WORD CLOUDS

Figure S1: Word clouds for each country and sector of public administration.
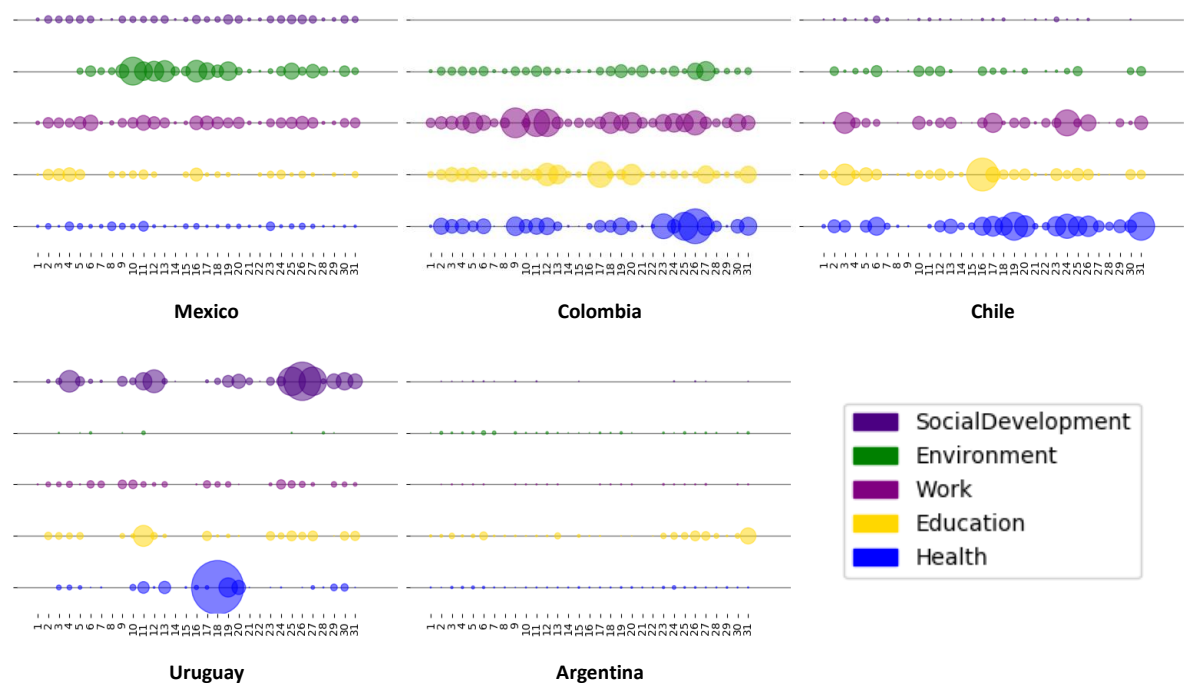
ACTIVITY ANALYSIS

Figure S2: Activity level of each country in each sector of public administration during October 2017.
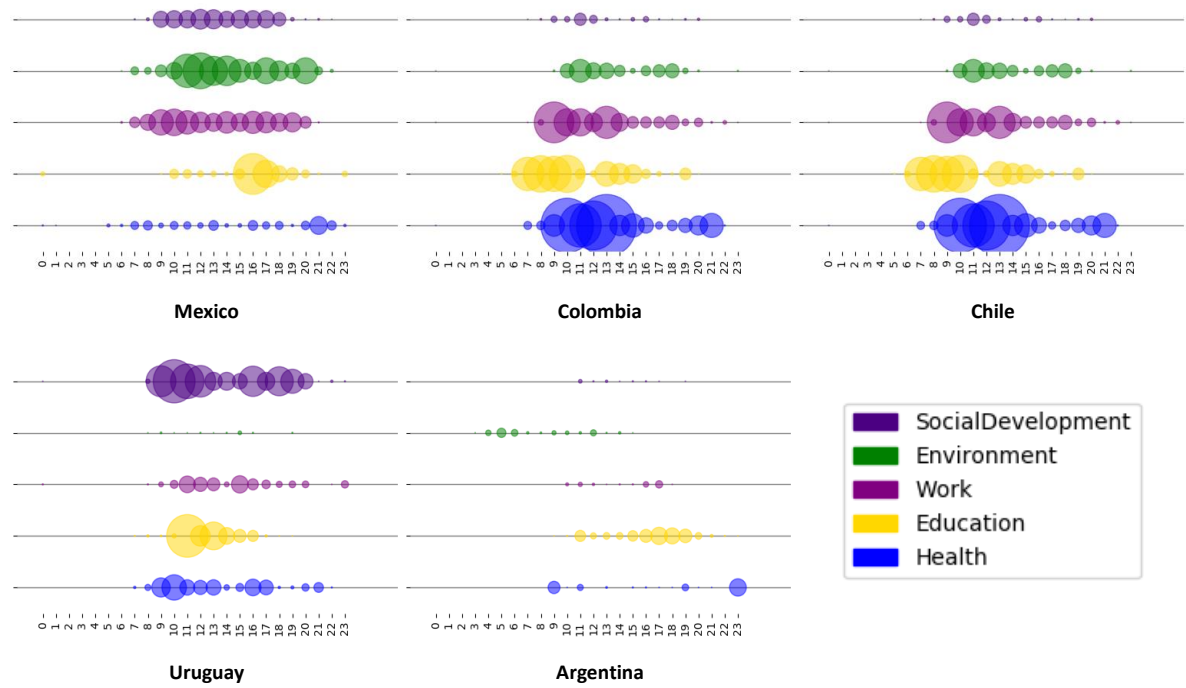

Figure S3: Activity level per hour of each country in each sector of public administration during October 2017.
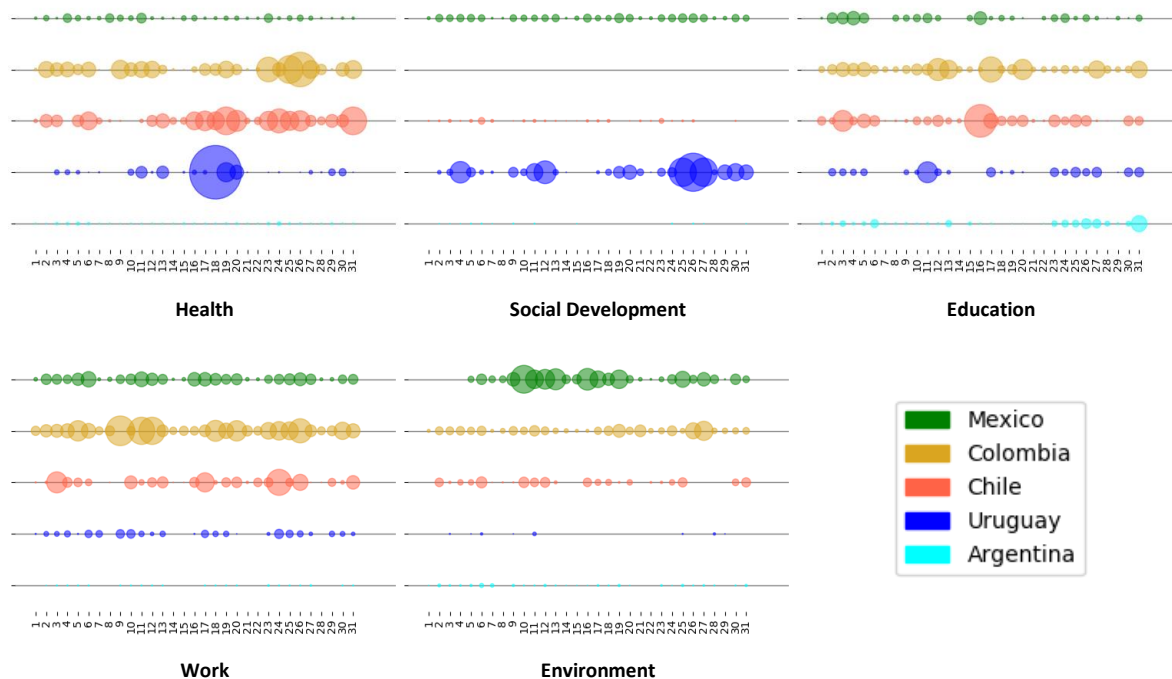
Health **Social Development** **Education**

Work **Environment**

Legend:
- Mexico
- Colombia
- Chile
- Uruguay
- Argentina

Figure S4: Activity level of each sector of public administration in each country during October 2017.

Legend:
- Mexico
- Colombia
- Chile
- Uruguay
- Argentina
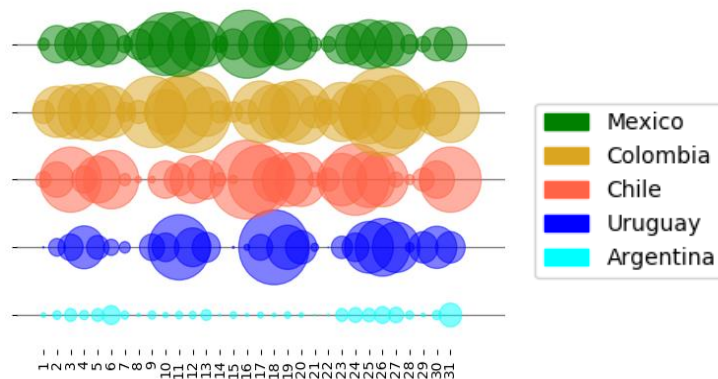
Figure S5: Activity level of each analyzed country during October 2017 (grouping all sectors).

Legend:
- SocialDevelopment
- Environment
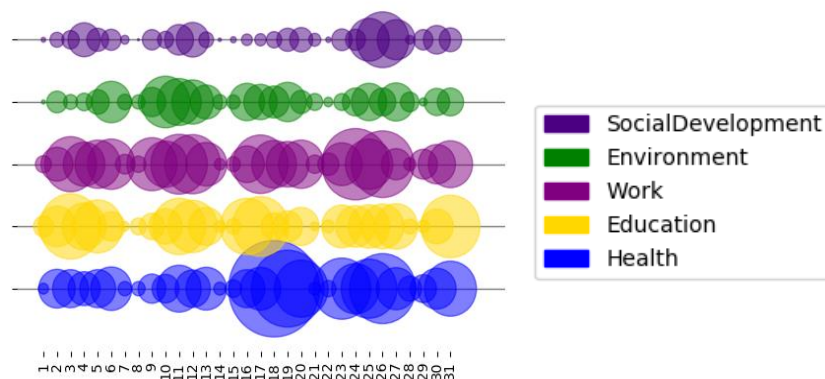- Work
- Education
- Health

Figure S6: Activity level of each sector of public administration during October 2017 (grouping all the analyzed countries).
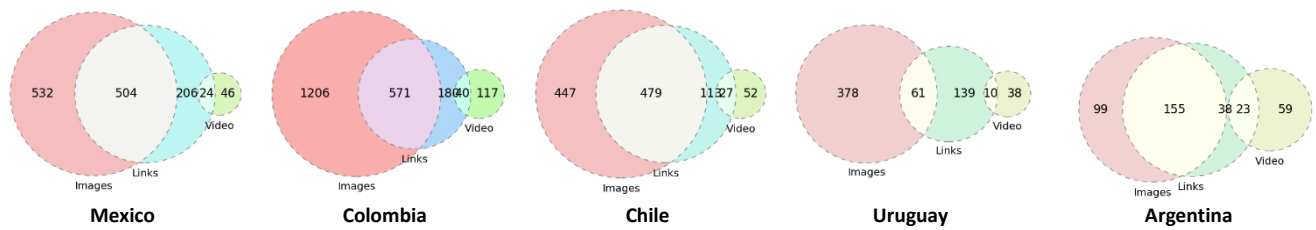
ANALYSIS OF RESOURCE SHARING

Figure S7: Colored Euler diagrams representing the number of links, images and videos shared by each country (grouping all sectors).
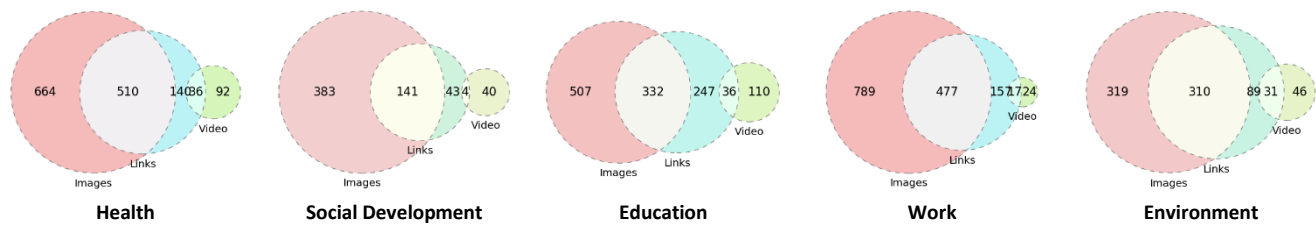

Figure S8: Colored Euler diagrams representing the number of links, images and videos shared by each public administration sector (grouping all the analyzed countries).
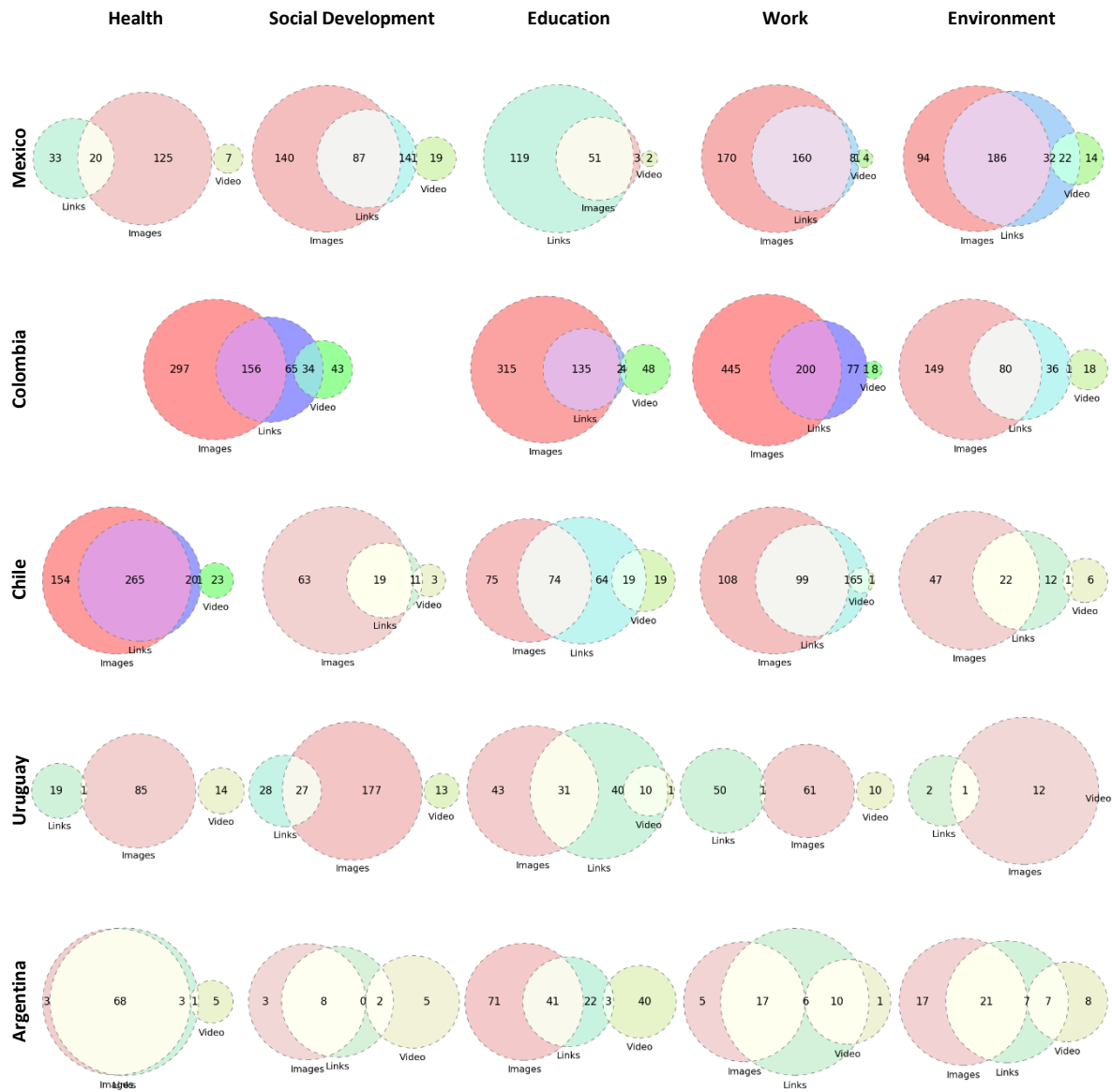
Figure S9: Colored Euler diagrams representing the number of links, images and videos shared by each country and each public administration sector.
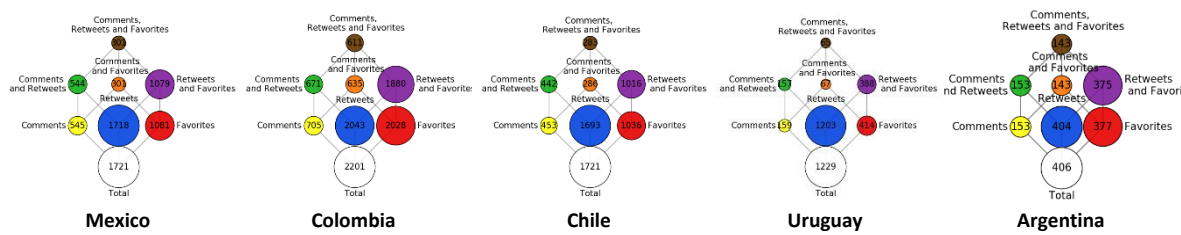
ANALYSIS OF CITIZEN INTERACTION

Figure S10: Colored extended Hasse diagrams representing the degree of citizen response based on comments, retweets and favorites in each country (grouping all sectors).
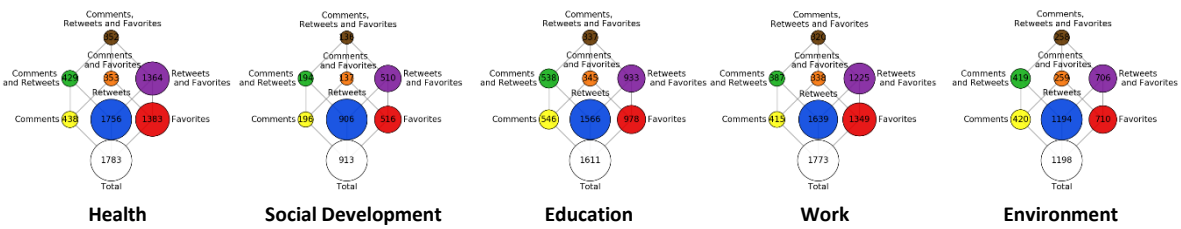

Figure S11: Colored extended Hasse diagrams representing the degree of citizen response based on comments, retweets and favorites for each public administration sector (grouping all the analyzed countries).
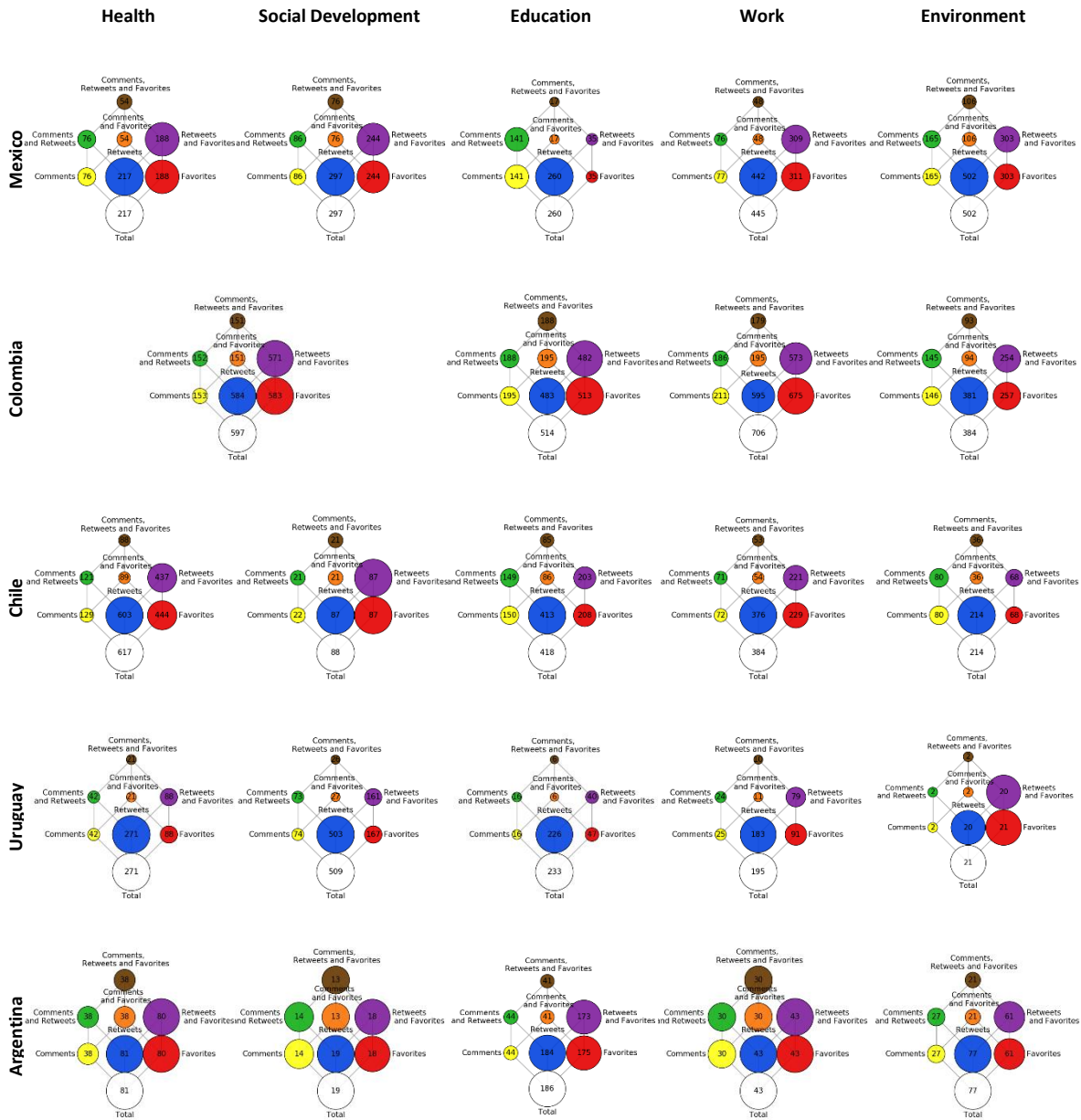
Figure 12: Colored extended Hasse diagrams representing the degree of citizen response based on comments, retweets and favorites for each country and each public administration sector.
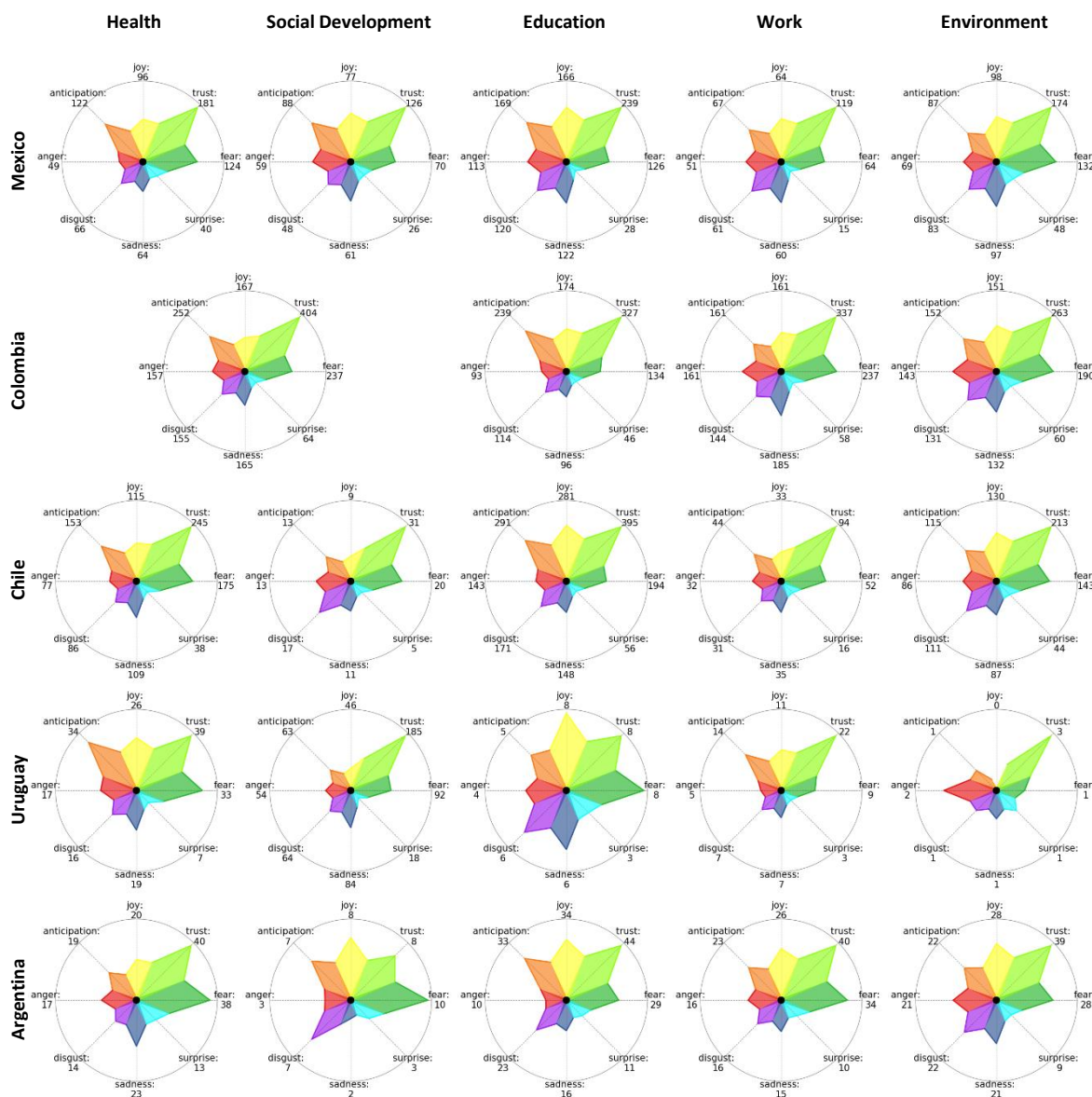
SENTIMENT ANALYSIS

Figure S13: Sentiment analysis on citizen comments in response to the announcements made by each public administration sector in each country.

Figure S14: Sentiment analysis on citizen comments in response to the announcements made by each country grouping all public administration sectors.

CORRELATIONS LINE CHARTS

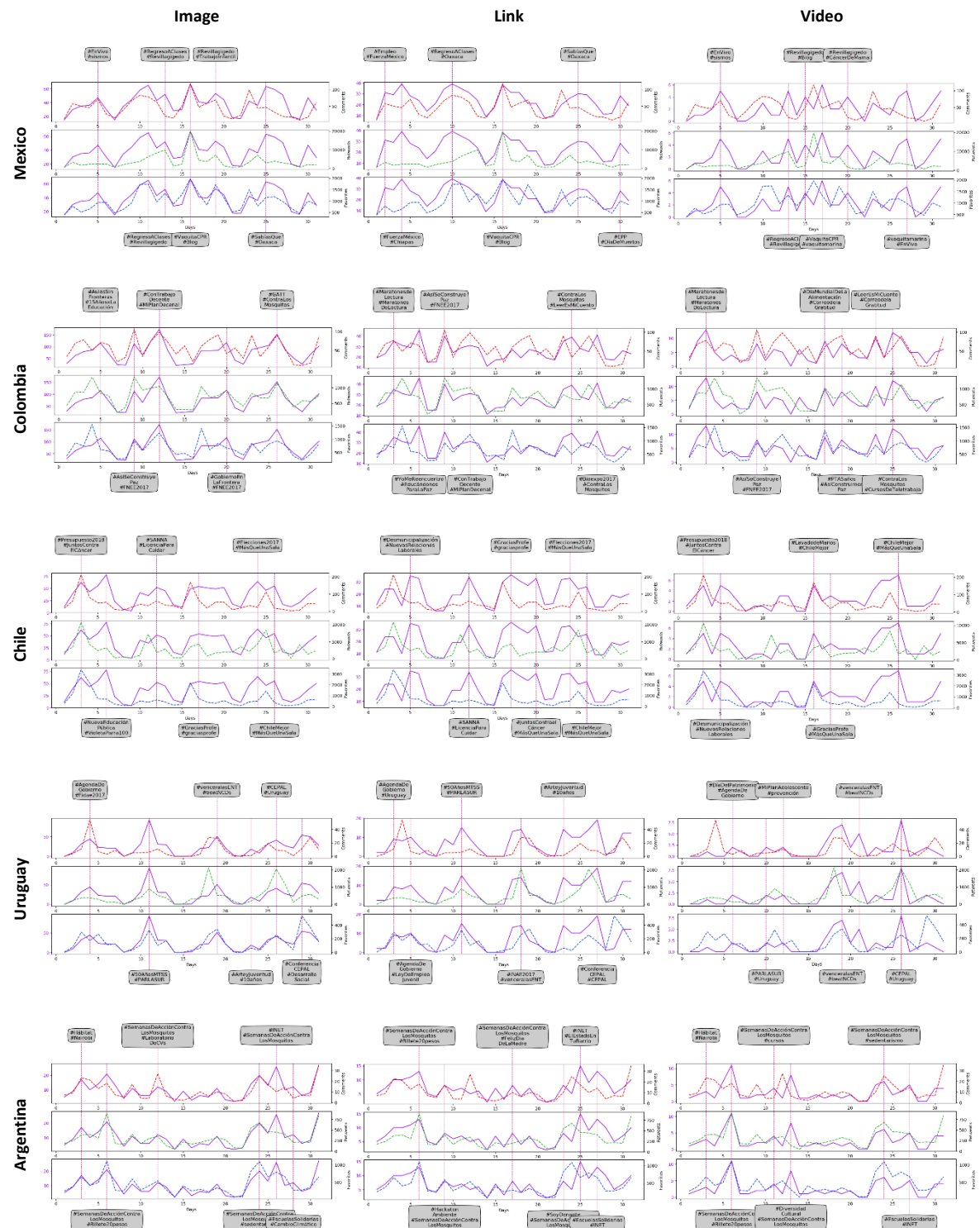## Resources shared and Citizen interaction -- Countries

Figure S15: Annotated line charts showing correlation between images, videos and links shared by each government and citizens comments, retweets and favorites.

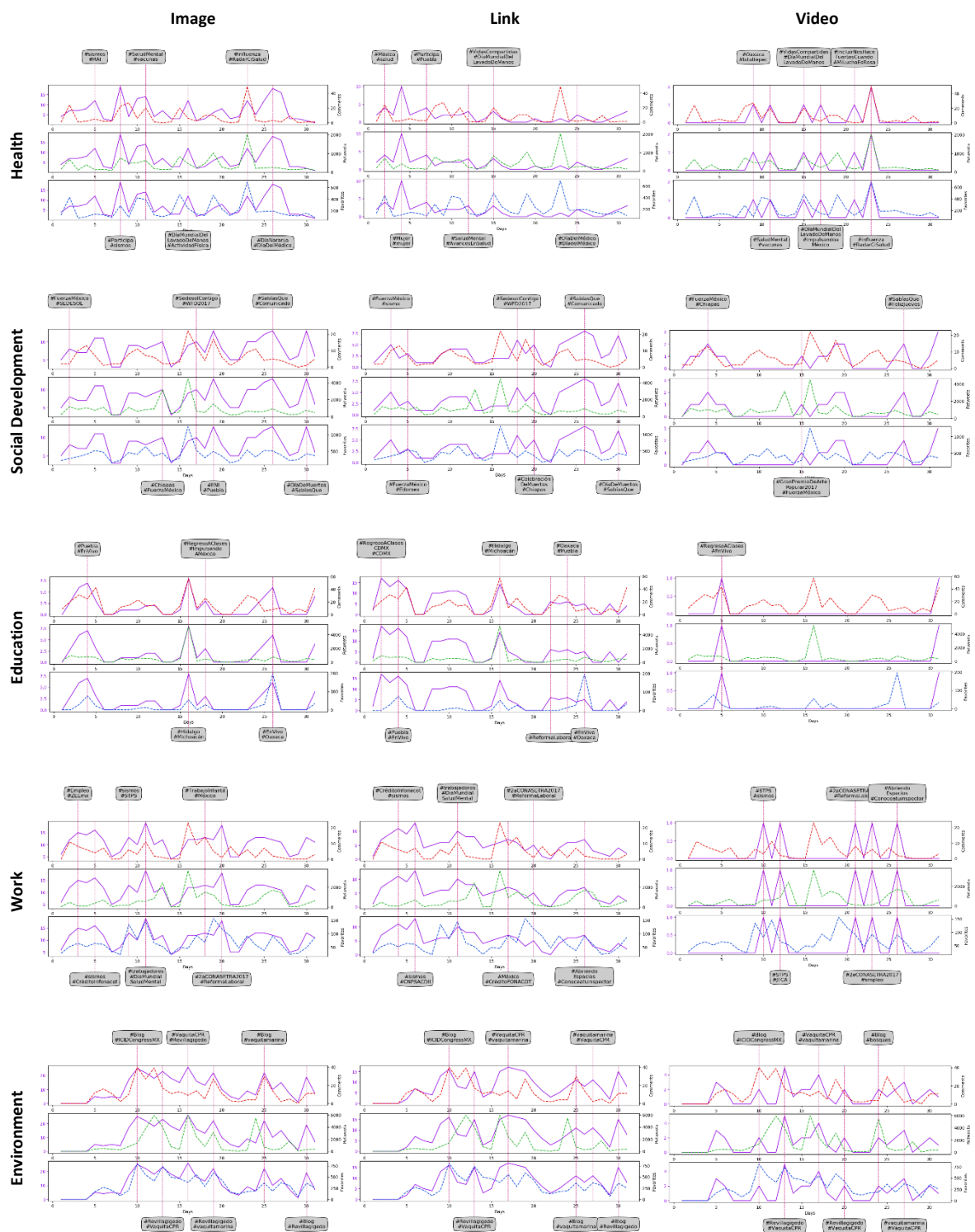# Resources shared and Citizen interaction -- Mexico

Figure S16: Annotated line charts showing correlation between images, videos and links shared by each ministry of Mexico and citizens comments, retweets and favorites.

Resources shared and Citizen interaction -- Colombia

Figure S17: Annotated line charts showing correlation between images, videos and links shared by each ministry of Colombia and citizens comments, retweets and favorites.

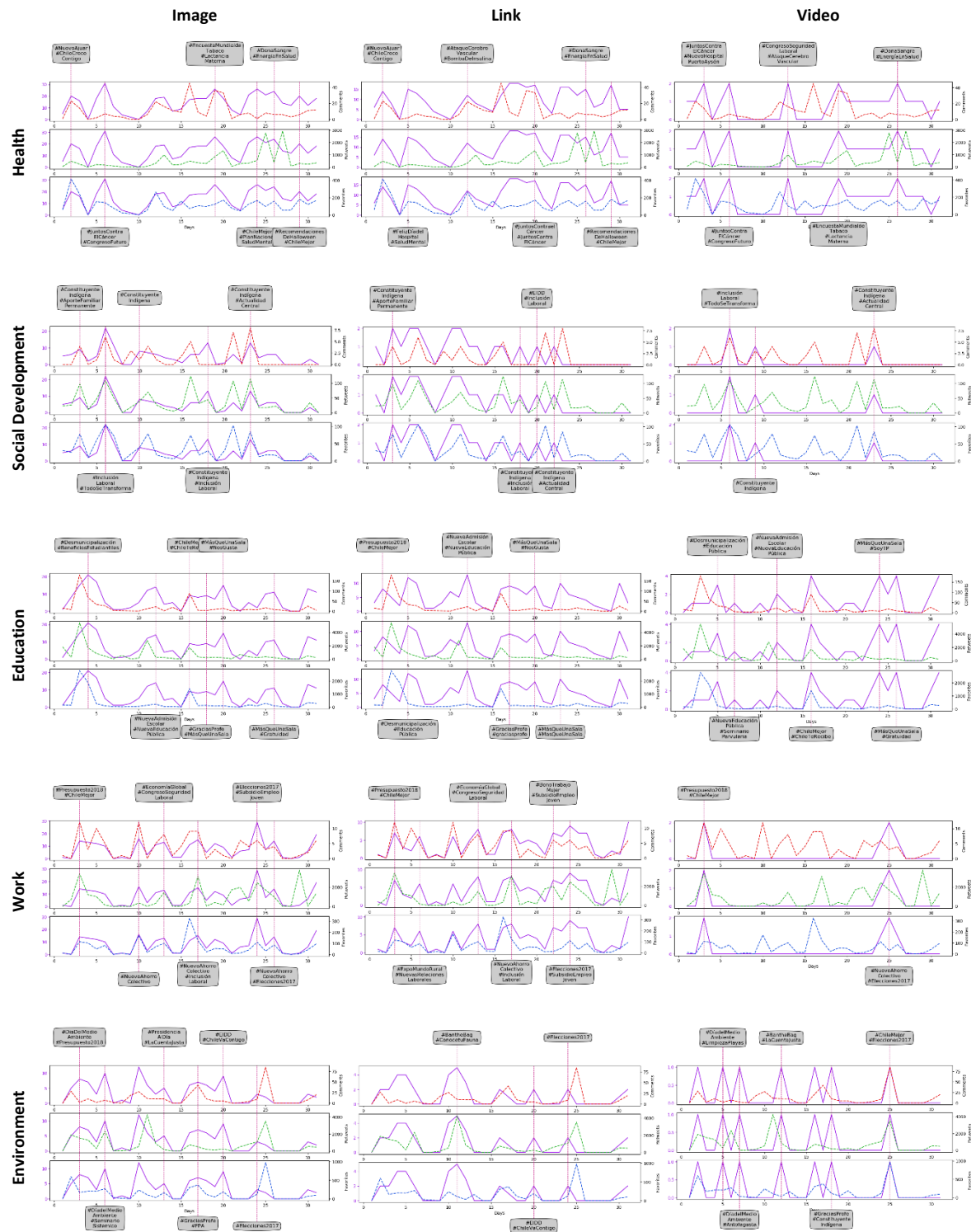# Resources shared and Citizen interaction -- Chile

Figure S18: Annotated line charts showing correlation between images, videos and links shared by each ministry of Chile and citizens comments, retweets and favorites.

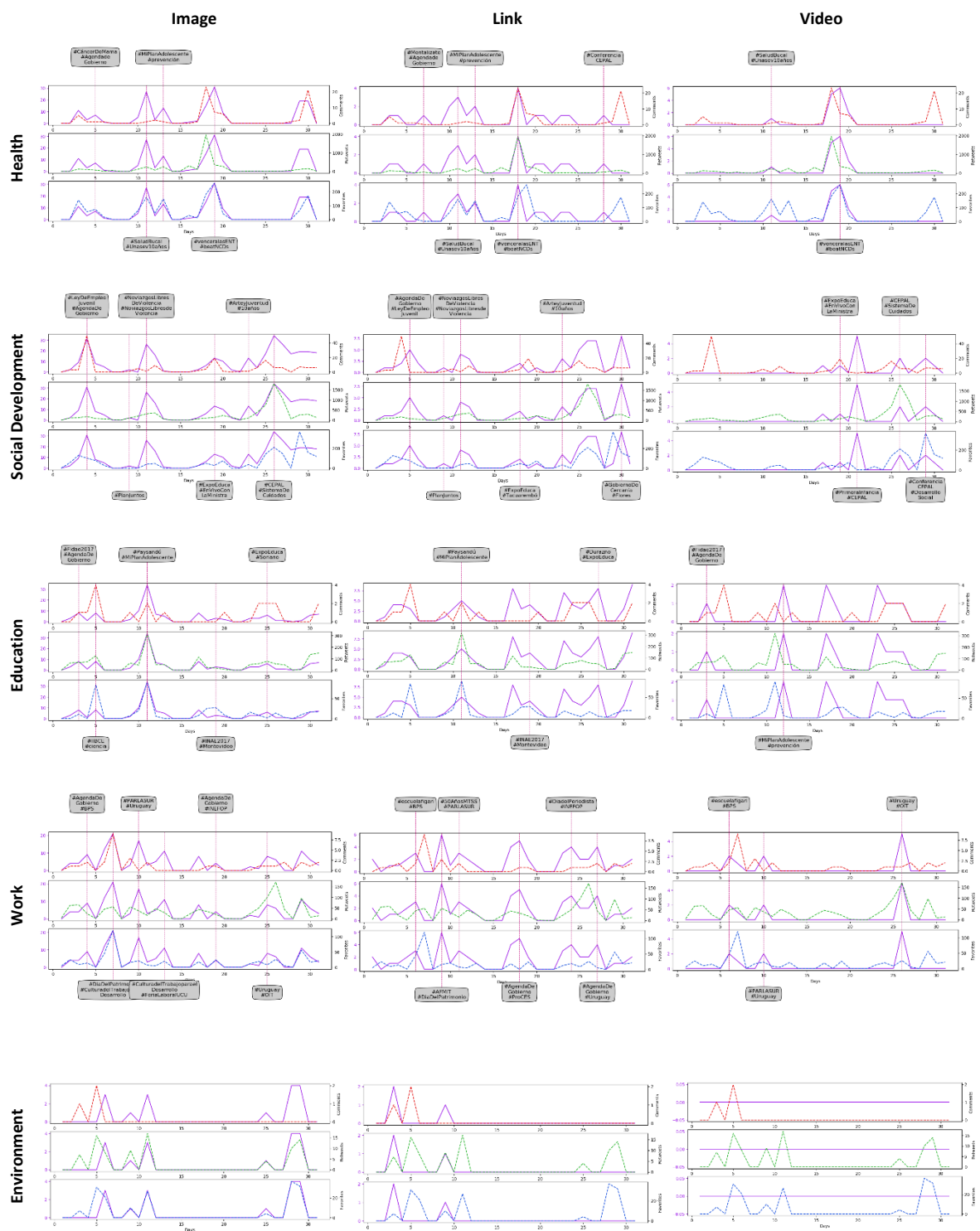# Resources shared and Citizen interaction -- Uruguay

Figure S19: Annotated line charts showing correlation between images, videos and links shared by each ministry of Uruguay and citizens comments, retweets and favorites.

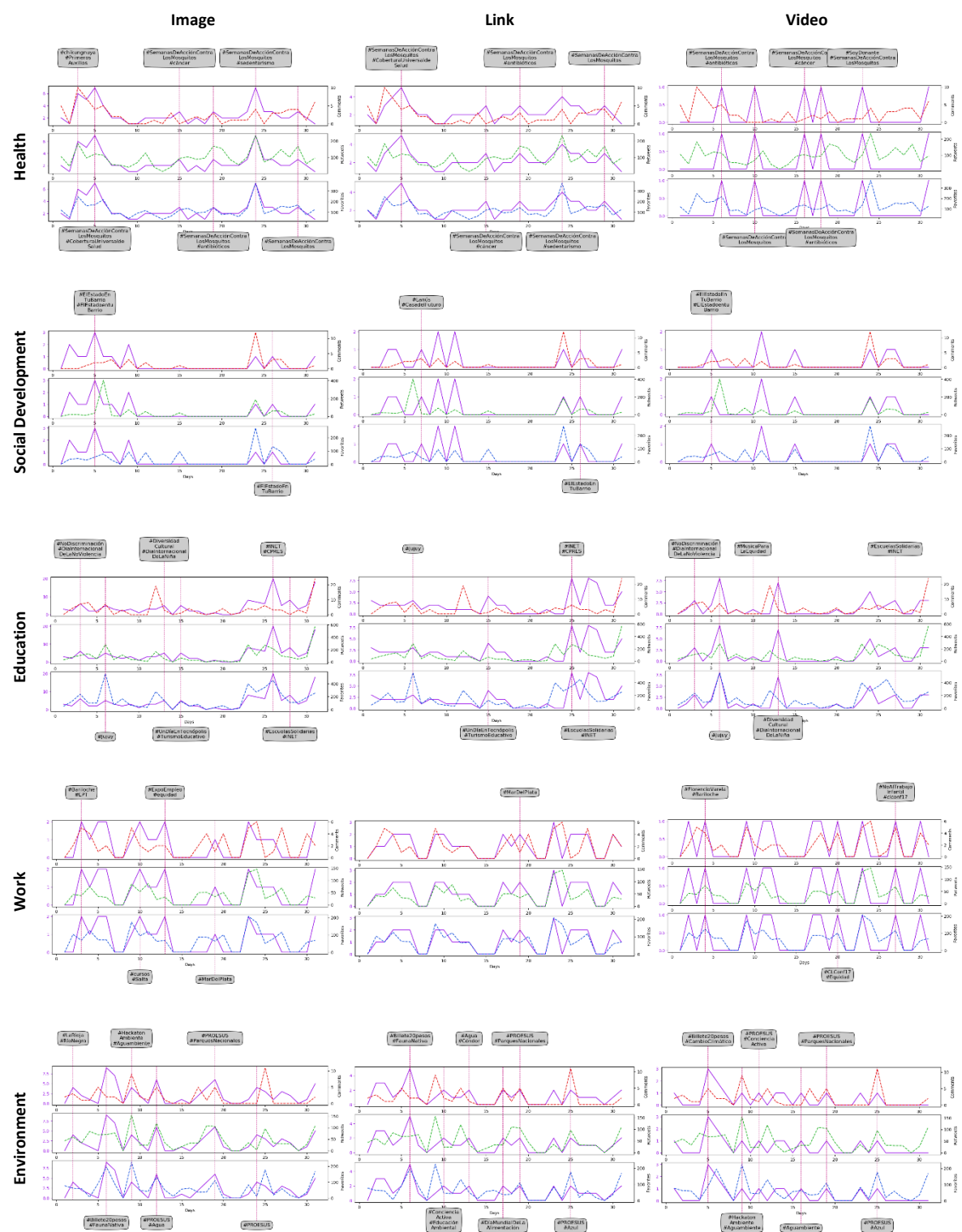# Resources shared and Citizen interaction -- Argentina

Figure S20: Annotated line charts showing correlation between images, videos and links shared by each ministry of Argentina and citizens comments, retweets and favorites.

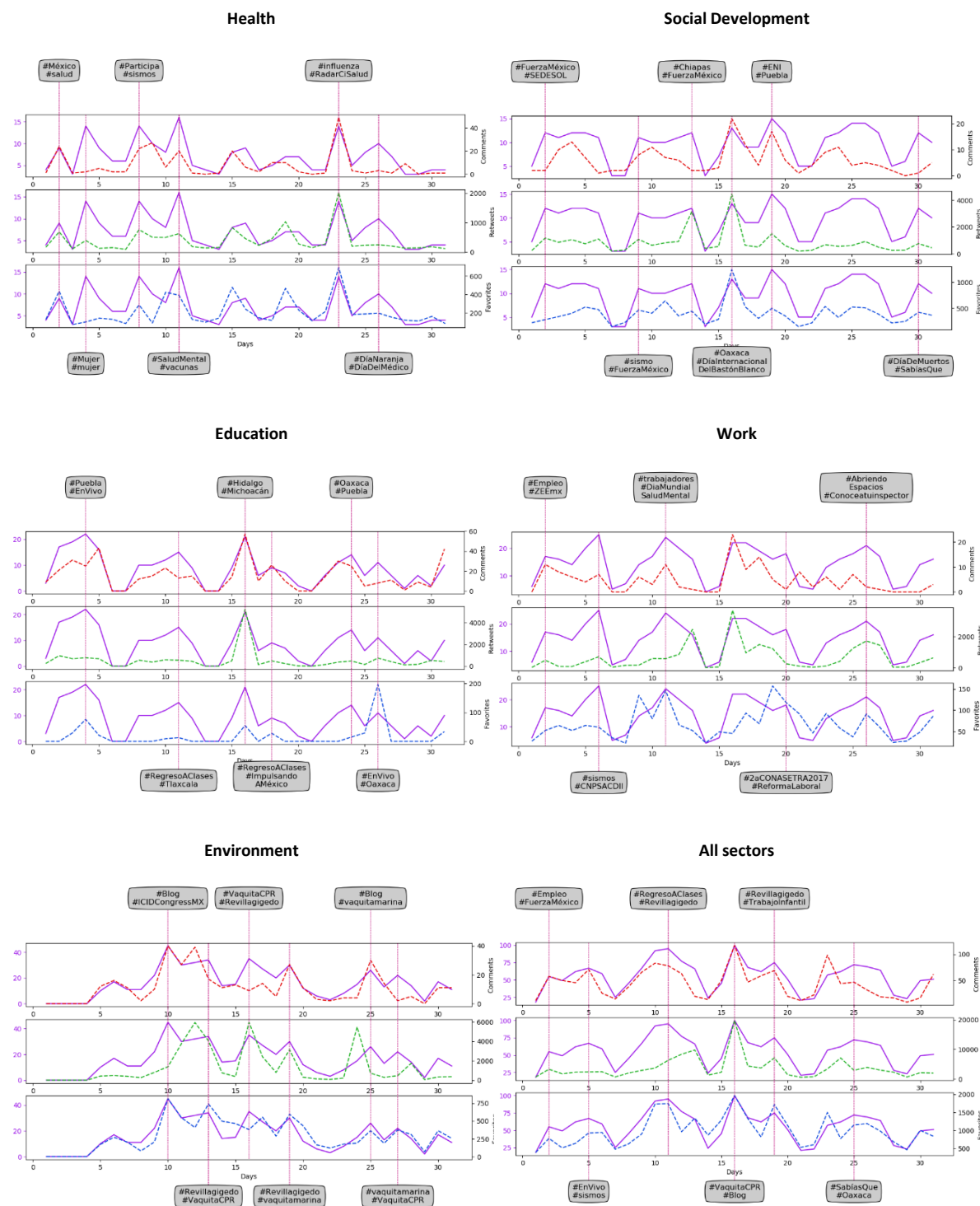# Official announcements and Citizen interaction -- Mexico

Figure S21: Annotated line charts showing correlation between announcements in Mexico made in each sector and citizens comments, retweets and favorites.

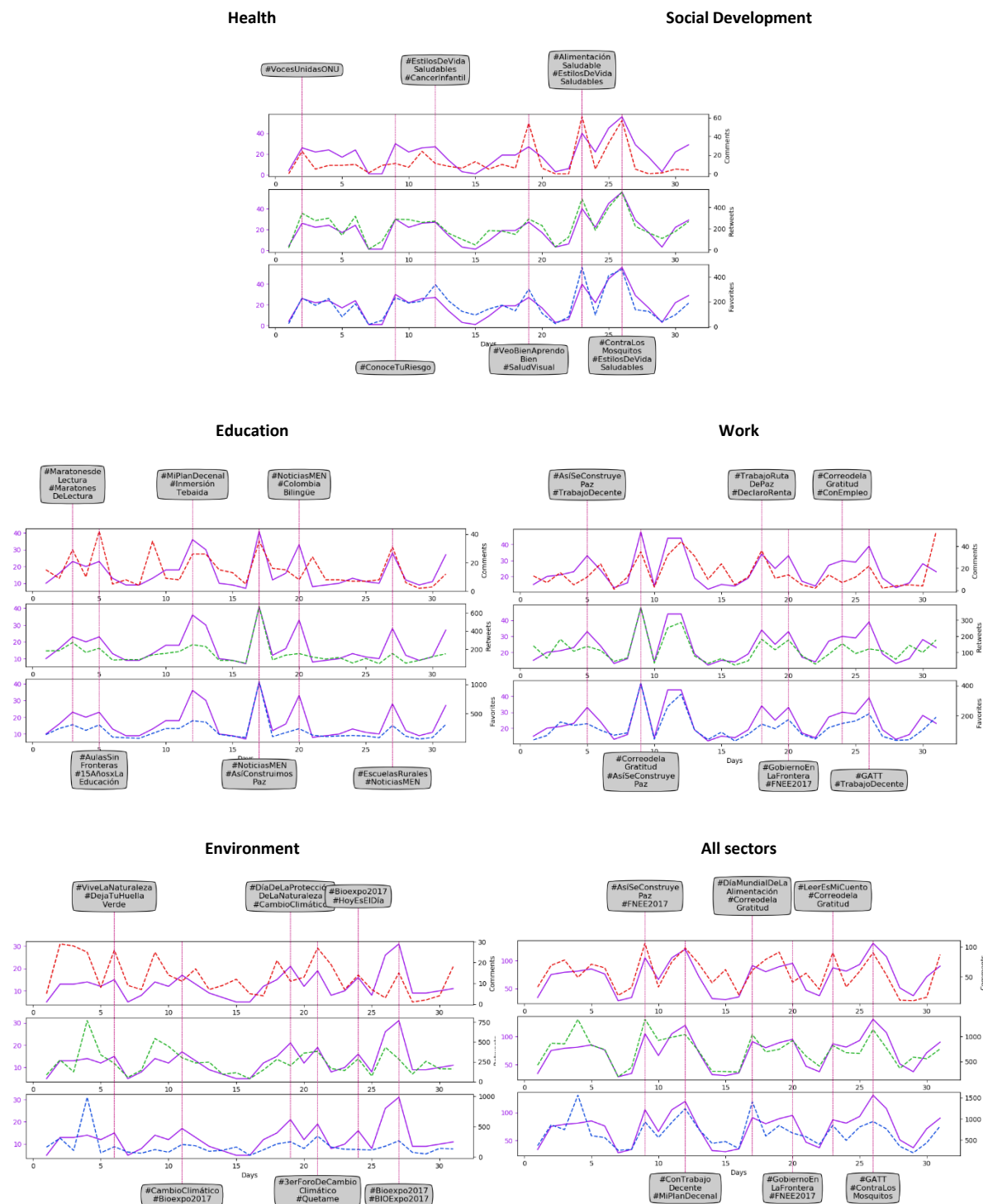# Official announcements and Citizen interaction -- Colombia

Figure S22: Annotated line charts showing correlation between announcements in Colombia made in each sector and citizens comments, retweets and favorites.

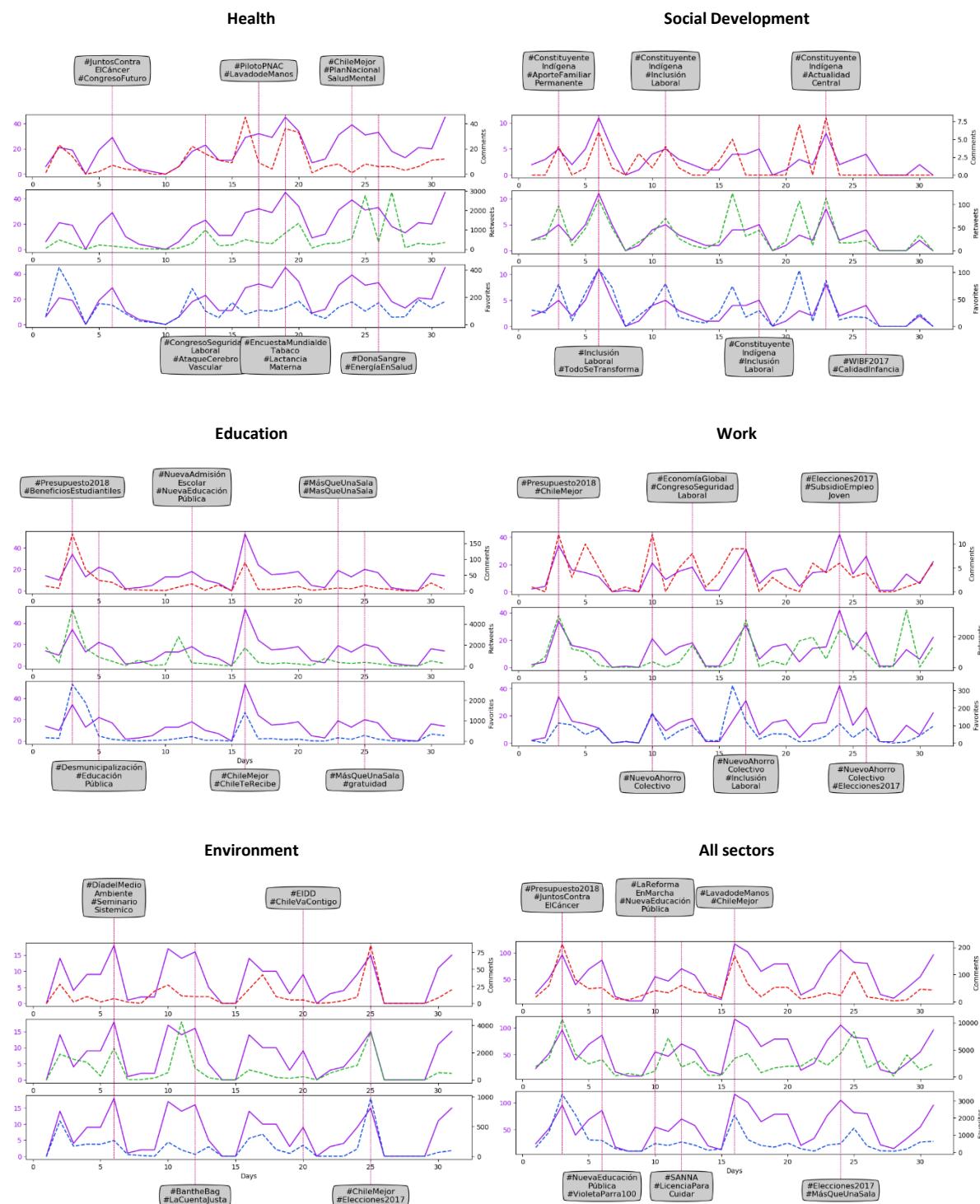# Official announcements and Citizen interaction – Chile

Figure S23: Annotated line charts showing correlation between announcements in Chile made in each sector and citizens comments, retweets and favorites.

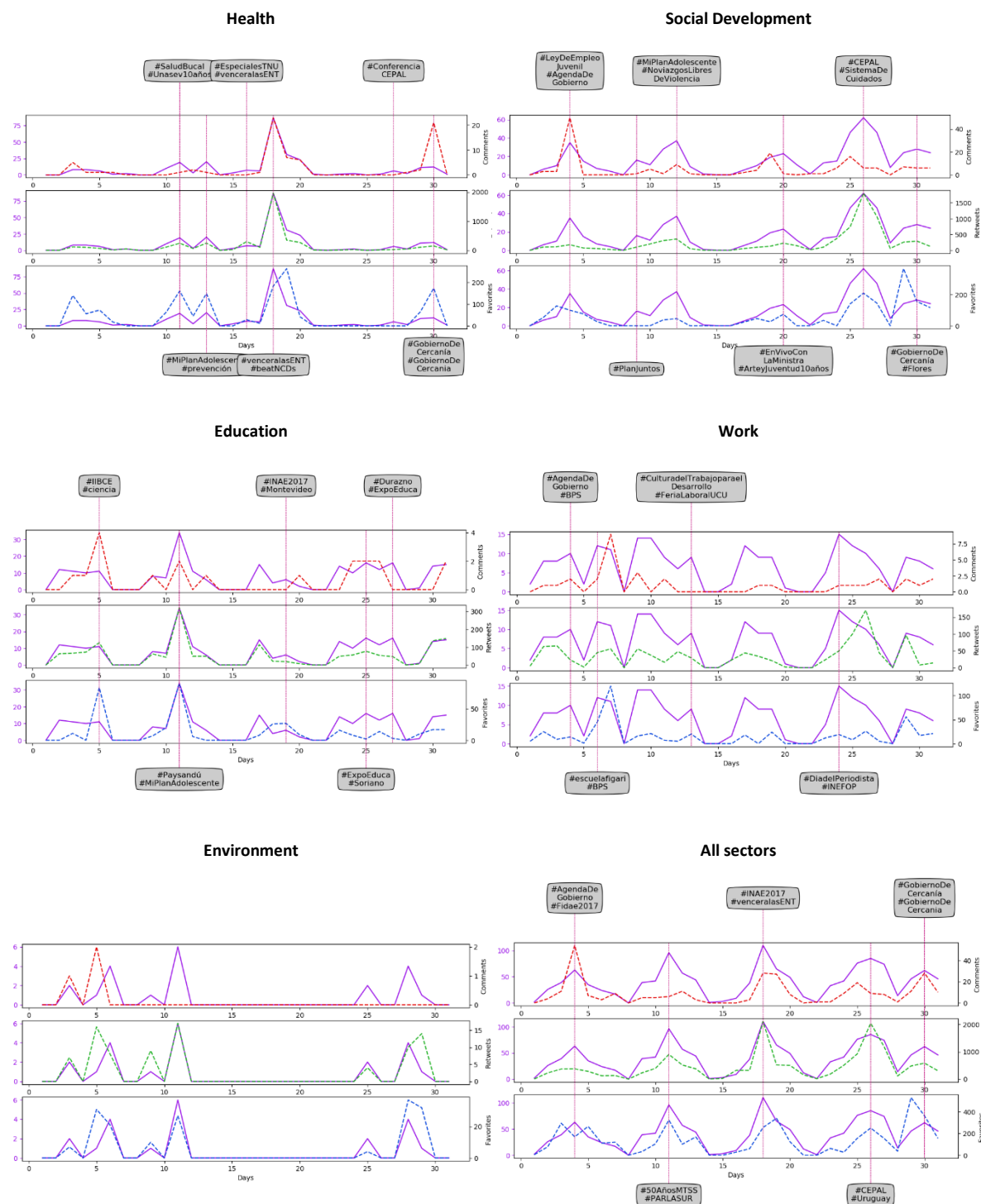# Official announcements and Citizen interaction – Uruguay

Figure S24: Annotated line charts showing correlation between announcements in Uruguay made in each sector and citizens comments, retweets and favorites.

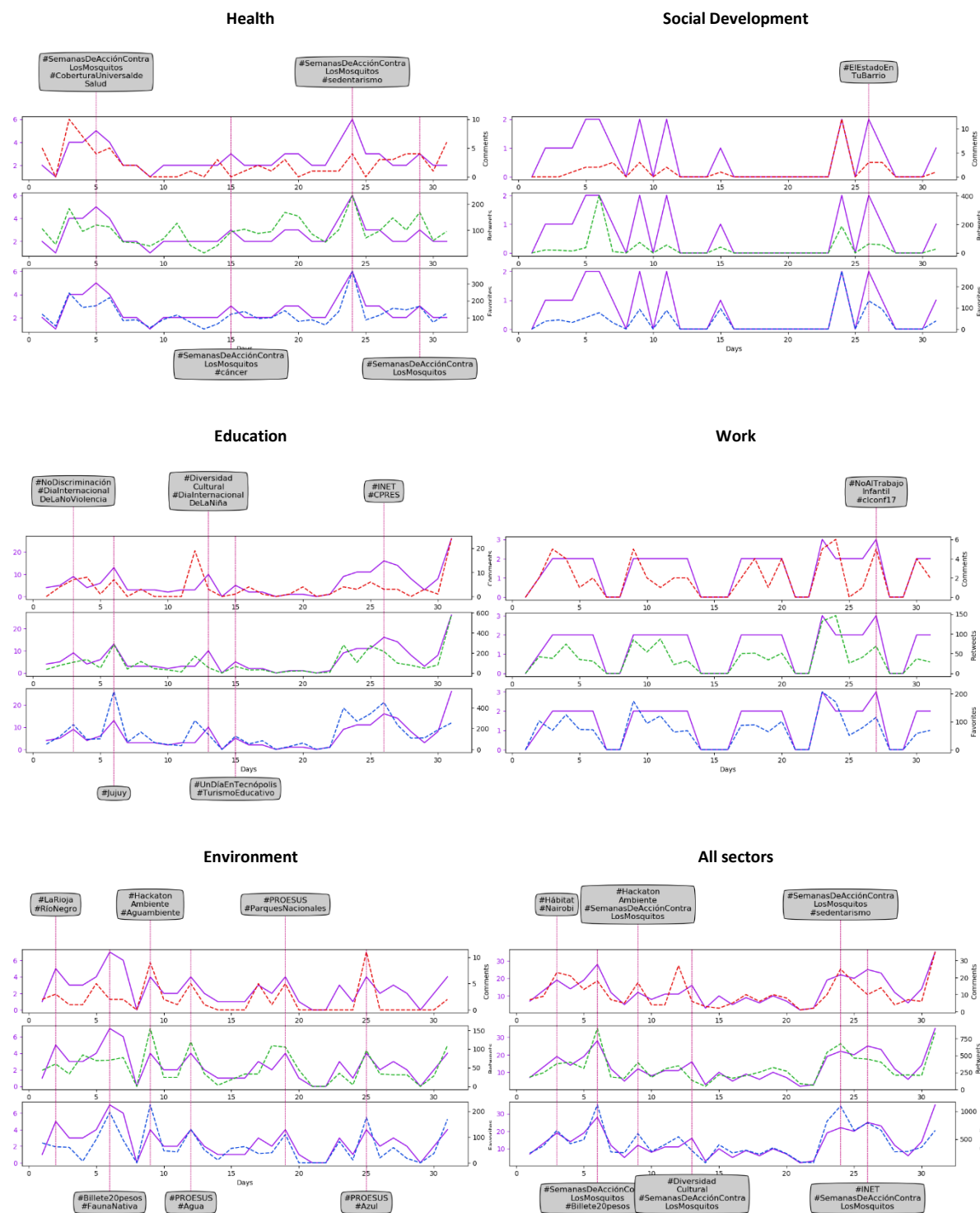# Official announcements and Citizen interaction -- Argentina

Figure S25: Annotated line charts showing correlation between announcements in Argentina made in each sector and citizens comments, retweets and favorites.

CORRELATION BAR CHARTS
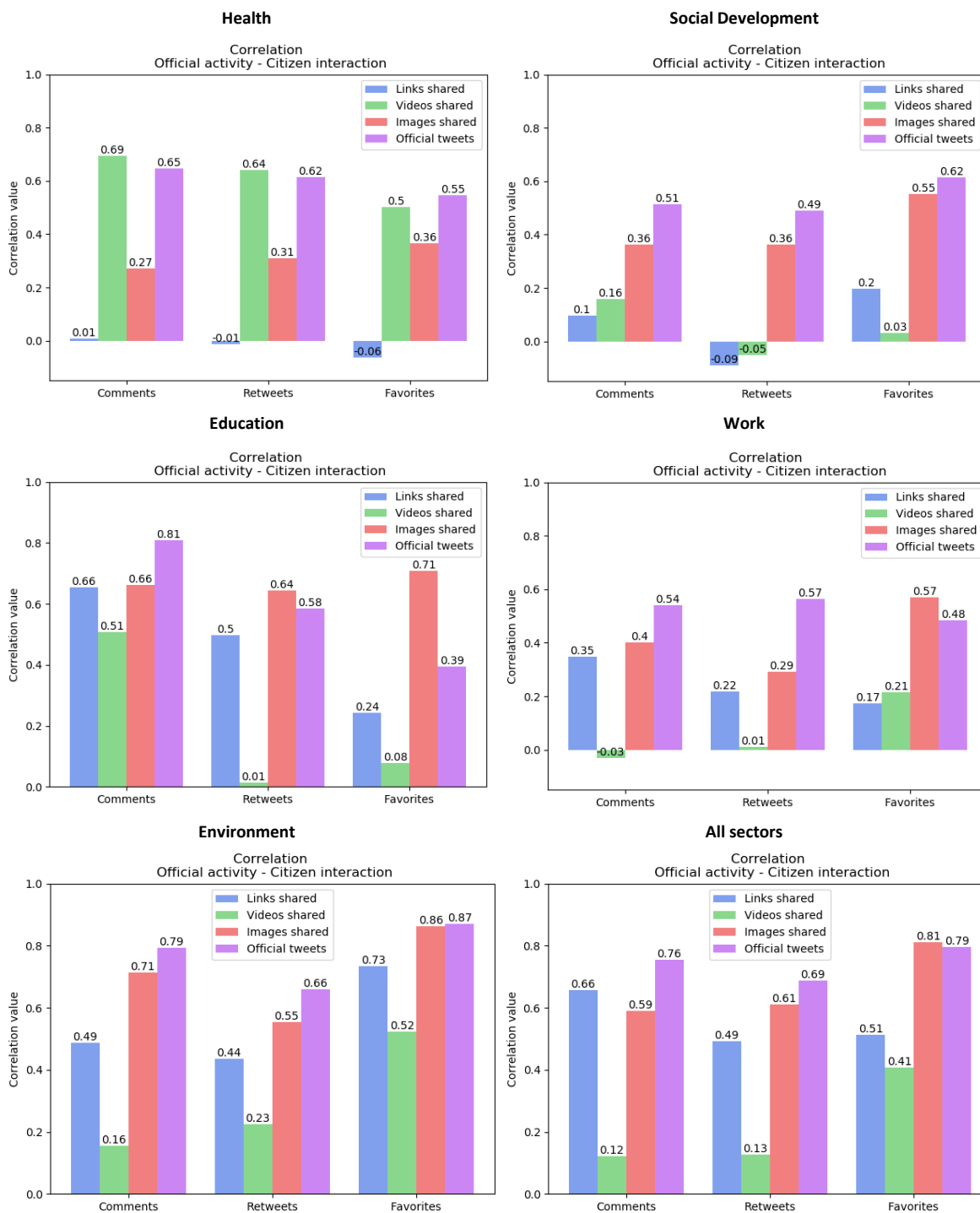
Values of correlation for Mexico

Figure S26: Bar charts showing correlation values between links, videos, images and announcements made in Mexico made in each sector and citizens comments, retweets and favorites.

Values of correlation for Colombia

Health

Social Development

Education

Work

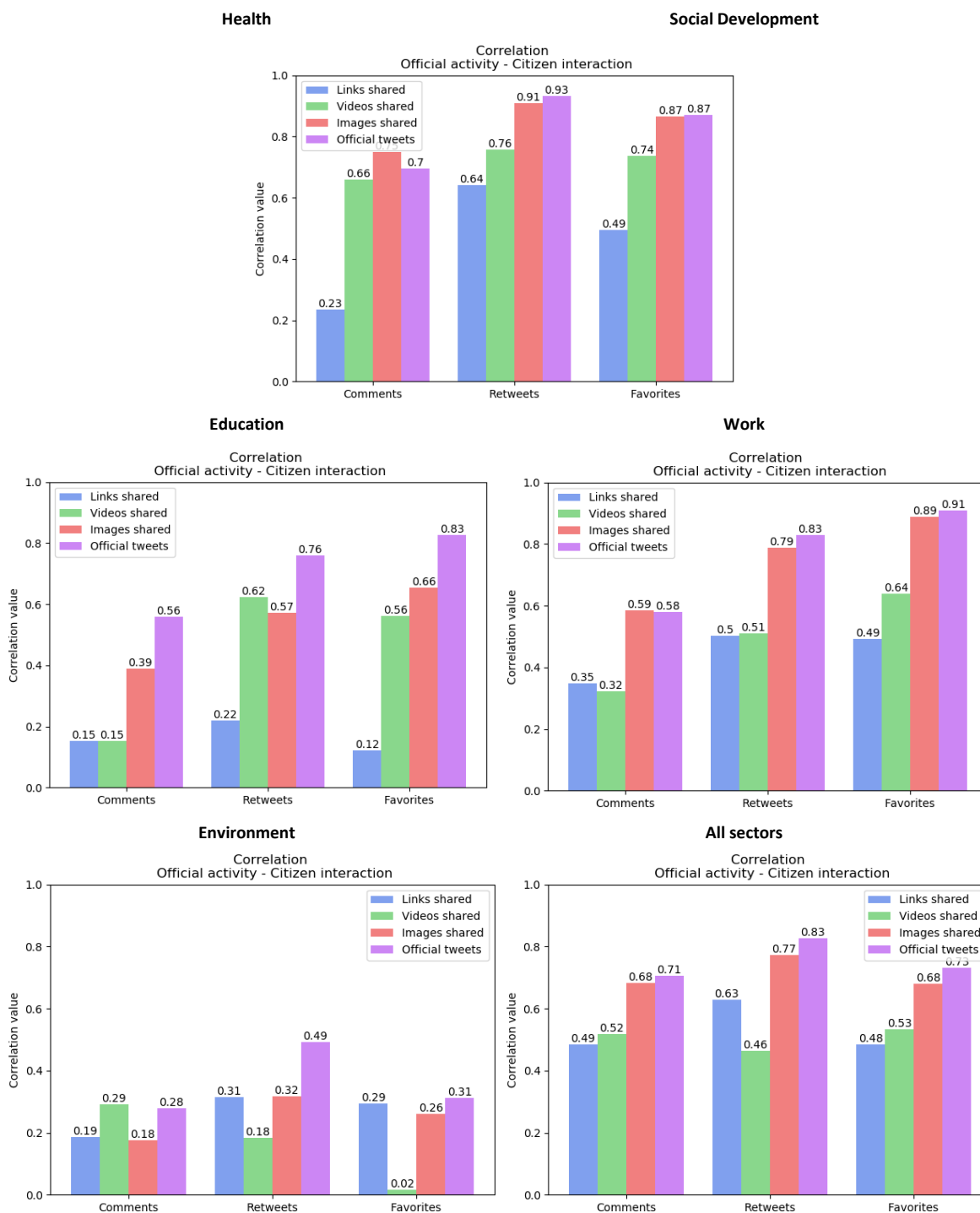**Environment**

All sectors

Figure S27: Bar charts showing correlation values between links, videos, images and announcements made in Colombia made in each sector and citizens comments, retweets and favorites.
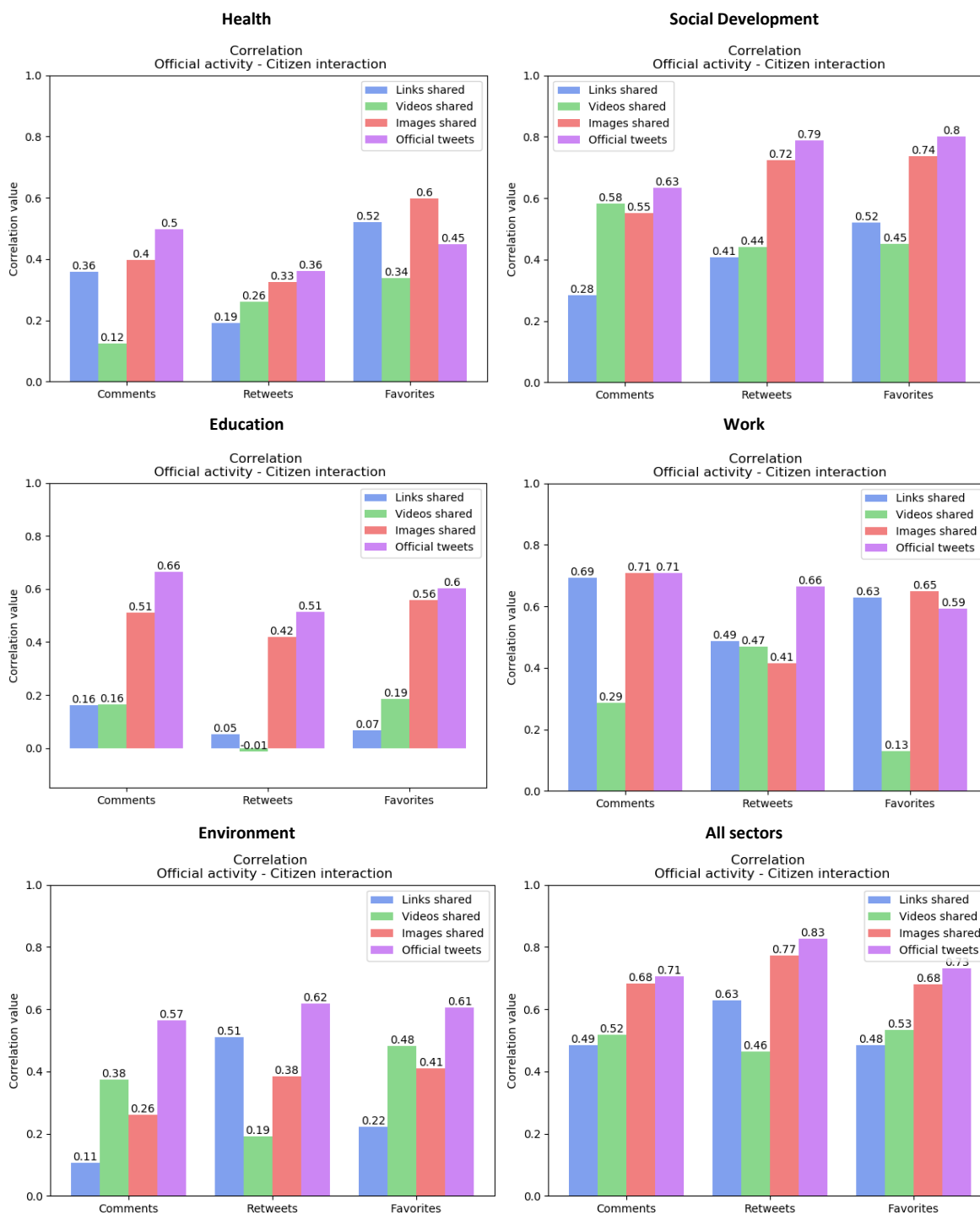
Values of correlation for Chile

Figure S28: Bar charts showing correlation values between links, videos, images and announcements made in Chile made in each sector and citizens comments, retweets and favorites.
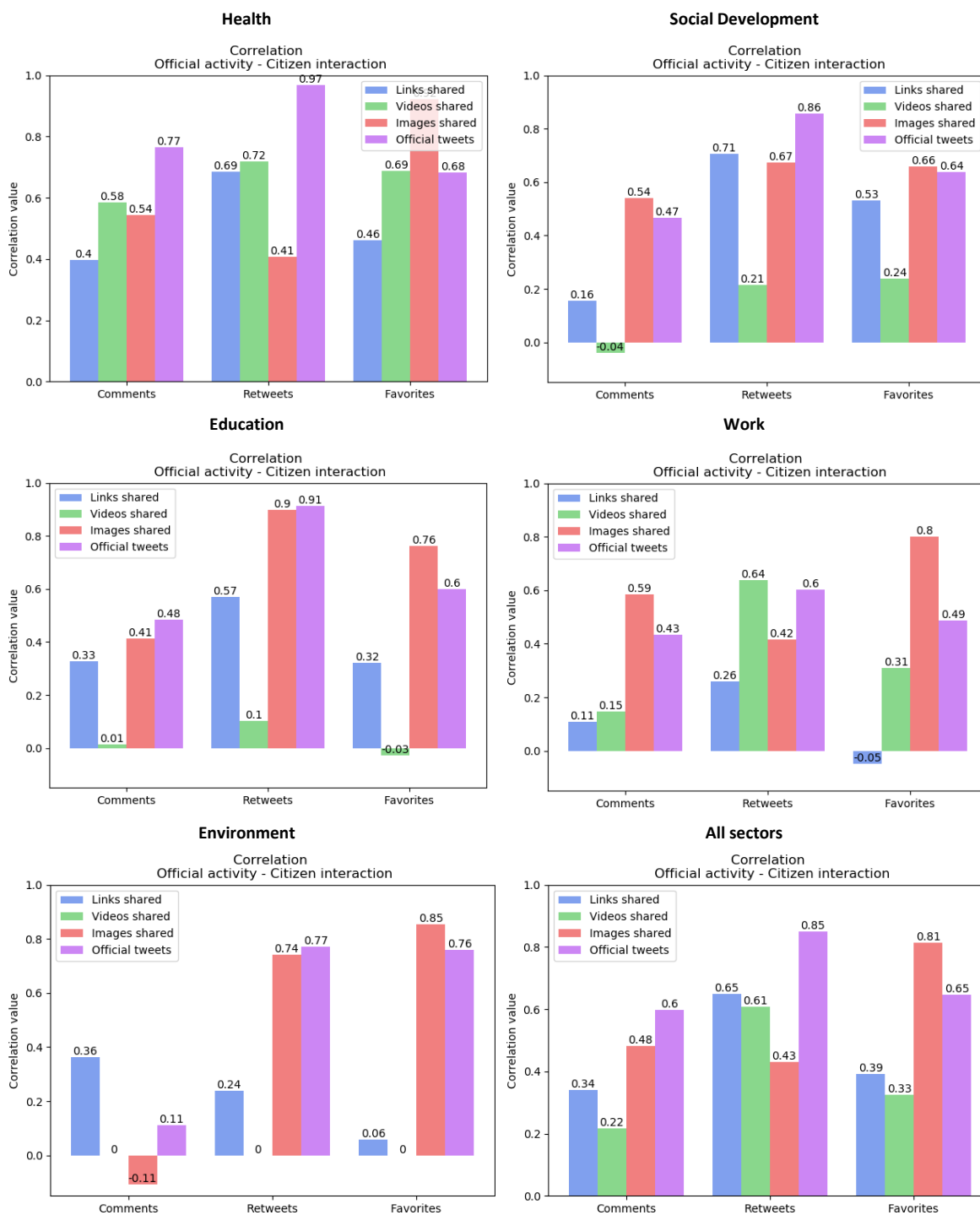
Values of correlation for Uruguay

Figure S29: Bar charts showing correlation values between links, videos, images and announcements made in Uruguay made in each sector and citizens comments, retweets and favorites.
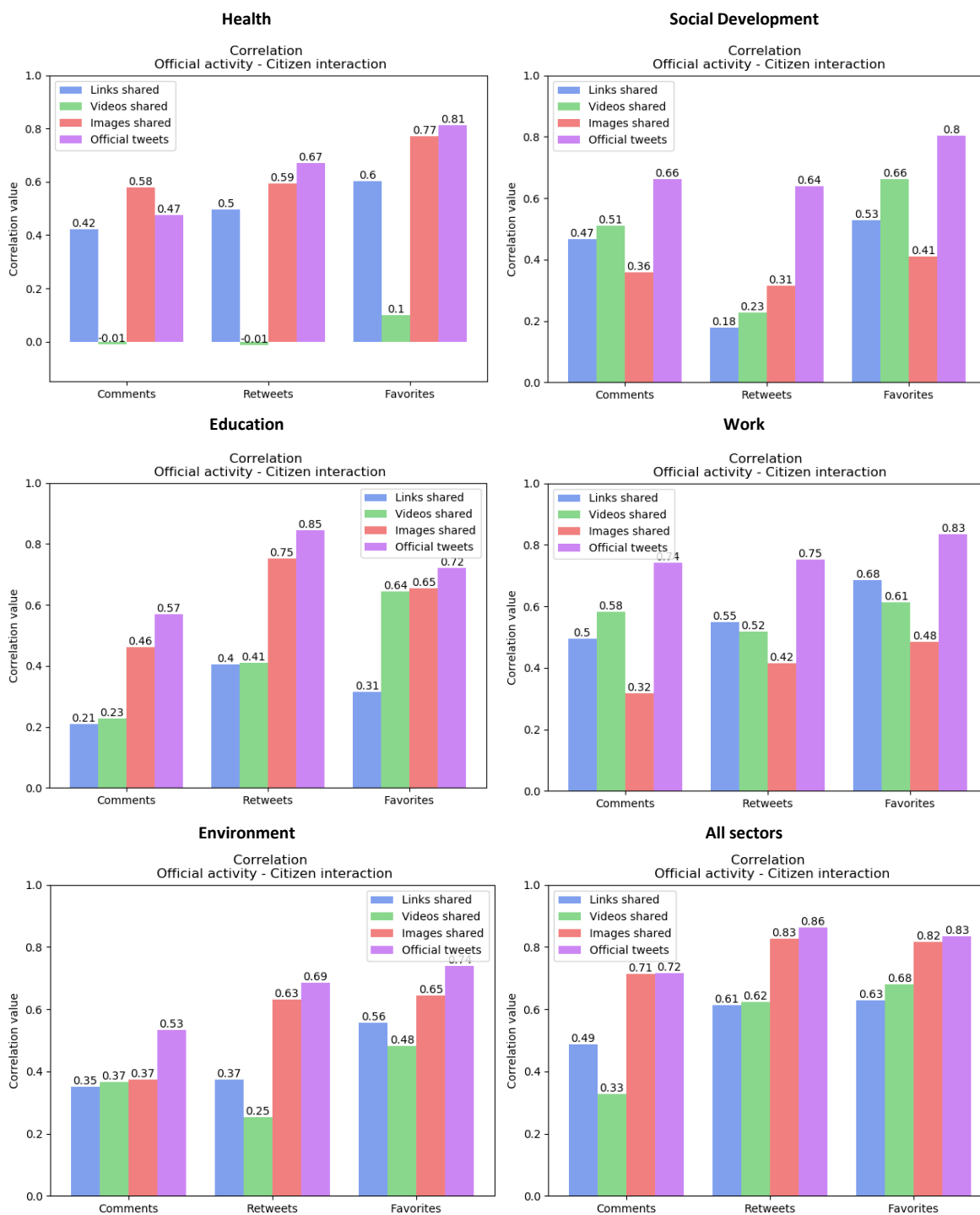
Values of correlation for Argentina

Figure S30: Bar charts showing correlation values between links, videos, images and announcements made in Argentina in each sector and citizens comments, retweets and favorites.