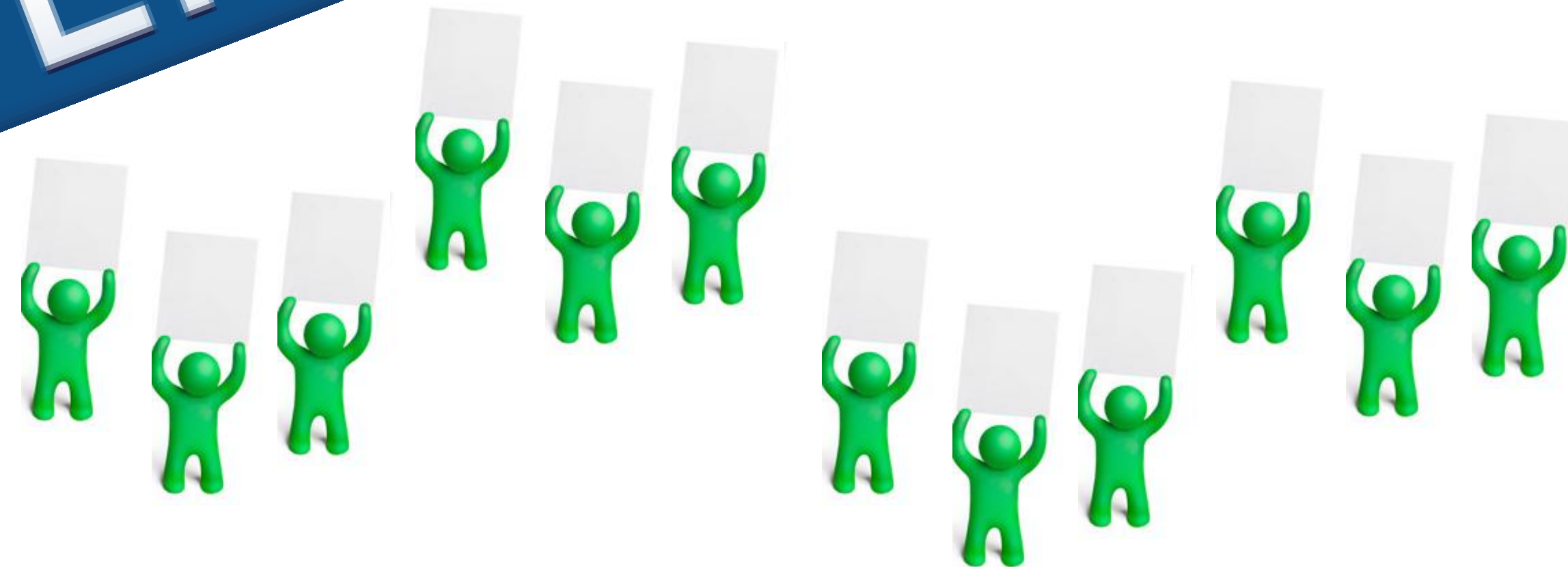


OPEN GOV



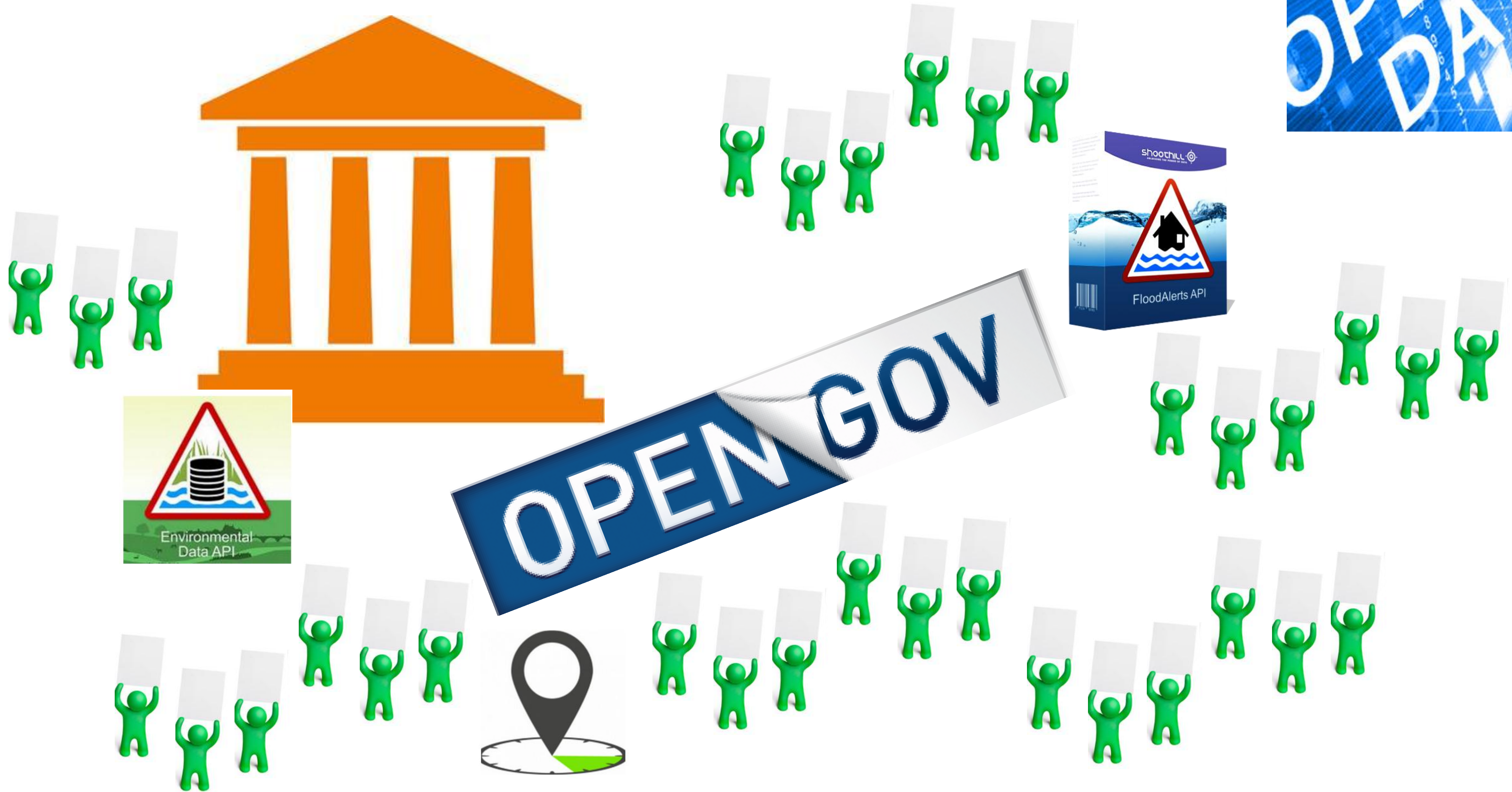
OPEN DATA

Government + citizens + data



Government + citizens + data

OPEN DATA



Government as a Social Machine

(Digital) Government represent a complex social machine which support and improve the interaction between citizens, policy and governance.

represents a **co-constructed** relationship between citizens, government, and data

Observing the activity of specific social machines (such as Twitter, Weibo, Wikipedia), in combination with government social machine activity can contribute to helping government make better decisions:

- Natural/Urban Disaster response

- Political campaigns

- Data-driven policy making

- Faster engagement with citizens

Examples of Government as Social Machines

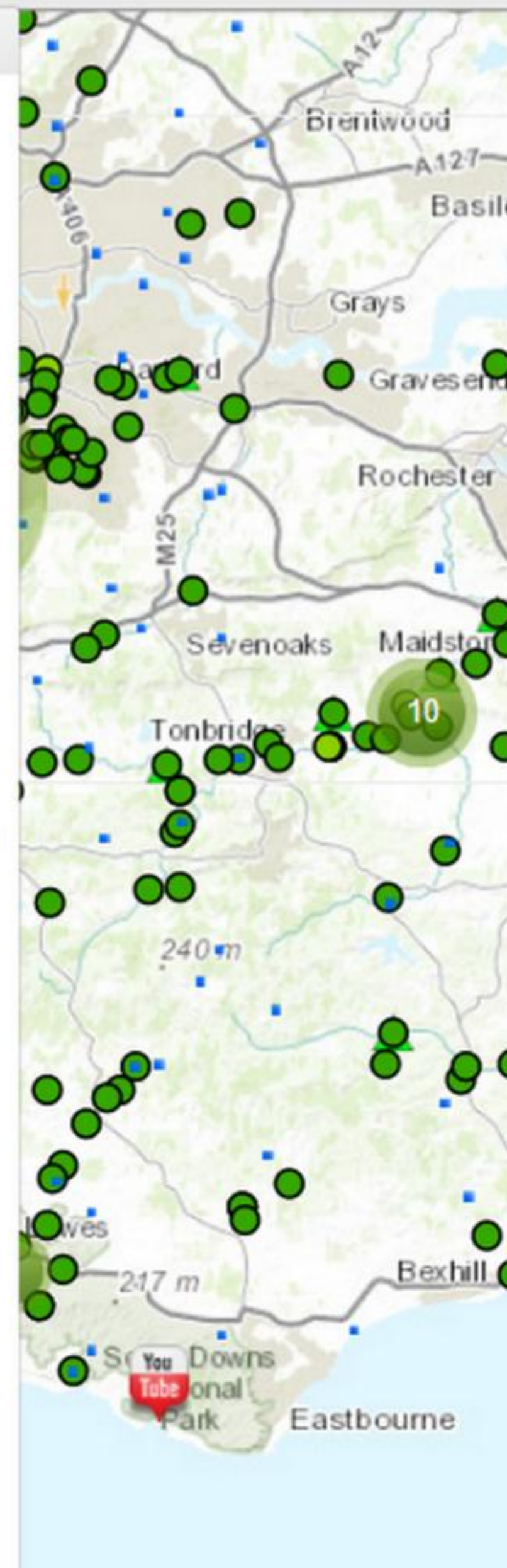


This layer shows live information about where there are flood warnings in place that have been announced by the Environment Agency. [Flood warning codes explained.](#)

This is a live feed of rainfall from monitoring stations across the UK, which is updated every 15 minutes. This data has been released by the Environment Agency as part of flooding response efforts by the UK Government, emergency services and wider community. This map allows users to see where rainfall events are occurring and as a result where needs to be alerted to changes in flooding status.

This layer indicates if water levels are currently rising, falling or stable for selected rivers and bodies of water in England & Wales. This is calculated by taking account of the three most recent water level values, the feed is updated every 15 minutes so the value is based on the rough change over 45 minutes. Of course, in tidal areas it is normal for levels to rise and fall periodically. The map should only be used as a indicative guide to conditions.

Data published by the [Environment Agency](#), [Natural Resources Wales](#), [BGS](#) and the [Met Office](#). Licensed under the **OGL** [Open Government Licence](#). This application was developed by [KentGIS](#).



Have you found a problem here?

Click on the map to report it ➔

Please do not use this form for reporting emergencies and urgent problems.

Show unfixed reports about Everything

Shipton Road (northern "bend") Woodstock

Reported 18:28, 26 Jul 2015

Dirt / mud build up - slippery and smelly

Reported 10:35, 21 Jul 2015

Bollard removed, hole remaining

Reported 13:23, 2 Jul 2015

Bulge in retaining wall

Reported 08:43, 24 Jun 2015

Ashford Close public right of way?

Reported 15:53, 15 Jun 2015

Trip hazard on uneven pavement

Reported 16:58, 30 May 2015

Loose man hole cover

Reported 16:31, 21 May 2015

Road surface eroded between speed bumps making grounding out highly likely

Reported 16:42, 13 Jan 2015

Large hole on outside edge of sharp, narrow turn

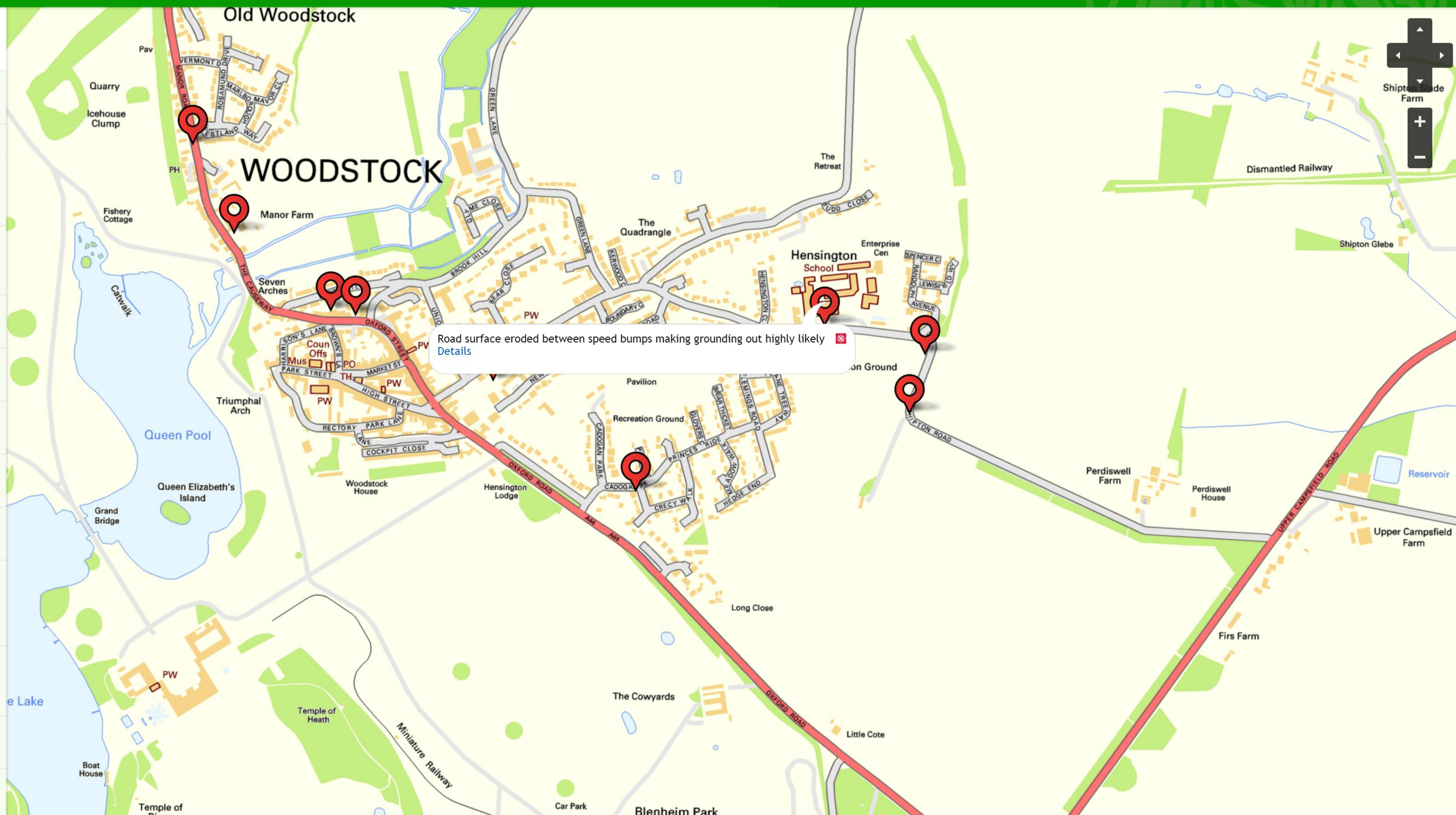
Reported 16:37, 13 Jan 2015

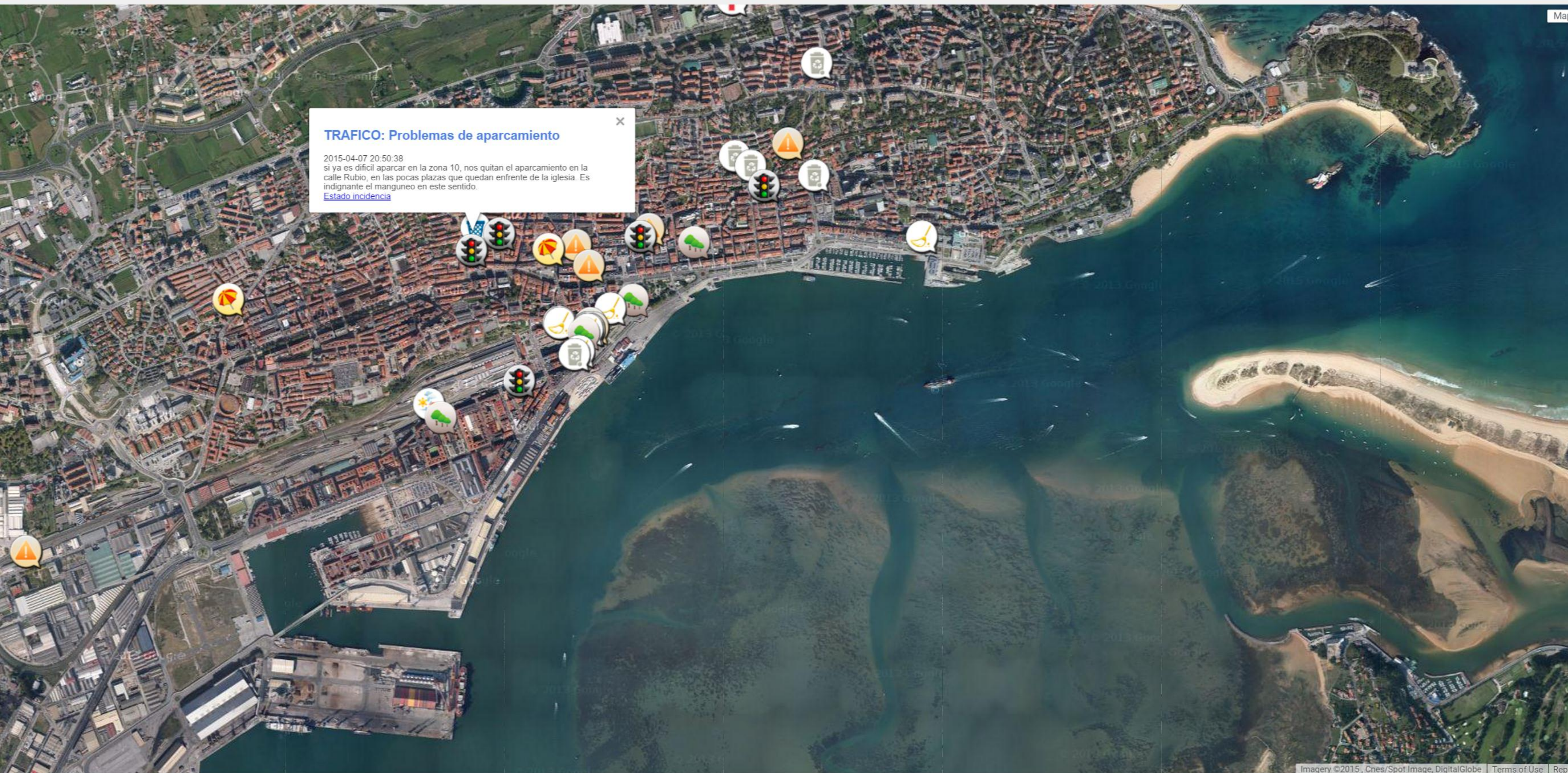
Obstructed footpath

Reported 13:05, 19 Jul 2015

Previously repaired pothole is sinking

Reported 17:14, 13 Apr 2015







Web Observatories to support social machines

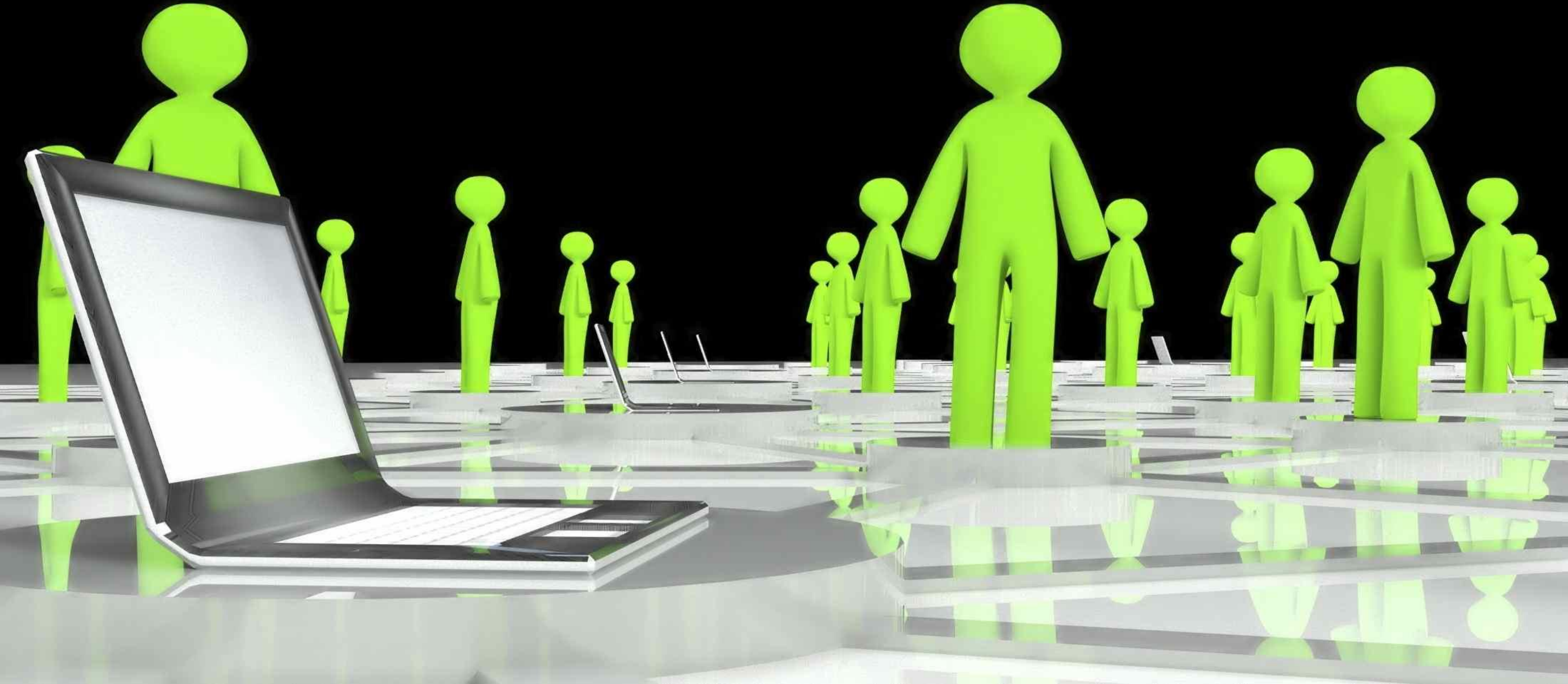
Governments are in the position to learn lessons from how other social machines function

What are **design patterns** and **anti-patterns** that can be used to further improve their own functionality and improve citizen-government engagement

There are various scenarios where government can borrow social machine building blocks: from the use of volunteer crowdsourced activities, to the engagement in citizen-led ventures.

Web Observatories provide a platform to facilitate the observation of existing social machines.

Citizen Engagement



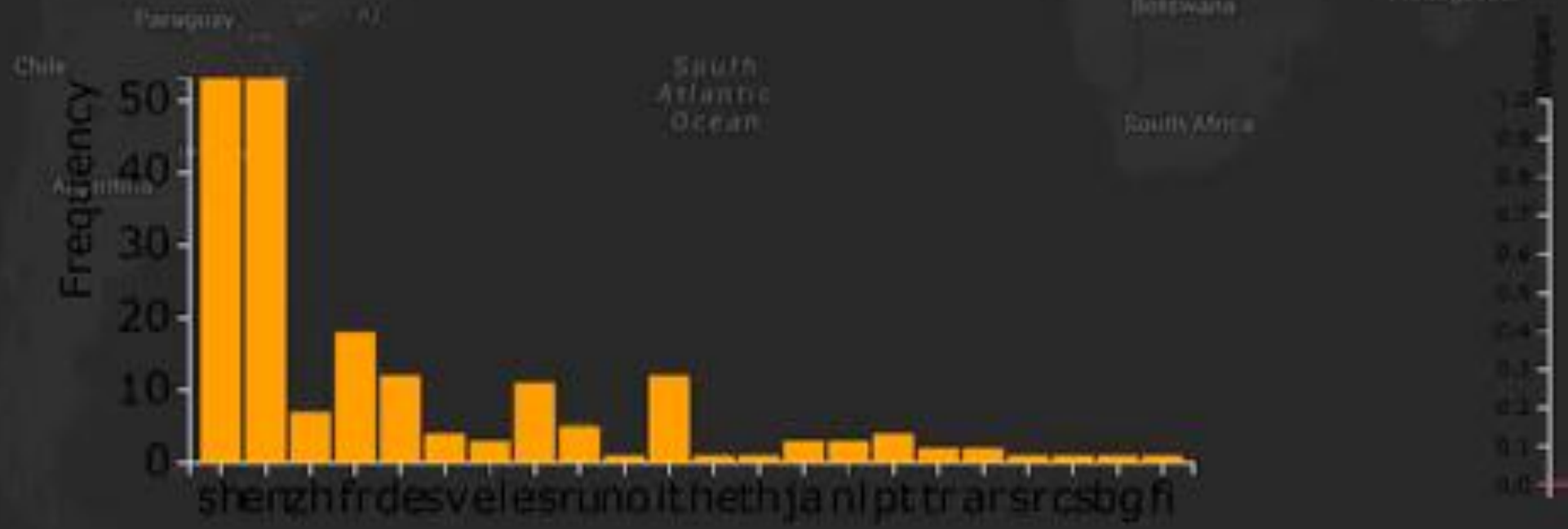
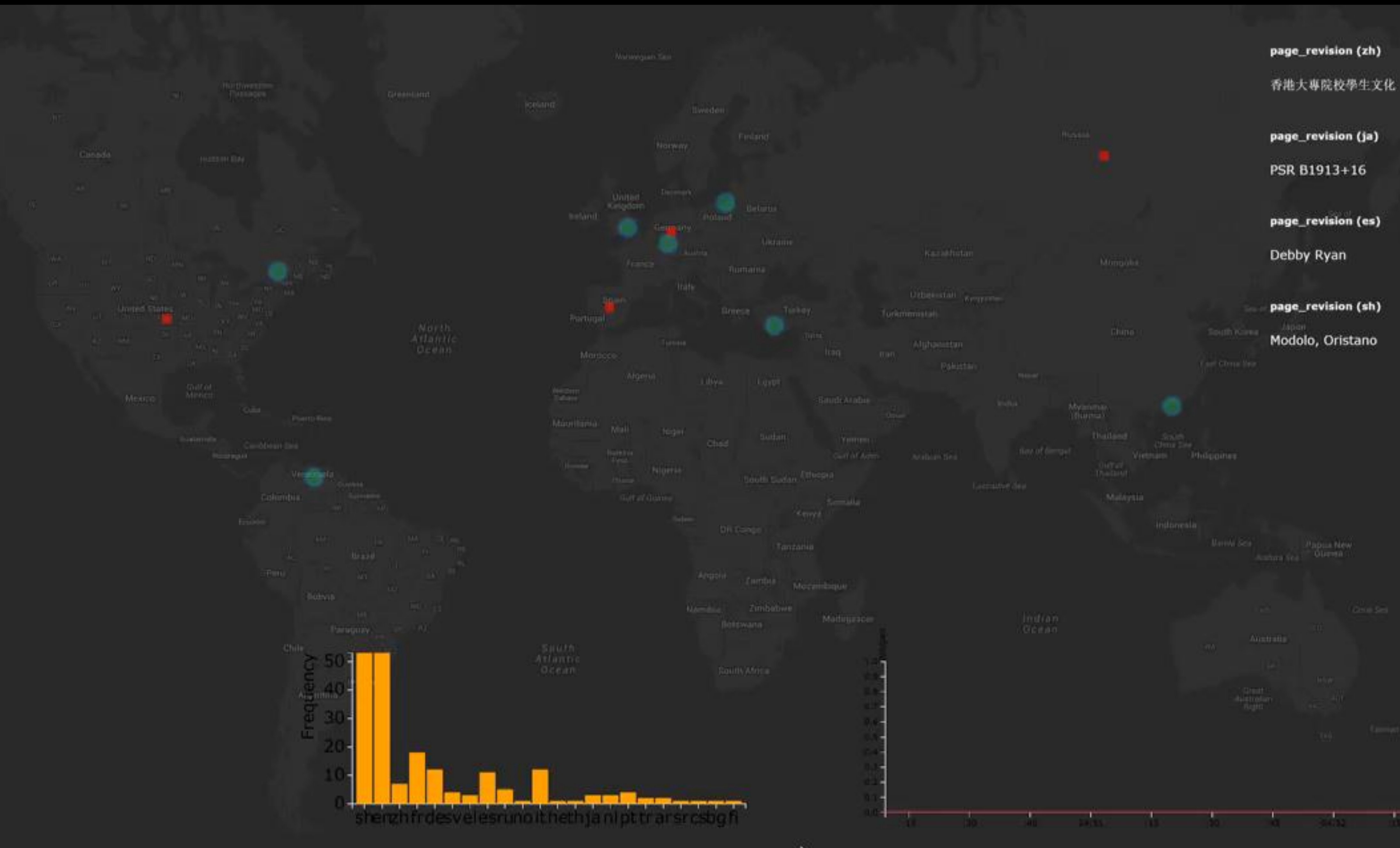
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Wiki/Sec: 0.6

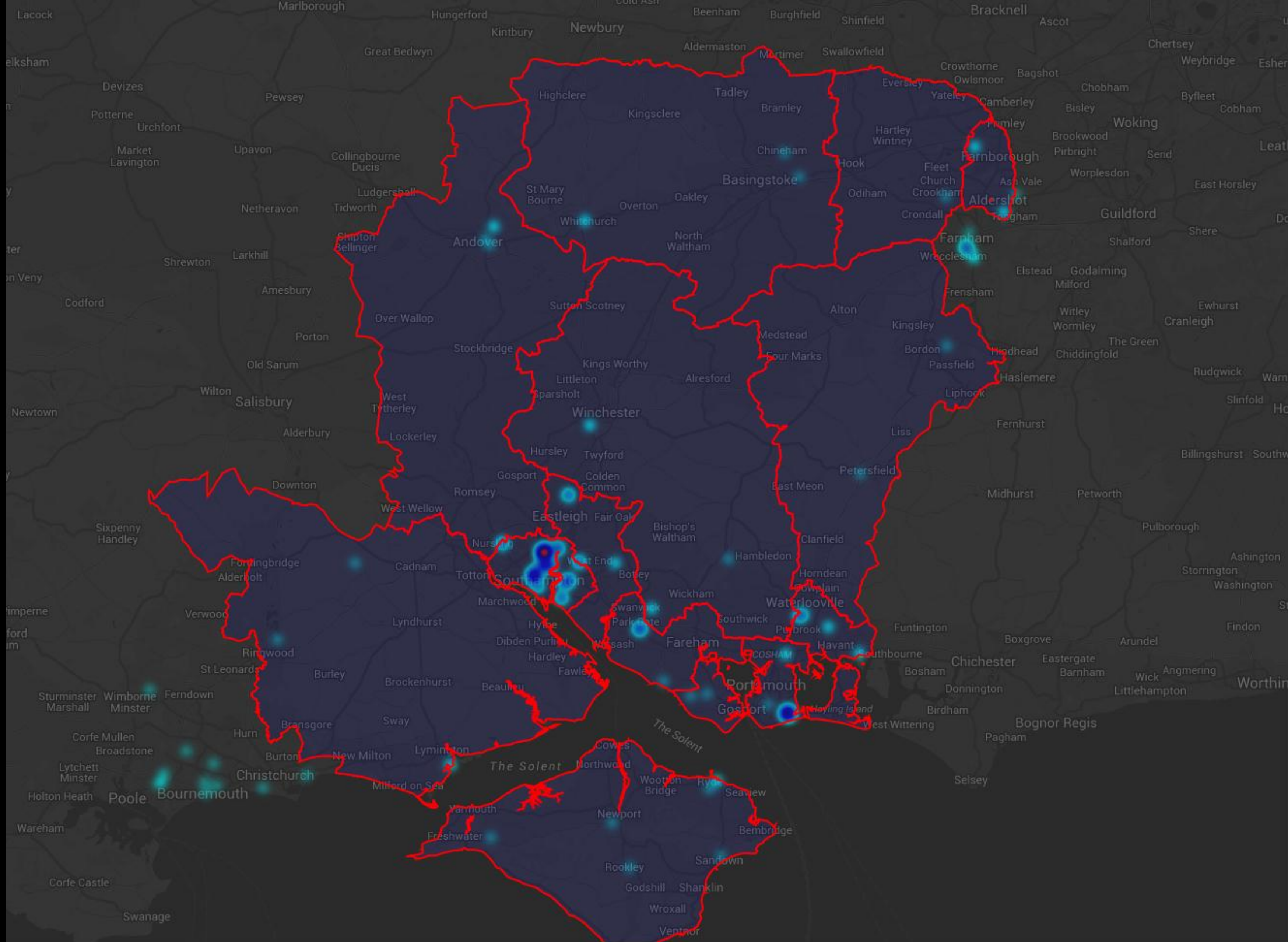
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Debby Ryan

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Modolo, Oristano





OBSERVATORY: HAMPSHIRE POLICE

g wozza
I don't judge her I don't judge her but I
could never love her

g wozza
I don't judge her I don't judge her but I
could never love her

Lee Freeman
@FrenchAtheist absolutely. There lives will
be far happier without religion.
@AtheistEnigma @Redone68 @StaunchA
@wombleweb

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east hants: 9
basingstoke: 3
eastleigh: 17
fareham: 4
gosport: 2
hart: 7
havant: 13
isle of-wight: 8
new forest: 35
portsmouth: 11
rushmoor: 4
southampton: 20
test valley: 14
winchester: 28

Collective Decision Making





2077 classifications
47 talk messages
56 users
24 countries
2051 subjects
22 projects

Person 256104 from Germany Has taken part in galaxy_zoo Classifying the AGZ0003ftw Object at 15:41:39

Person Not Logged In from Ukraine Has taken part in chimp Classifying the ACP0004ezt Object at 15:41:42

Person panoptes-1255296 from United States Has taken part in planet_hunter Classifying the APH00005cx Object at 15:41:46

Person Not Logged In from Taiwan Has taken part in hard_cell Classifying the AHC00025ji Object at 15:41:48

Person panoptes-1255095 from United States Has taken part in serengeti Classifying the ASG001evbf Object at 15:41:50

Person Not Logged In from Switzerland Has taken part in worms Classifying the AWS0000hwj Object at 15:41:53

Person panoptes-1255296 from United States Has taken part in planet_hunter Classifying the APH00003td Object at 15:41:53

Person 214794 from United States Has taken part in worms Classifying the AWS00007fm Object at 15:41:55

Person panoptes-1255095 from United States Has taken part in serengeti Classifying the ASG0018zjq Object at 15:41:55

Twitter Cascade Statistics

Filtering By Keyword: #

Filtering By Language:

Active Cascades: 113

Active Roots: 0

Active Stubs: 0

Active Children: 0

Longest Cascade:

Longest Cascade ID:

Total Processed Cascades: 113

Total Unqiue Cascades: 0

Total Processed Nodes: 465

Twitter Cascade Merges

#torneoexaCarlota

#padresCarlota

#UnTemaMuyDomingo



Summary

Government, specifically those working towards an 'e-government' approach are now in the position to **build their own social machines** using the socio-computation building blocks

Government (and citizens) have the chance to observe and make decisions based on **real-time human activity, at scale.**

Governments have the chance to improve their own social machines to further **improve their own processes and engagement with citizen.**

Open Data and Open Government are essential, but **citizen engagement** is also required!

Social Machines are co-constructed

Thank You

@raminetinati
r.tinati@soton.ac.uk
raminetinati.co.uk