

## Chapter 72

# Future of Smart Cities in the Knowledge-Based Urban Development and the Role of Award Competitions

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### ABSTRACT

*This study investigates the role of King Abdullah II award for excellence in government performance and transparency in the making of a successful smart city. In order to achieve a better view to support smart city initiatives process and validate the research, the study conducted several interviews with all managers of Amman municipality directorate to collect the primary data of this study. Further, a qualitative research was performed. Having reviewed the existing literature, Researcher determined the role of knowledge based urban development as a new paradigm in managing urban planning and development in order to ensure Amman city is competitive in the global market. The results concluded that greater Amman municipality applied sufficient knowledge, technology, infrastructure, skills and leadership to winning at King Abdullah II award for excellence. In the light of the literature and case findings, the paper provides recommendations for the Amman municipality and to Arab regions that are working hard to develop smart cities and seeking a global recognition.*

### INTRODUCTION

The King Abdullah II award for excellence in government performance and transparency which established by a royal decree in 2002 to develop and improve the performance of the ministries and public institutions in serving the Jordanian community and investors by increasing the awareness of distinguished performance concepts, quality and transparency and highlighting the exceptional efforts of the public sector institutions whilst presenting their accomplishments in the development of their systems and services. This award has been positioned local municipality boosting the innovativeness of cities

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and regions have gained significant interest (KAA, 2015). Like this award have been positioned as an example of such methods: innovation awards or prizes have for long been discussed as important incentives for private firms to invest in R&D and other innovation activities (Kay, 2012; Williams, 2012). Innovation awards have already received professional attention from the city planners in regard to the concept of smart cities (Makkonen & Inkinen, 2014). The King Abdullah II award is also designated to aid the optimization of the local business environment for innovative talent, this Award is considered the highest award of excellence for the public sector on the national level (KAA, 2015). The Award aims to enrich the culture of excellence in the public sector, which is based on three main pillars: customer focus, results orientation and transparency.

The city of Rotterdam has plans for linking innovation awards in their policy to characterize themselves as a smart city (City of Rotterdam Regional Steering Committee, 2009). Thus, there is a potential but still underutilized connection between innovation awards and the urban knowledge-based development. This study aim to review the future of smart cities in the knowledge based urban development innovation awards in relation to the concept of smart cities and to conclude with a policy discussion concerning the use of innovation awards as a government policy instrument as well as a tool for developing smart cities. The distinguished institution is the institution that achieves and maintains superior performance levels meet and exceed the needs and expectations of all stakeholders involved, and a culture of excellence based on the adoption of a set of values and a commitment by all employees in the organization. King Abdullah II Award criteria for excellence in government performance and transparency (excellence model) represented on nine criteria, five of which are “enablers “, and four are “results”. Standards cover “enablers” what you are doing any institution and how to do it. The standards cover the “results” achievement of any institution. “Results” comes a product of the “possibilities (means)”, and is improving the “possibilities (means)” Through the feedback of the “results”. Each of the nine standards has its own definition of standards, which explains the general meaning of that standard. To illustrate the general meaning, we find that each standard is supported by a number of sub-criteria, which is a more detailed items are examples of a general practice or applied in distinct institutions and what should be taken into consideration during the evaluation process.

Finally, there is within each sub-standard pilot point, many of these pilot points to the basic concepts related to the previously mentioned directly. The use of this guideline points is not mandatory, as the intended striking examples to help explain the sub-standard (KAA, 2015). The success to reach smart city will depend on running development on different attitudes of cities life. Yigticanlar (2012) mentioned different development fields toward smart city; these fields include economic development, socio-cultural development, institutional development, enviro-urban development, effective use of social and human capital and management. A smart city is a city that is purposefully designed to nurture knowledge (Dvir & Pasher, 2006). Chatzkel (2004) defined smart city as a region that bases its ability to create wealth on its capacity to generate and leverage its knowledge capabilities through knowledge-based extended networks formed by enterprises and people. The importance of this study to find the role of the King Abdullah II award for excellence in government performance and transparency to show the real reasons that encourage or impede the transformation of the Amman city into a city based on the knowledge economy. Knowledge city is considered one of the major contributions to get sustainable and continuous growth (Shaqrah, 2014). The development of cities has been shifted in recent years from being the responsibility of governments alone to be the responsibility of all participants of cities which requires effective solutions.

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