

Rising Expectations - Public Institutions Facing a New Reality in a Digital Era.

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SUMMARY

Public institutions face new expectations every day, as citizens, companies and elected representatives expect them to improve their services and streamline processes by adopting new technologies.

Information and communication technologies (ICTs) bring new possibilities for public institutions, but at the same time ICTs can improve the possibilities of citizens to exercise influence on these institutions dramatically. The objective of this paper is to show, through two examples from the land administration and surveying field of Sweden, how new digital applications can give rise to expectations that change the relationship between citizens and government.

The first example concern transparency in property transformation procedures performed by cadastral authorities. When the diary page of this procedure is made available to stakeholders in real time, the influence of property owners is strengthened considerably as they are given the opportunity to challenge the authority in new ways. The second example concern how geospatial data and specifically cadastral information can be accessed through new channels and how cadastral authorities must meet new expectations concerning data quality. Although there are some significant differences between the examples, they both point at an important shift in expectations and the balance of power between actors.

Digital technology brings great opportunities, and public institutions will be expected to make use

of them to deliver the best services possible. This is true in the field of study as well as in other parts of government, in Sweden and internationally. For these institutions, it is only to equip themselves to face this challenge.

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