Chapter 16
Empowering Public Officials by Bridging the Digital Divide With Smart Technology for Public Services

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ABSTRACT

As cities move towards the Smart City vision, the integration of IoT devices promises economic growth and operational efficiency. However, discussions surrounding social equity promoted by smart technologies are often overlooked. This chapter examines the potential of IoT to address key challenges in developing smart cities, particularly focusing on how it can bridge the digital divide and empower public officials. It also explores the generational gap in technological literacy, emphasizing the need for digital inclusion among older populations who may struggle with new technologies. The methodology involves a comprehensive literature review, data

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analysis from existing smart city projects, and expert interviews with policymakers. By analyzing real-world case studies and data-driven insights, this research provides a holistic view of the role of IoT in fostering social equity. The findings highlight the importance of empowering public officials with the digital skills and regulatory frameworks necessary to ensure that smart city services are accessible and equitable for all citizens.

INTRODUCTION

The advancement of Smart Cities impelled by the appropriation of Web of Things (IoT) gadgets speaks to a noteworthy walk towards upgrading urban living. In any case, in the midst of the talk encompassing the financial benefits and operational efficiencies related with this move, the potential of IoT in cultivating social inclusivity and value regularly remains dominated. This paper dives into the multifaceted challenges experienced within the improvement of Smart Cities and illustrates the essential part that IoT can play in tending to them (Alizadeh & Sharifi, 2023). One of the central issues that must be gone up against is the stark advanced isolate predominant among distinctive eras. Whereas more youthful people are for the most part more innovatively smart, the elderly regularly discover themselves hooked with the complexities of cutting-edge innovation. This disparity in computerized proficiency can ruin the consistent integration of IoT arrangements, requiring custom-made approaches to guarantee inclusivity over all age socioeconomics (Bouzguenda et al., 2019). The following Figure 1 represents different places where IoT is being used in a smart city.