



IJABBR- 2014- eISSN: 2322-4827

International Journal of Advanced Biological and Biomedical Research

Journal homepage: [www.ijabbr.com](http://www.ijabbr.com)



## Original Article

# The Role of Information Technology in Urban Management Development

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### ARTICLE INFO

#### Article history:

Received: 02 August, 2014

Revised: 26 August, 2014

Accepted: 18 September, 2014

ePublished: 30 October, 2014

#### Key words:

Technology

Urban management

Development

### ABSTRACT

**Objective:** In addition to issues such as environment, transportation, safety and urban planning, one of the most important factors having increasingly influence on urban organizing factors is urban management. **Methods:** There are so many issues in cities that for its solving, urban management factor is necessary. complexity and extensiveness of urban issue and its development and growth, led to making city management difficult. in last two decade, information technology or information and communication technology terms as a emergent and strength phenomenon , has found its world status and it already expected in cultural, economical, social, and political structures and also in traditional basics of societies management, occur basic reforms and introduced new system of management. developing of information and communication technology led to many informs in different ranges including city emergent, city hall, and electronic citizen. **Results:** In this research, in addition to explaining information and communication technology conceptions and urban management, it is stated that how technology functions can help urban managers in designing , planning and managing of metropolises.

### INTRODUCTION

Information and communication technologies (ICTs) are often promoted as central to reviving and sustaining regional communities (Simpson and Hunter, 2001). The information revolution is another intervention with the potential to ensure that knowledge and information on important technologies, methods and practices are put in the right hands. The relevance of this revolution is supported by Balit (2003) who pointed out that the least expensive input for rural development is knowledge. Balit (2004) Knowledge and information are basic essentials for facilitating rural development and bringing about social and economic change. While many developed countries have high-profile computer industries that have become major export businesses,

sub Saharan Africa has few ICT success stories to tell. The situation is rather that donorfunded Western experts are paid high salaries for doing quick consultancy tasks without contributing to the development of local resources. While available capital for private investments, technological infrastructure and political stability are crucial factors for developing ICT industry, no business will start without skilled specialists. Traditional media and new ICTs have played a major role in diffusing information to rural communities, and have much more potential. Despite the emphasis placed on ICTs, many ICT initiatives have stalled in DCs. In short, the question of how community-based ICT initiatives can survive financially, that is be sustainable in the longer term, has grown in significance (Gurstein, 2001). Castells, M. (1996) In this paper, the role of ICTs in the

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sustainability of regional communities is initially considered and some of the reasons for the failure of ICT initiatives are then explored, finally the critique and way forward are discussed. This discussion leads us to ask whether there are more effective models of the implementation of ICTs and their role in regional development. The position that ICTs have a role to play in enhancing sustainability in regional communities has several threads and can be seen from three spheres – community, government and business. Here, community is understood as sustainability of what a group of people living in a geographically defined area consider important, how they want to achieve those goals and what they judge their success by (Simpson and Hunter, 2001; Stellar, 2002; Gurstein, 2001). Representatives of each sphere sometimes ascribe different meanings to sustainability. Briefly, from a community perspective, sustainable ICT projects are those that can pay their own way, generally without reliance on government funding. Those who adopt a business perspective view sustainability in terms of whether the project is commercially viable and profitable. Proponents of the government perspective focus on service provision and they recognise that governments have community service obligations and that market failure occurs, especially in rural, regional and remote areas where the costs of setting up and maintaining ICT services can be very high. These factors make government support of ICT initiatives necessary. Yet these advocates acknowledge that, in the current policy context, government funds are limited. Consequently, greater financial responsibilities are being foisted onto local communities (Alston, 2002). Expanding on the community perspective, Gurstein (2001) argues that if an ICT facility is seen as providing a community service and the ongoing sustainability can be understood within the context of the ongoing sustainability of other community services such as schools, health facilities etc and can be drawn from whatever sources (taxes, grants-in-aid etc.) are supporting those services. However, if the ICT facility is seen as only providing a service to specific individual users, then the model of sustainability must necessarily be one of identifying individual revenue sources and immediately puts the facility into the context of market-driven mechanisms.

### **Increasingly development of information technology**

In last two decade , information technology or information and communication technology terms as a emergent and strength phenomenon , has found its world status and seems that its different functions, directly or indirectly affected all daily work of societies. Rate of influencing and developing is very high so that it already expected in cultural, economical, social, and political structures and also in traditional basics of societies management, occur basic reforms and introduced new system of management. information and

communication technology and its functions was so effective that leaders of countries with holding two important summits (in 2003 and 2005 in Geneva and Tunisia) informed basics of information society and by providing of basic and scientific plans for global information society, have made themselves ready for more changes. Most of developed countries ( having acceptable systems faced with modern technology ) have accepted and used benefits and possible dangers of information and communication technology and its functions. Some of the developing or poor countries don't have enough information about benefits and opportunities of this technology or isn't take advantages of essential economic facilities for using of this phenomenon , in this field faced with un developing .there are countries don't have special financial problem, but look at this emergent phenomenon with idealism paradigm and led to delaying or stop using of people. unfortunately, this paradigm led to imposing of irretrievable damages on society. Because all dimensions of this phenomenon ( particularly some of its functions such as electronic city) isn't known even in developed countries, so acculturating and pathology about introducing of information and communication technology and its functions is considered effective measures .

### **Electronic city, outlook and strategies**

Electronic city, using of information and communication technology to give urban services, is directly and on time to citizens in 24 hours. Electronic city present people, essential facilities for suitable accessibility to information and urban services and wider opportunities for contributing in processes. electronic city, present computerized urban services for users and or exchange information to users of these services.

### **Outlooks**

- Presenting desirable services to citizens and tourists in every time and place.
- Making a suitable city for living, working, and spending free time.
- Making dynamic economical environment with competing capability.
- Reducing of intra city trips with developing of information technology.
- Clarifying of work processes.
- Presenting of all on line required services of citizens.

### **Strategies**

- Making and developing of information infrastructure with high capacity

- Smart controlling with improving of urban services and relevant affairs to urban management.
- Extensive teaching of citizens and employees to use electronic city services.
- Unifying of management and operation of city hall systems and relevant organizations.
- Predicting and making sustainable income sources for projects of electronic city.
- Revising and improving of current trends and required and effective procedures in electronic city.
- Improving of quality, services and training of human force.
- Making of urban data base to give on time information of managers in making decision in urban management.

### **Advantages of making electronic city**

Performance of electronic city can be evaluated from different views. In urban managers view, making of electronic city can lead to facilitating in doing activities, clarifying in presenting services and using of peoples ideas. In citizens view, getting services by this way in every time and place, is a suitable opportunity for their satisfying.

### **Advantages of making in urban managers view**

- Making of data base
- Increasing of mid part communication.
- Contributing in information sources.
- Management efficiency and improving of making decisions processes.
- Better determining of problems and city weaknesses.
- Increasing of controlling power on city.
- Saving time and cost.
- Providing of internet services with high rate and quality for citizens.
- Providing of different educational canals and lasting educational environment.
- Improving of life quality for people.
- Presenting of one step services to citizens.
- Strengthen of business competition in city and making of more business opportunities by electronic business.
- Better communication of different urban organizations and organs.
- Increasing of people contribution in city handling.
- Reducing of city traffic based on using of internet in urban activities of citizens.
- Reducing of air pollution with reducing of urban traffic.

- Unifying of more investing on modern methods of city handling.
- Facilitating in solving problems in city by direct communication of urban managers to citizens.
- Making of suitable domain for new idea and creativities in managing of cities.
- Saving in time and energy.
- Preventing from more investing on old methods of city handling.
- Making of essential infrastructure for following developing of city.
- Reducing of bureaucracy corruption by clarifying of processes.
- Increasing of discipline in city activities by using of comprehensive information system.
- Increasing of people awareness.
- Urban fixed income by making of stable system of money circulation in society.
- Transmission of culture and beliefs.
- Managing and controlling of urban department.
- Making of area for using of international business in managing of cities.

### **Advantages of making in citizens view**

- Better handling.
- Accessibility to required urban information database.
- better determining of problem and city weaknesses to improving in making decision in some of the life processes.
- Saving in time and cost.
- General improving of life quality.
- Getting one step services.
- Using of suitable business opportunities by electronic business.
- Better communication with different urban organizations and organs.
- 24 hours accessibility to urban services.
- Increasing awareness.
- Using of internet services with high rate and quality.

### **Concept of urban management and city hall**

Complexity and extensiveness of urban issue and its development and growth, led to making city management difficult. In addition to, issues including environment, transportation, safety and urban planning, one of most important factors influencing on urban organizing factors is urban management. If city is considered as an organization it is necessary to have elements for future planning and current affairs handling. This element is called urban management. There are so many problems in city that for its solving and responding to requests in social life, urban management is necessary, this fact is particularly very important in services and public

developing so affairs such as providing health, cleaning of city environment . making and protecting of green place , providing of city and citizens security, is required a organization with specific institute that desirably formed urban management. so urban management means organizing of factors and sources for responding to citizens needs and including planning implementing ,controlling supervising, and directing, that for imposing power should derived from citizens willpower and social rules.

because urban management in spite of its nature has similar concept with city hall as urban management organization, it is inevitable that considered to city hall conception. organizational element in system of city handling in country is a general nonpublic organization called city hall. It can say that "city hall is an organization that citizens form it with itself natural rights and volition that given by law to make and handle public facilities , impose and implement of urban regimes and meet of local common needs and giving it authority and representative that getting charges from citizens and user of services by fair and logical way." According to article 5 of law public measurements "city hall is a general and non public organization that having status and legal independency and is under control of city council that chosen by people and government supervision is established by interior ministry for implementing of duties that listed in law of city halls. according to noted definitions it can say that definition of urban management( based on view that is equal to city hall ) is handling of non public organization that established for meeting of local needs of citizens in city and on behalf them and based on law and having organizational independency in its own activity range.

### **Electronic city hall , most important electronic city line**

Up to now, urban management has'nt established in its real word in Iran. and its duties isn't shared among different organizations including city hall. so there was room for hope for establishing of electronic city with city hall orientation But why in Iran and other countries, electronic city is significant with city hall orientation, because,

- City hall is the biggest producer of urban data.
- City hall is the biggest users of urban data in management and urban planning.
- City hall is the widest service organization in contact with people.
- City hall is the widest organization in different duties.
- City hall is the most important organization in hand over Office work to private department.

- City hall is the most suitable organization in specialized work, infrastructure management, and general distributing of facilities
- City hall is the most active required census canal in urban, regional , national planning.
- City hall is the most reliable urban data base.

### **CONCLUSION**

Increasing development of cities in world and its computerized show that world is increasingly changing. history show that every country understand new reforms earlier and fast and implement it have successful future. today, information and giving information is considered the most strategic tool for managing and appropriate handling of all economical, social, cultural, political departments. So importance of information in making decision, information technology in world is increasing developing . and affected all daily activities of human in urban range , cities and electronic city halls are emerging and in near future, change all of the urban services.

whatever is interpreted from noted items is that in a electronic city work can be done easier and more reliable. impact of using information and communication technology is studied from different aspects. in managers view this phenomenon can led to facilitating in doing of activities, clarifying in giving services and using of citizen ideas. also in user view, getting of services in every time and place is suitable opportunities that having their satisfying . while if urban managers and citizens get familiar with all dimensions using information and communication technology in form of city, city hall, and electronic citizen and accept it, developing rate of this phenomenon is more and increased chance of good city and respondent.

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