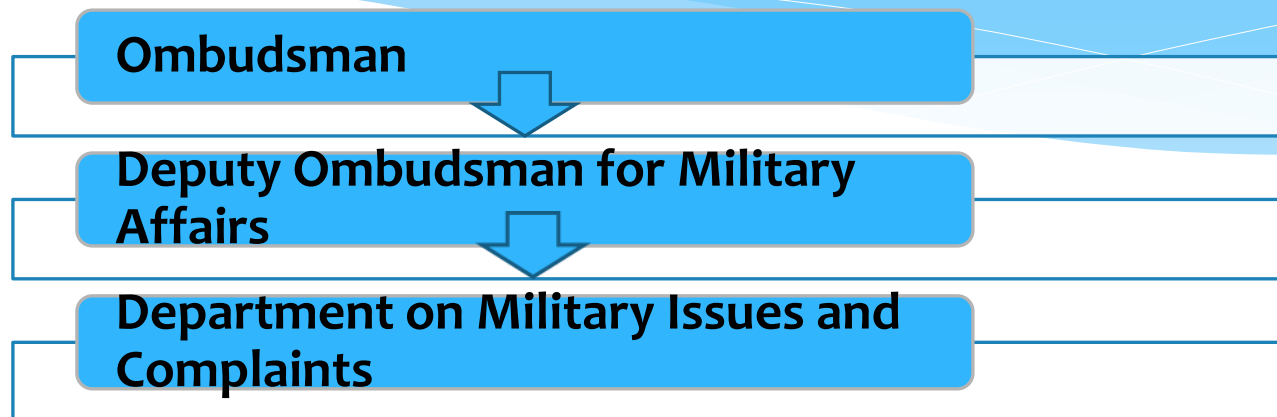




PECULARITY OF USE OF SOCIAL MEDIA BY OMBUDS INSTITUTIONS

Ombudsman of the Republic of Armenia

The Human Rights Defender is an independent and unaltered official, who protects the human rights and fundamental freedoms violated by the state (including Ministry of Defence) and local self-governing bodies or their officials. (Constitution of RA, article 83.1, Law on the Human Rights Defender of RA, article 2).



Social media

Social media may be defined as a way of interaction between people in which they create, receive or impart ideas and information on virtual platforms.

Types

- social networking sites (e.g. Facebook)
- content communities (Youtube)
- collaborative projects (Wikipedia)
- blogs and microblogs (Twitter) etc.

Advantages and challenges

Pros

- ❖ Accessibility
- ❖ Usability
- ❖ Immediacy and Flexibility

Cons

- ❖ False information
- ❖ Unavailability
- ❖ Security defects

Use of Social Media by Ombuds Institution of the RA



PURPOSES AND BENEFITS

- ✓ Receiving complaints
- ✓ Enhancing authority
- ✓ Following public oversight