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Krzysztof Nowak
Nauki społeczne – nauki o mediach

Title: *The use of Internet communication tools in the municipalities of the Małopolska Province*

Abstract

This doctoral dissertation studies the use of Internet communication tools in the municipalities of the Małopolska Province. The theoretical considerations (based on the technological determinism paradigm) were aimed to analyze the role of new information and communication technologies in the development of modern democracy (e-democracy) and public administration (e-government) on local government level.

The subject of the empirical research of this dissertation was to determine what Internet communication tools are used by municipalities of the Małopolska Province for communicating with their citizens and if there is a connection between the channels of communication used and the demographic and economic features of these municipalities. The analysis took into consideration two areas of research. The first one was the Internet communication tools used by the municipalities of the Małopolska Province. The second one concerned itself with the assessment of the social and economic conditions of the municipalities in the Małopolska Province. The results of the quantitative analysis enabled to define the relationship, or a lack of it in some cases, between ways of using Internet communication tools and the socioeconomic features of municipalities. The quantitative analysis was supplemented by in-depth interviews with employees of municipal offices responsible for Internet communication. Based on the obtained information, a catalogue of recommendations for Polish municipalities was created with the aim of improving the quality of communication on local government level.

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