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Social, Economic, and Environmental Development factors (SEED) to foster Collaborative Sustainable Development for SMART and Digital Initiatives

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A B S T R A C T

As governments seek to identify pragmatic ways to deliver services in the digital age, it is necessary to modify the methods for implementing new mobile technologies to achieve long-term success. Hence, comes the need for SMART governments in all the areas whether technological, governance, business, or sociotechnical. However, several factors influence the SMART government mobile factor for the digital transformation. This paper deals with the ways to provide a methodological framework called SEED framework for the introduction of the digital transformation of government that can address the difficulties to meet the objectives of the smart mobile factor. This research paper emphasizes extensive methodological planning through carrying out surveys for four different companies in the UAE. This comprises employing a research strategy to collect data through questionnaires and then applying analytic techniques to determine the research findings.

1. INTRODUCTION

The use of information and communication technology (ICT) to assist government functions, services, and people's participation in social-economic, and social development, political processes, and overall quality of life is known as digital or smart government. Mobile marketing's recent expansion has been ascribed to rapid technological advancements and shifting market conditions [1][2]. It is believed that to induce the ability to elicit an adequate level of engagement, business owners have always needed a good awareness of customer behaviors, consumer behavior patterns, and data segmentation [3][4]. Because of the pervasiveness and efficacy of mobile digitalization, this intrinsic ability to engage directly with the customers and elicit a response can be greatly enhanced [5]-[8]. When used intelligently, the mobile aspect of the digital transformation can create a synergy that boosts the chances of multiple business approaches succeeding [9]. As a result, it is suggested for the companies to become more familiar with the application of mobile as a part of information and communication technology, which includes smartphones, telematics, and personal digital assistants (PDAs) [10]-[14]. Smart government is considered as the management of governmental and administrative business activities using digitally coordinated information and communication technologies (ICT). Smart digital governance takes advantage of the expert interconnected smart devices and cyber-physical networking systems to fulfill the government duties more efficiently and effectively [15]-[18]. It's all about long-term government and administrative acts in the age of the Internet of Things (IoT) and Internet of Services, which are established based on the Internet of Data, the Internet of Systems, and the Internet of People [19]-[22]. This comprises local and municipal

governments, regional and provincial governments, national and federal governments, and supranational as well as global governments [3][23][24][25]. The concept of the SMART government is all about putting technology to work for strategic train decision-making and effective planning [26]. It's all about enhancing democratic procedures and changing how government services are delivered [27]-[30]. It is a newer kind of government that is data-driven, citizen-centric, and performance-oriented, which has its foundation in information and communication technology. Telecommunications and Digital Government Regulatory Authority (TDRA) has been attempting to implement smart government, and the UAE has been at the forefront of this effort; according to a survey held by UN Smart Government conducted in 2012, the UAE scored seventh in the 'online service index [31]-[35].' Given the survey's encouraging results, Sheikh Mohammed bin Rashid Al Maktoum has announced a new "mobile government" program that gives consumers a wide range of services [36]-[39]. As the SMART government seeks to improve service quality while lowering costs, mobile technology is one of the useful tools for minimizing the effort while enabling improving management and administrative services, As a result, mobile technology is regarded as a vital aspect of digitalizing and smart factors, allowing the improvement of services by implementing a variety of innovative technologies [40]-[44]. The purpose of this research is to propose mobile technology-based SMART government technological advancements that can aid in making the mobile aspect work also by improving the organizational and governmental performances. Hence, qualitative research was carried out, to meet the demands of the topic analysis on how to measure the mobile aspect of digital transformation and take steps to improve it by using the data gathered through the questionnaire-based approach as a form of secondary data to support the literature research.

2. LITERATURE REVIEW

[4] performed research on the Internet of Things (IoT) enabled smart government which used the mobile-based approach of the digital transformation to unlock the dormant perspective of the smart government apt in delivering the services of the public value and public interest [45]-[51]. A framework for mobile internet of things enabled smart government service delivery was established in this study [52]. At the federal level in the United States, this framework was implemented to undertake case study evaluations of the SMART government digit policy, Internet of Things cybersecurity policy, and the use of mobile-based factors in major application fields [53]-[59]. The findings demonstrate that some institutions were purposeful and foresighted in their funding and collaboration with sub-national governments to promote IoT deployment [60][61]. National IoT policies, on the other hand, are still crucial for promoting systemic IoT deployment throughout application areas [5][62][63][64].

A study conducted showed that it is crucial to grasp the driving elements involved in the technology adoption and implementation which requires a thorough understanding and acceptance of the public towards the technology [65]-[69]. The goal of this research is to figure out how online personalization affects consumer technology acceptability in an E-Government scenario [70][71]. The effectiveness of mobile digital personalization as a moderating factor was investigated using a contemporary consumer acceptance theory [72]-[77]. The findings indicate that, in some situations, inculcating the use of mobile technology and digital transformation through a webbed SMART reference and content applicability has a considerable mediating impact on the link between the variables and user acceptability [6][78][79][80][81].

Within the SMART government approach, Bertele [82] has highlighted three domains for research. Appraisal of the role of mobile internet factors; user-centered assessments that emphasize the responses of the public to the smart government; and studies that analyze technology evolutions to foresee prospective emerging technologies and their effectiveness are some of the areas covered [83]-[87]. This research adds to the development based on the analytical evaluation of user behavioral characteristics in mobile Internet environments [88][89]. Second, it establishes a comparison framework that alerts the organizations to the increased connectivity at their disposal and shows the essential aspect by which they can design engaging and effective SMART government strategies to make the mobile

aspect work [90]-[94].

[8][95] presented in their study that there are a variety of m-government elements and influencing factors that must be investigated to identify a comprehensive approach to smart government. According to them, there is a significant gap that must be bridged for smart government aims to be accomplished using digital transformation [96]-[100]. Many emerging countries have not been serious about informing their citizens about the importance of employing smart government or m-government, as both professionals and academic experts have pointed out [8][101][102][103].

A study conducted by [9] explained that one of the pillars of smart government is mobile technologies; yet, the technologies that are now accessible are not well received by end-users [104]-[108]. the Mobile technology s has enormous potential to become one of the most efficient and productive instruments for governments to provide services to the general public, as well as to oversee, govern, and manage societal needs and responsibilities, as well as to improve people's welfare [109]-[114]. The primary aspects that influence the user acceptability of digital government services are discussed [115]-[121]. Because smart government is a relatively new topic, there is a lack of literature that can help identify the characteristics that influence the acceptability of such smart services [122][123]. The goal of this research was to identify the elements that will increase end-user acceptability of E-government services delivered via mobile technological devices, hence guiding the effective implementation of smart government initiatives.

3. METHODOLOGY

3.1. Framework for Successful Implementation of SMART government

A mobile-based architecture of ICT (Information and Communications Technology) attempts to foster collaborative sustainable development by focusing on technical innovation initiated by the government for the inculcation of the SMART government factor. The study approach for managing mobile technology-enabled smart government changes was undertaken using several research frameworks collected through a comprehensive literature review. The 'SEED Framework for Digital Transformation' [10] has been proposed as a framework for mobile Smart Factor and digital innovation through which the local resources will be empowered and the sustainability goals can be achieved by a locally-led innovation lifecycle. The proposed 'SEED' (Social, Economic, and Environmental Development) framework is employed to establish an ecosystem for the community to uncover development potential on this mobile technology-enabled platform. This is a method for software developers and service providers to pool their collective intelligence [11]. For smart government transformation, the focus is on a value-based cooperation strategy involving different groups in both the public and commercial sectors. This allows for more efficient resource use through shared expertise and process automation, as well as the development of long-term social equality. A cross-sectional qualitative method was employed to validate the proposed framework of smart government transformation through mobile innovation. The six phases of the SEED framework include:

- Needs: Identify Needs and Opportunities
- Strategy: Identify Stakeholders and Partnership Strategy
- Incubation: Project Incubation and Crowdsourced Innovation
- Localization: Customization and Knowledgebase Refinement
- Evaluation: Project Evaluation and Impact Investment
- Creation: Technology Transfer, Business and Job Creation

3.2. Research Design

As the subject problem of the study was 'What are the variables that influence the SMART Mobile Factor and how these are related, interrelated to make Mobile aspect works for improved effectiveness and continued sustainability?', a qualitative analysis needed to be carried out to find out the degree to which these parameters impact the attitude, behavioral intention and actual effectiveness of the mobile aspect of the smart government through digital transformation [12]. The study design and methodological approach included two parts: a literature analysis that led to the formulation of a framework for the digital transformation of government and a qualitative approach that was conceptual and premised on a series of well-structured questionnaire-based interviews which were

adopted to find ways for improving the variables to improve the Mobile aspect of the smart government. The study questions were accurately extracted, validated, and then categorized within the subject variables which were then compared to the literature. Concerns about trustworthiness were identified and addressed, as is essential for any good research project. Furthermore, the limitations, constraints, and ethical clearance challenges were discovered because no suitable research could be carried out efficiently without mitigating the developing error because they can cause divergence in the obtained data, resulting in wrong results.

3.3. Analysis Approach

The elements on which the research was carried out were the heads of established enterprises of information technology or transformation departments or corporate divisions, for the plain reason that they have direct knowledge and dealing experience with the smart governance projects within and outside their organizations. As the goal of a research methodology must be to support and guide the entire transformation process, hence the questions included in the research process were ought to be cross-cutting rather than confined to a single variable [124]. [10] demonstrates the value of qualitative research methodologies to ensure that a large amount of data on a subject can be accessed and searched. A questionnaire is used to test hypotheses and mutual relations to investigate relational relationships between several variables in this study [11][125]. Because Smart Government is a novel system, several organizations were chosen, which guaranteed that the researcher employs the correct target sample of smart government participants. Furthermore, the researcher investigates the aspects that influence employees' and authorities' use of smart mobile devices.

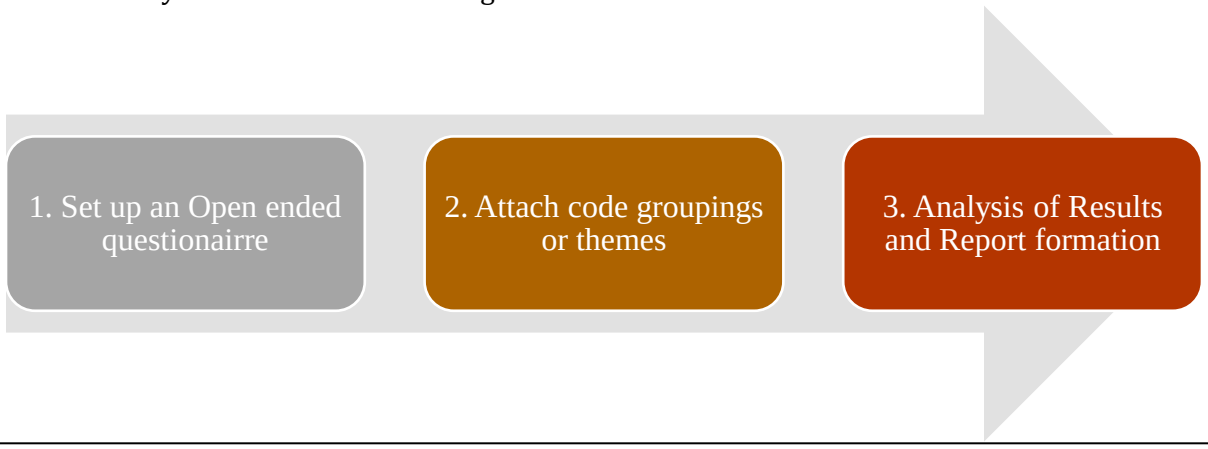

Fig. 1.0. Analytic Approach for gathering data

Step 1: To collect extensive information from respondents, an open-ended questionnaire was set up and used. Open-ended questions allow for an infinite number of responses, allowing for more diversity in the research data. Each form showed raw data in the same way that the questions and responses were posed [11][126][127]. The researcher then checked for inaccuracies while simultaneously checking the questionary and making necessary corrections. After that, the approved data was organized, handled, analyzed, and saved for future use.

Step 2: According to [12][128], the codes that are generated for a qualitative study require an organized framework. As a result, based on the literature, the researcher deduced significant codes and code groupings or themes. The deductively developed codes and code groupings in response to specific study issues.

Step 3: Finally, the results were analyzed and a report was created. It was made sure to undertake data analysis after each interview throughout data collection and processing so that she could inductively discover emergent themes or sub-themes that could be tested.

4. RESULTS

The following sub-sections present the results relating to this research question, as they were gathered from the interviews. The following responses demonstrated the strategic importance of innovation within the firms [129]-[134].

Breaking down all the interviews and depending on the answers provided by the members of leading organizations, we came to the conclusion that innovation is a complex process [135]-[140]. We can weigh the benefits of innovation and smart mobile aspects all day long but implementing the digital transformation is another thing. The process innovation can enhance the performance of the firms in a big way improving data handling, customer care support, market stability, data backup, and can give them little advantage over the competitors as well [141]-[146]. The technology and applications, the moods of customers and their changing requirements, the shelf life of products [147], and all these kinds of things lead to the need for innovation and from all the interviews one thing is clear that even the big firms are willing to adopt new technologies and SMART mobile aspect to push their benchmarks even further [148]-[153]. The theory of creative destruction highlights the necessity of innovation in gaining a competitive advantage over non-innovative competitors [13][154]. In other words, product and process innovations can be viewed as a long-term route for facilitating economic growth and performance [155][156]. Firms require external partners in R&D operations in order to grow and retain competitiveness and economic success [157]. Open innovation is supposed to assist organizations in moving beyond established operating patterns and breaking down firm borders. When opposed to gradual innovation, radical innovations are intrinsically more uncertain and complex, necessitating demanding talents [14][158][159]. Radical innovation enables businesses to increase their value, rarity, and inimitableness, allowing them to keep their competitive edge. The interaction coefficients between product, process and open innovation are highly significant in the majority of categories of social contribution [160]-[163]. The fact that these relationships are significant in cases of social contribution suggests that corporations that are more innovative are likely to undertake corporate social responsibility toward local communities.

5. DISCUSSIONS AND ANALYSIS

According to the survey carried out and the literature review, it was found out that, consumers must guarantee that the mobile technologies they use are customized using the model they have been introduced to by the government. Social influence, danger, and trust are examples of challenges that have been overlooked [12][164]. Through the survey, it was discovered that there were factors like perceived risk, perceived compatibility (PC), confidence in technology, awareness, social influence, and facilitating condition, which plays their part as some of the important independent variables discovered in this study to actively impact the behavior of users of various smart government services [165]-[167]. Governments can improve their work capabilities by implementing platform-based transformation [168]-[173], which is a plan for acquiring mobile technology to watch, report, gather and analyze data while also distributing and disseminating it to various stakeholders [174]-[179].

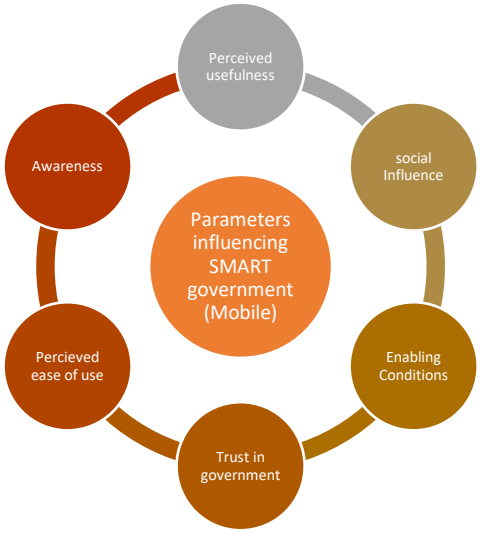

Fig.2. Variables Influencing the SMART Mobile Factor

Analyzing the data gathered through the research it was found that many users in developing nations who have been approached with the concept of using SMART government services, though have expressed interest and agreed to try out the services but only to assess their functionality while they were more likely to try out services that were well-known and identified [180]-[184].

5.1. Research Analysis

Research-based on the theoretical framework and related earlier studies discovered that:

1. There were statistically significant links between the multitude of benefits offered by SMART government through mobile aspect and employee satisfaction for smart services,
2. The more the degree of clarity and efficiency with which SMART government can be accessed using the mobile aspect, the greater was the readiness and greater use of smart government.
3. The application of mobile digital transformation to ensure Quality, Ease of Use, Availability, and Performance is linked to the expansion of the smart government concept.
4. Almost every approach identified a link between the necessity of smart government and the application of the mobile aspect.

6. CONCLUSION

With the aid of the SMART mobile factors, governments and organizations can think of new ideas to cut expenses and solve organizational challenges by establishing new procedures and implementing proper and consistent mobile technological processes. Here, mobile technology can be a powerful tool for improving public sector services and fostering more transparent, innovative, and open systems. Despite the problems that government encounters in adopting these new approaches, tools, and techniques, innovative models like SMART government, ITC, and digital transformation have become a crucial element for improving services through the deployment of a variety of mobile technologies. SEED framework can be proved beneficial for the successful implementation of SMART government and to encounter the factors that influence the SMART mobile factor. On the other hand, smart governments can easily avoid any type of failure that may be found based on numerous variables of the mobile aspect which are identified and given solutions in this research paper. The study presents various elements that have been identified as impairing the mobile approach to adopt smart government factors that must be addressed, but it is also necessary to consider the study's limitations, which include the fact that not all parameters influencing have been considered. Additional parameters must be considered to ensure inclusivity.

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Appendix

Company Pseudonym	Industry	Country	Informant Pseudonym	Position
Automech Engineering	Engineering	UAE	Dennis Mallari	Implement Engineer

Company LLC				
MBC Group UAE	Investment	UAE	Mohamed al-Mehairi	CEO
Advacomm	Telecommunications	UAE	Noomen Benet	Network Engineer
National General Insurance Co.	Insurance	UAE	Gaurav Bajaj	Executive Vice President

Interview 1: Dennis Mallari

Is there a SMART government strategy in place at the company, which aims to ensure both small, incremental improvements and significant breakthroughs?

- Mr. Mallari: "Adopting data science to control and manage all the data helped the company to grow and reach the goals that were not possible before. New benchmarks are set every day and quality of service improved significantly"

How sustainable development can be achieved through the implementation of the Smart mobile factor and what are the limitations?

- Mr. Mallari": "Digital revolution allowing the government sectors to implement changes that can help in achieving the sustainable development for all the sectors. Skill levels need to be enhanced through to implement the change."

Which tools are essential for a company's mobile aspect to be implemented and managed successfully?

- Mr. Malari": "Digital revolution allowing the government sectors to implement changes that can help in achieving the sustainable development for all the sectors. Skill levels need to be enhanced through to implement the change."

Which SMART government measures about employee connectedness have been adopted to help promote employee satisfaction?

- Mr. Mallari: "Distributed systems allow the employees to work on the same project at the same time allowing everyone to access the data and give their input at the same time."

Interview 2: Mohamed al-Mehairi

Is there a SMART government strategy in place at the company, which aims to ensure both small, incremental improvements and significant breakthroughs?

- Mr. Mehairi: "Automation is playing a crucial in dealing with clients and providing the customer support that was not possible before smart digital transformation"

How sustainable development can be achieved through the implementation of the Smart mobile factor and what are the limitations?

- Mr. Mehairi: Human capacity and demographic advantages are helping in creating a diverse working environment allowing the employees to benefit from the skills of each other. The limitation is still revolving around the people getting along.

Which tools are essential for a company's mobile aspect to be implemented and managed successfully?

- Mr. Mehairi: "Wireless network sensors are catching my attention for a while now and I think in the future they will be dominating in the majority of the fields"

Which SMART government measures about employee connectedness have been adopted to help promote employee satisfaction?

- Mr. Mehairi "Smart backup framework in investment sector keeps the privileged data stored even if any of networking node fails to allow the employees to feel secure regarding their progress with clients."

Interview 3: Noomen Benet

Is there a SMART government strategy in place at the company, which aims to ensure both small, incremental improvements and significant

breakthroughs?

- ~ Mr. Benet: "Predictive algorithms are allowing the government to predict market dips and investment opportunities and cashing them are making more sense now."

How sustainable development can be achieved through the implementation of the Smart mobile factor and what are the limitations?

- ~ Mr. Benet: "Smart networking allowing the cities to transform into digital hubs and all telecommunications sector is revolutionized and true smart architecture can be achieved. However, keeping up the networks all the time and rectifying the bugs is a big hurdle now.

Which tools are essential for a company's mobile aspect to be implemented and managed successfully?

- ~ Mr. Benet: "Mobile apps are playing a major role in making the investment sector digitally strong and allowing the companies to achieve the true concept of smart."

Which SMART government measures about employee connectedness have been adopted to help promote employee satisfaction?

- ~ Mr. Benet: "Entering in the era of the smart mobile framework, new technology is introduced. Employees are engaged to test the applications and give their feedback and strengthening the bond at the same time"

Interview 4: Gaurav Bajaj

Which SMART government measures about employee connectedness have been adopted to help promote employee satisfaction?

- ~ Mr. Bajaj: "Sensors and Internet of things have paved the path towards digital globalization allowing the company to target the clients that are willing to avail the services rather than going blind."

Is there a SMART government strategy in place at the company, which aims to ensure both small, incremental improvements and significant breakthroughs?

- ~ Mr. Bajaj: "Sensors and Internet of things have paved the path towards digital globalization allowing the company to target the clients that are willing to avail the services rather than going blind."

How sustainable development can be achieved through the implementation of the Smart mobile factor and what are the limitations?

- ~ Mr. Bajaj.: "To achieve sustainable, environmentally friendly culture needs to be promoted. Less paper and more electronic data sharing are implemented and encouraged. Still, a complete change over might require more time."

Which tools are essential for a company's mobile aspect to be implemented and managed successfully?

- ~ Mr. Bajaj: "Insurance sector is moving towards voice technologies giving them an extra advantage to deal with current customers and potential customers smartly."