

THE ICTS' IMPACT ON RELATIONSHIP BETWEEN CITIZENS AND PUBLIC INSTITUTIONS: SOME EVIDENCE FROM ROMANIA

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Abstract. *Internet and digital technologies have become part of our life, essential for a lot of daily activities and new powerful means of communication as well, able to invigorate the traditional forms of interaction between citizens and public institutions. The paper analyzes their spreading across the European Union, and particularly in Romania, and their potentialities to promote transparency and accountability within the public institutions, to fight against corruption and to expand citizens' social mobilization. Even if Romania has much to do to provide quality online public services, to increase the efficiency in public administration and to improve the communication between citizens and institutions, the examples and best practices mentioned in the paper highlight the potential of ICTs both as anti-corruption tools as well as participatory tools.*

Keywords: *ICTs, online communication, institutional transparency, anticorruption tools, participatory tools.*

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