

Electronic municipality as an alternative, complement, or development of traditional municipality

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Abstract. This study is seeking for review and evaluation of electronic municipality as an alternative, complement or development of traditional municipality. Municipality is an organization which is responsible for arrangement and checking of city affairs. These affairs include all affairs related to the construction, transportation and traffic, cleanness, green space etc. In fact, municipality is a set of mechanism Involving city and citizenship whose purposes are supplying and meeting of civilians' material and spiritual needs. Electronic government establishment is a prospect formed by all efforts based on IT development. To do this is not possible by traditional and bureaucratic ways which were prevalent before. So it is needed for the government to enter into the digital world step by step with other parts of the society and provide all necessary information and services in the form of on-line accessibility for everyone so that all parts of society can easily communicate with governmental sectors in advance with higher quality and lower cost and receive necessary services and exchange the information. Results show that Perfect application of a new technology needs social adoption and removing previous deficiencies and generally more perfect services. To do this in our country, it seems that deletion of municipalities in its traditional form and replacing it by electronic municipality can cause challenges even if these challenges are in the first years. In addition, this matter has some practical prohibitions too, since some operations cannot be offered electronically. Lack of necessary infrastructures may be one reason of that. Also, to be complement may be a sort of duties classifications and services between traditional municipality and electronic municipality regardless of having considerable and different progresses and offering service coordinated with current period. Considering these circumstances, we can say that electronic municipality must complete and develop traditional municipality.

Keywords: Electronic government, Electronic municipality, Information Technology

1. Introduction

Cities are always the center of economical, social, cultural and political activities. Nowadays, human being has been facing with increasing amounts of such activities as education, daily businesses, and bank operation and so on. As a whole, science development has faced with increasing volume of information, statistics and figures. These developments have caused managers to use new approaches like Electronic municipality, Electronic government and electronic services so that they can offer their services to the clients with less cost and more simplicity by using the advantages of these modern approaches and internet.

One of these organizations communicating with high numbers of clients who seek for different and various services is municipality, which must submit high quality various services to the vast spectrum of civilians with different increasing needs[9].

Municipality is an organization which is responsible for arrangement and checking of city affairs. These affairs include all affairs related to the construction, transportation and traffic, cleanness, green space etc. In

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fact, municipality is a set of mechanism Involving city and citizenship whose purposes are supplying and meeting of civilians' material and spiritual needs. Nowadays, with fast progress of societies and development of new technologies, new discussions have been presented in the field of cities and municipalities whose implementation in the global and even national and territorial scale can intensify civilians' material and spiritual progress and also saving of their time and costs. Modern communicative and informative technologies and development of mechanized methods and also using tools and software in the official system of municipalities are big opportunities that their efficient and wise usage can replace traditional and disturbing styles with practical and transparent methods in the offices. This way, an efficient connection can be established between offices and people [11]. Electronic municipality as a new approach in the world of city management is being pursued in our country as a transcendental prospect but the realization of this goal will involve enjoying the least conditions in this field [3].

Since cities are the most principal realization of information society, they need to equip with wares of IT at the appropriate level. For this reason, world cities have engaged in compiling programs of electronic municipality from different perspectives. Thus attention to the strategic and practical plans for implementation of digital municipality and electronic government is an important and reflective matter[2]. For this reason, this study is seeking for review and evaluation of electronic municipality as an alternative, complement or development of traditional municipality.

2. Electronic Government

Electronic government is a method for governments to use new technologies which provides necessary facilities for perfect achievement of information and governmental services with high quality; and produces more opportunities for people's participation in democratic processes. Electronic government has four guiding principles: 1) providing services based on increasing choice for civilians, 2) making more availability of government and its services, 3) providing social inclusion in different fields and 4) using information better[12].

Electronic government establishment is a prospect formed by the sum of efforts based on IT development in the country. To do this is not possible by traditional and bureaucratic methods which were dominant before. So it is needed for the government to enter into the digital world step by step with other parts of the society and provide all necessary information and services in the form of on-line accessibility for everyone so that all parts of society can easily communicate with governmental sectors with higher quality and lower cost and receive necessary services and exchange information. In other words, government should engage in developing availability and providence of information and governmental services to the civilians, commercial firms, clerks, workers and other classes of the society and also governmental sectors themselves, which implies the establishment of electronic or digital government[10].

The necessity for reaching such government is having stable infrastructures of information and communication, electronic cities and electronic civilians. The concept of electronic citizen expresses the qualities of informative society citizen too. Informative society citizen is a person who has necessary skills for using software and hardware technologies. In many countries of the world, electronic government is based on the prospect of electronic citizen [6].

3. Electronic Municipality

Electronic municipality is an organization that offers its services quickly, availably and safely in the field of municipality duties to the civilians. The services of this municipality are round the clock and free of timely and spatial restrictions in a real city [4].

Implementation features of electronic city are classified into three groups: political, technological and organizational. In political features part, attending huge policies, strategy compilation, citizenship charter and official and executive structures of the city accompanied by informative society development are necessary. In technological feature part, it is necessary for municipalities to connect organizations together digitally and facilitate communications via internet and also provide unified connection among related organizations. In organizational feature part, if we see city as a big organization, civilians are considered as

clients for this big organization and should be paid attention to. Considering this aim, some possibilities are provided in an electronic city on which getting information of civilians' needs becomes easy.

4. The Place and Mission of Electronic Municipality

Today we are in a very important time of human life which can be called a world big revolution. This huge transformation can play an important role in improving the place and power of client and generally civilians and people against governmental, public and private organizations and weaken traditional bureaucracy. But it should not be forgotten that in parallel with positive effects, there are negative effects on a large part of employees and work force and workers in governmental and private sector.

The most important and fundamental step in creating electronic city is providing strategic document for it which should be paid attention to in the first step. In this document, prospects, missions, plans and primary programs due to implement the digital city are compiled. In it, prospects and idealistic purposes of creating digital city are clearly expressed; and polices and development strategies of the document are explained. According to patterns of management and strategic planning, prior to compilation of strategies, the collection mission should be prepared in a clear method. The advantages and benefits of compiling mission can be mentioned as follows:

- Clarifying the philosophy of the collection, its roles and duties.
- Reaching agreement on the direction of the collection movement.
- Concentrating on the debate and review of fundamental and important matters.
- Establishing method unity among managers and decision makers.
- Conformity in thinking and deciding of key matters [5].

Also, in the process of electronic municipality realization and benefiting from its interests, there are fundamental challenges that must be paid attention. Some of them are: investment, software restrictions, availability of internet and digital fracture, security and privacy, education, management of change and also cultural and social challenges.

5. Electronic Municipality as an Alternative for Traditional Municipality

Replacing electronic municipality means to delete traditional municipality and putting electronic municipality instead of it for serving[8]. It is clear that this procedure must be done gradually due to impose its own effects at best. One of the important parts of realizing plans and developing electronic municipality is compiling a distinct account of what Electronic municipality will be converted if its strategies are executed successfully and it is reached its capacities and developed capabilities. Thus a clear and defendable justification of the reason and expectation of electronic municipality realization will be offered; and the possibility of success of electronic municipality development will be provided with its clear image of the future. On the other hand, agreement on the future of electronic municipality unifies all forces and resources of civic management collections and provides a common ideal among members of the collection.

6. Electronic Municipality as a Complement for Traditional Municipality

Complementing electronic municipality with traditional municipality is in fact complementing of its services to the people. That is; some services done by traditional procedure before can be offered electronically and now we can see some of them. That is, electronic municipality can submit its services in the field of municipality duties to the civilians available and safely by using information technology, changing its structure and simplifying procedures, rules, reengineering activities, clarifying procedures and communicating with civilians effectively.

7. Electronic Municipality as Development of Traditional Municipality

Developing the services of electronic municipality in proportion to traditional municipality is inevitable in order to change the needs of society and current conditions. Using the capacities of information and communication technology in the field of activities and services of civic management institutions had led to

amazing advantages and opportunities, and its development in the form of electronic municipalities' services and its presentation in the bed of electronic city, in cooperation with civilians and civic management institutions or other service submitting organizations are regarded as long steps in the direction of innovation and flowering of serving activities of these organizations. Using information and communication technology in civic management institutions and in parallel with electronic municipality realization ideal is done in order to achieve such purposes as development of appropriate serving to the civilians, to inform on time and exactly, to clarify working procedures and coordinate and transfer information among different units of civic management. In this regard, various individual and social factors can affect on acceptance and use of new technology that should be considered [1].

World cities have engaged in compiling strategic program of digital municipality from different perspectives of which some are considered as quick cities in the field of electronic government and digital municipality like Hong Kong, Seoul, Kuala pour, Beijing and Auckland; and some as leading cities like Singapore, London, Toronto, Melbourne and New York. Strategic programs of quick cities are concentrating on the development of infrastructures and submitting IT services to the community and leading cities are using IT as a means for economic growth[7].

8. Conclusion

Accepting new technologies in different parts depends on different factors. Perfect application of a new technology needs social adoption and removing previous deficiencies and generally more perfect services. To do this in our country, it seems that deletion of municipalities in its traditional form and replacing it by electronic municipality can cause challenges even if these challenges are in the first years. In addition, this matter has some practical prohibitions too, since some operations cannot be offered electronically. Lack of necessary infrastructures may be one reason of that. Also, to be complement may be a sort of duties classifications and services between traditional municipality and electronic municipality regardless of having considerable and different progresses and offering service coordinated with current period. Considering these circumstances, we can say that electronic municipality must complete and develop traditional municipality. It means that it not only facilitates some duties done by traditional municipality before, but also offers more developing services and perfect for current needs of the society. It goes without saying that in the future we can gradually do the complete replacement by developing infrastructures and coordinating services and people's adoption with it.

9. References

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