

Smart city, smart administration and sustainable development

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Abstract

Good society should recognize the past to build the necessary policies for the present, in order to ensure continuity and sustainability of development. Smart city pointing efficiently all natural and human resources ensures an increase in individual and social life. Smart City requires: more citizens, more education, and more professionalism. Secondary data and qualitative method of data collection through semi-structured interviews of public administration representatives about sustainable development issues related with public administration. 14 interviews were developed with public administrative representatives. The results show that the public administration has the main responsibility in providing services to meet the needs of "smart citizen ". The smart administration deals with smart and "open" managers that with their professionalism and citizenship are able to use the most efficient instruments to carry out their mission. Albanian public administration was is far from the concept of an efficient administration. The legal framework that frames its activity during 25 years has undergone some significant changes, which substantially damaged its sustainable development. The philosophy of these changes is not based on organic need of development services to the people but in the political approach that facilitates the political parties to have under their control public administration. Instruments used to educate a free thought are a necessity for the Albanian society. Philosophical education has its primary role to educate and increase the values that transmits human capital.

Keywords: philosophical education, smart city, sustainable development, smart administration, citizens.

JEL Classification: Q01, R10.

Introduction

Sustainable development has brought to the fore the functioning of the concept "smart city". But what does this intelligent city represent? Like any other concept "smart city" has evolved passing through very short periods of time. At the very beginning, related to the digital era "Smart City" was identified with "Digital City". Further on it was concluded that the digital city could not be referred to as being intelligent without its social organisation. Today it has included even the necessity of the society to live better and with quality. Hence, a natural, political, social and educational environment is requested to facilitate and satisfy the expectancy of the postmodernist man. Although there is not any final definition for such an intelligent city, its content has been already determined.

Smart cities and philosophical education

The logic of a "smart city" is based on the need to live in an ideal city, when cities in themselves are being transformed in super cities. Firstly, the logic of a smart city is based on the concept of stability.

- Technology, projects and policies tend towards an idea: the future is guaranteed if it is strongly rooted in the present and past. This means that the society must know the past thoroughly (in general, aiming at recognising weaknesses, shortcomings and failures) in order to develop necessary policies for the present to provide the continuity and stability of development
- In an intelligent city minimal demands are asked to be minimized and there is the tendency to meet the maximal demands of the society.
- The intelligent city must be an urban model; having the ability to manage and guarantee an increasing quality of social and individual life, effectuating all natural and human resources.
- The intelligent city should respond to the rising needs of the society and its individuals. That is why intelligent governance is in need.
- The success of the intelligent city is closely linked with technology, environment and natural resources. The latter remain the essential object for the realisation of this smart city.

How has the concept on the intelligent city changed through years?

As it is noticed above, the evolution of the content of the concept "smart city" results as follows:

- a- We are living in times of gigantic changes, which are focusing more than ever on two elements: man and technology.
- b- All approaches undoubtedly are linked with the individual on whom all needs and qualities of life focus.
- c- A smart city cannot be realised without a smart governing, a smart public administration.
- d- There cannot be an intelligent city without an intelligent society because the latter will require more from the citizen; more civility, more education and professionalism.
- e- The most substantial element of the "smart city" is education.
- f- Under such circumstances philosophical education gets a new dimension: education with civility and the capability of thinking, judging and acting starting from their selves.

Methodology

Secondary data and qualitative method of data collection through semi-structured interviews of public administration representatives about sustainable development issues related with public administration. 14 interviews were developed with public administrative representatives from different governmental institutions such as Ministry of Social Welfare and Youth, Ministry of Education and Ministry of Health. Intentional sampling was used in this study, which is based on attempts to select the beneficiaries who meet the investigation criteria which have an experience in public administration (Coyne, 1997, 623). The interviewing process was interrupted when the theoretic saturation was reached, so there was no need for the interviewing process to continue. Semi-structured interviews were conducted to gather information on a series of issues. Patton (1990) suggests some ways of constructing questions that provide access to get information on people's experiences.

The questions of the research guide attempt to collect information on various dimensions. The guide incorporates several sections: (i) public administration and sustainable development; (ii) smart administration and smart city; (iii) public administration into intelligent administration. After each interview, all of the data recorded on audiotape were transcribed immediately in order to ensure that the information was consistent with the context within which the participants communicated it. Transcripts were read several times so that the researchers became familiar with and had a deeper understanding of the collected information. The transcripts were reviewed repeatedly, and prominent observations were organized into categories and coded. This process

was an attempt to permit the text to suggest the coding and analysis topics, as well as to restrict the prejudgments of researcher when choosing the topics.

Results

Sustainable Development and Albania

During these 24 years, after the transformation of the system from communism to democracy, Albania, under popular perception, has traversed insecurely and unsteadily and this has been clearly distinguished. This instability could be seen to a greater extent in the constant reforms which have exchanged one another without analysing firstly the results brought about by the previous reforms. The state representatives and governing policies indicate that they are far from the perception and demands for a sustainable development on a national scale. The major problems posed by the world for the creation of a smart public administration aiming at the creation of a smart sustainable model seem still too far from being outlined in the process of policy-making under Albanian conditions. An essential element in conceptualizing the idea of a "smart city" is being referred to as follows:

a. Public administration for a sustainable development

20 years ago it was believed that globalisation would bring the end of the city as a concept. At that time no one could think that the city would not see its end but on the contrary the city of the global epoch would obligatorily become intelligent. This meant that the city should have in its centre the individual with his/her freedoms, rights and duties. "Smart city" requires "smart people" and "smart people" require maximal services. Thus, "smart people" and "smart administration" make up the binomial trend of postmodernism. The cities of the future (within several decades 75% of the world population will live in cities), ask the intelligent individual to create an intelligent relationship with the society, nature and labour. So there are cities where the individual asks and tends towards services exploiting resources rationally; exploiting information effectively thus exercising his/her rights and meeting his/her needs.

The result of the study show that the concept 'service' is the core of the activities of the intelligent city. Individuals create hundreds of ties, networks and relations, having exchanges at their basis. The quality of such a service depends on two elements: needs and possibilities. Different individuals enjoy different needs and they orientate their exchange towards these needs. On the other hand there exists the possibility in the large market of exchanges to maximise the service for their needs.

When we speak of services it is impossible not to address the problem to the rapport between the citizen and administration. Public administration is what in a broader sense makes up a wide network of indispensable and inevitable services for the citizen. A smart rapport between them provides the possibility of the stability of development. The quality of the data transmitting infrastructure and their management influences the efficacy and efficiency of offered services to the citizen more and more. Public administration assumes in this way not only a multiple role but also one of great importance in setting up and promoting the "smart city". Why does it happen like this? The answer is found in its role as a promoter of interventions and coordination of development. Public administration implements the integration of various initiatives: it provides qualitative and quantitative data and information: it is the main responsibility of offering services and meeting the needs of the "intelligent citizen": it is the financial subject for services and their support and surely it must be a partner of other subjects and operators. It is not a coincidence that public administration is considered as an important link to guarantee a sustainable development.

b. The Concept of "Smart Administration" in the Context of "Smart City"

It is true that the concept of an intelligent administration coincides with the political and philosophical concept of "open governance".

Open governance in fact is the third phase of a new approach the government took over as a result of trying to adapt with new technology. One of the best connoisseurs of the society of

communicative means Manuel Castells says that << Internet decides via communication in a public Agora by selecting people without any distinction to give voice to their worries and share their hopes. Controlling the masses through such a public Agora is perhaps the most important issue of the policy created by the development of the Net >> (Castells, 2009, 178).

What did such a development of the technology of communication bring? Regarding the technology the results show that undoubtedly it brought the need of establishing of new rapports between the citizen and services offered. On the other hand, it brought the need to find and adapt the best forms of possibilities offered by technology to reach stability and development of the public administration itself. Internet networks have transformed their users not merely as consumers but as information producers. In fact through Internet the real war for real Freedoms is waged. It looks like a grass-root movement. Social networks are the instruments, additionally they are the sites where communication from underneath is realised.

This radical transformation in civil communication brought in respectively the necessity that governance should use technology to improve governing. Hence a new approach was born known as E-governance.

The Content of the Concept E-governance

- * Using informing and communicating
- * Offering qualitative information and services by the institutions
- * Raising the possibilities of the government to offer a better governing
- * Facilitating services for citizens

The fast distribution of such a model has become the trend of Public Administration. A few years were just enough to see the results. E-governance was widely elaborated in the language of politics and practices during Clinton's governance but it did not strongly affect the qualitative fulfilment of the needs and services offered to people. The cause was simple. The same manner of vertical acting and communicating, which had ruled before, was moved to the Internet. So technology had changed but not the content of thought and action. Consequently it became impossible to realise that real communication with the citizen even though information was transmitted faster than before.

The society of the 21st century could not develop according to the model of the 20th century society. This was more than true for the public administration and institutions, too. The need for a Smart Administration would mean the necessity for 'a Different Administration'. What would change in the concept of a "smart administration"? The kernel of the concept as being at the service of the citizen demanded the reshaping of the form and content of this administration. That is why, Smart Administration means:

- Sustainable development of informative and serving activities towards the citizen
- Smart and 'open' administrators with their professionalism and civility are able to exploit instruments efficiently in order to carry out their mission
- Open data which provide for the reshaping of relations between citizens and governance
- In democracy responsibility is required and explanations ask for transparency. In the contemporary democracy Freedom of information which on its part encourages explanations via transparency, is the most important expression of a deep national commitment to ensure Open Governance. The heart of this commitment as put forward by Obama: "is the idea that responsibilities must belong to the administration as much as they do to the citizens."

Based in the analyse of the results it is clearly seen that the concept of collaborating freedom and democracy lies in the essence of public administration transformation into the port-modern model.

In fact freedom as a model of thinking and acting is a real expression of a functional democracy. But viewed vertically this approach has to do with two pillars: on one hand a very skilful public administration, not simply professional but also well educated with a new way of thinking and acting on the basis of freedom, is demanded. On the other hand it demands educated citizens with freedom as a manner of thinking and acting. Both approaches consider Freedom as a responsibility. As a result the problem remains: all instruments which serve to educate a free way of thinking should be found. Certainly philosophical education has among all these integral instruments its primary role. The need of the society for this philosophical education is expressed by the strategy of philosophical education determined by UNESCO which is the need widely spread on a global scale.

c. Albanian Public Administration in need of being transformed into an intelligent administration

How are public administration and governance represented in the 21st century Albania? Based in the results of the interviews the public administration is in its content and to some extent in its form far from the concept of an efficient administration. The laws in force framing its activity for 25 years have experienced visible changes now and then, changes which have really damaged its sustainable development.

The Department of Public Administration (DAP) created by a decision of the Council of Ministers, Nr. 443, date 05.09.1994, as a unit within the structure of the Council of Ministers which in conformity with the programme of the government would implement studies, draft-laws and draft-bills. Two years later the Law on Civil Service, Nr. 8095, date, 21.03.1996 "For the civil service in the Republic of Albania" was endorsed. This law aimed at putting an end to the politicisation of administration, and building up a civil service based on merits. At the same time, a division between political and techno-professional functions on the basis of which it was thought that the system of career would work, was created. The endorsement of this law was followed by the decision, Nr. 657, date, 16.09.1996 "For some Regulations of Ethics in Civil Service". The object of this decision was improving the Albanian Civil Service and strengthening public trust and support towards it by determining behavioural rules and regulations of those persons working for the civil services. During 1996-1999, some lawful changes were passed, which aimed at the best applying of the law in civil services. In 1999 the Parliament of Albania passed the Law Nr. 8549, date, 11.11.1999 "The Status of the Civil Officer". The endorsement of this law on 27th of January, 2000, provided the possibility to start implementing a completely different system in managing human resources in the institutions of the central administration, independent central institutions and units of local authorities (districts and municipalities). Law Nr. 8549, date, 11.11.1999 "The Status of the Civil Officer" reconfirmed some institutions which would supervise the implementation of the reform in civil services by providing special and extended competences never seen or experienced before. Within a decade, public administration looked as if it had completed its whole legal frame to realise effectively its mission. Despite these interventions, the politicisation of the administration and moreover filling it up with partisan militants rather than professionals would remain the strongest criticism of all EU reports on it. In 2012 the Law on the Organisation and Functioning of State Administration came into effect. Again, as the result of political clashes in the country it was asked to amend the Law for the Status of the Civil Officer. After a lot of debates in October, 2013, the new Law Nr. 152/2013 "For the Civil Officer" was passed. This Law abrogated a series of legal acts.

Only one year after the consensual endorsement of this Law, the latter became subject of many changes which affected several articles and it is undergoing another phase of changes. These changes on the legal plane have created a somewhat unsustainable situation there at the detriment of the development and functioning of the Public Administration. The philosophy of such changes does not depend on the organic need to develop services for the citizen but on the political approach which makes it easier for the political subjects to establish their control over public administration. This method of thinking of the Albanian politics is the continuity of the psychology and mentality on state and public administration inherited from the past. State authority has always considered public administration as its property with which it guarantees its Power.

This wrong approach from the philosophical point of view has brought with itself a chaos in the way this public administration functions. Let us stop here for a while and analyse the vicious circle in

which this philosophy moves.

The concept of the Albanian for Freedom is a concept which has nothing in common with philosophical concept of freedom. Freedom and equality for the Albanian are expressions of his/her natural existence and consequently they are co-linked and co-inherited. Freedom, like freedom free of limits and equality like equality of values have taught the Albanian not to recognise the real freedom of mind (thought) and action. Clumsy (in his/her mind) in practice, the Albanian has tried hard to follow blindfolded 'number One'. This approach inherited from history seems being in the centre of the relations which characterise public administration. Thus, the functioning of public administration does not tend to improve the services towards the citizens but to improve behavioural conducts towards the One. This is approach nr. 1. The second has to do with the wrong concept on authority. Historically authority is considered as a personal merit and state as a property. The link between power and authorities has happened quite as historical symbioses from which only the citizen has lost. Considering state as a property might lead us to think that undoubtedly the administration has been considered similarly, as a property. That is why the freedom for intervention by the authority in the construction and functioning of this administration has this base of philosophy. The political colouring of public administration is an expression of lack of civic culture which in its core is characterised by deficiencies in the field of education by means of freedom of mind

The Model of Civil Officers in Albania

In theories on public administrators, there exist three methods mostly felt in relation with the role of the bureaucrat as an officer of public administration.

- Liberal Model of William Niskanen, according to whom the bureaucrat exercises some 'pressure' over politics to maximise the role of the bureaucratic budget
- Model of political preferences (with Von Galer as its representative) which pretends that politics takes over priorities to the bureaucrat and when policies are not clear and unsustainable then he/she might feel temporarily powerful.
- Model of bureaucratic structuring (with Patrick Dunleavy as its representative), which looks upon the bureaucrat as a means of politics to achieve electoral purposes and his/her power is based mainly on the fact that he/she controls the costs.

The bureaucrat in Albania seems to be near the third type. This exists as a result of the manner according to which public administration has been constructed in our country. Firstly the reasons are economical because of the limited budget of public administration, entirely determined by the state budget. Similarly the mission of funds distribution is full of political hues (which ask for consensus) rather than administrative. If we add to such factors the militant character of the process of officers' selection for public administration, the result is that our model appears mixed which complicates the managing role of the public administration officer and slows down the fulfilment of the citizen's needs.

Consequences:

Starting from the Albanian philosophy of organizing, functioning and using of public administration, it is concluded that our public administration is characterised by:

- The tendency towards politicisation, which influences not only the politically differentiated services but also ruining of the social cohesion that usually creates a functional public administration.
- The tendency towards corruption because of non-feasibility in finding financing roads and reducing costs, and the philosophy of 'the chair' (post) as private property has forced the population to have a high perception of corruption and studies of foreign organisms list Albania as a country with the most corrupted public administration.

- The tendency towards the lack of ethics. Russo stressed that "wisdom of power, operation of laws, honesty of those with authority, people's trust... are at the bases of institutions... and especially the general desire for the public well-being (Ruso, 1998). It is understandable that the citizen demands not only the service needed but also he/she wants to take it in a civil and ethical manner. Our officer is characterised by laziness and arrogance, which derive from our cultural heritage and the wrong comprehension of the position of a public administration.

Nevertheless, when we say tendency we mean the danger negative approaches carry with themselves. These are in fact the characteristics exposed by the officers of our public administration. This is not just a perception but a result of continuous conclusions from international institutions, which monitor the activity of our public administration.

Considering the actual demands for an efficient and effective public administration at the service of the individual's needs, our cultural heritage and shortages in moulding this individual with the freedom of the mind, the need for a sustainable education on the bases of philosophical education becomes indispensable. In tens of trainings organised by public administration there has not be detected a single model with a philosophical contemporary approach which encourages integrity via freedom of the mind or thought.

Conclusion

The use of new technologies in public administration which get introduced being dictated not only by the real needs for them but also by the demands of the international community (EU etc) pose the threat of being turned into an "iron cage" as envisaged by Weber, when he thought about the unity of technologies with the bureaucratic power. Technology and the use of networks and Internet alienate the bureaucrat physically from the citizen. Under the conditions when the citizen and bureaucrat become intelligent in their free way of thinking and cooperating, the relationship between the individual and public administration is in favour of stability. But when the two extremities of the rapport suffer from an unsustainable culture, which lacks an inner civil education, this unity is in fact a break of the rapport of the citizen with the state. This break leads to the alienation of the citizen, his indifference and all this might bring about animosity expressed in reciprocal relations.

That is why the return of attention to educational schemes has become emergent in order to confront with as little cost as possible the use of new technologies. In global developments it is quite impossible to think that special countries might follow their road without being crossed by these developments. Certainly Albania will follow the steps for the creation of a "smart city" model.

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Year 2000	Mid 2000s	From 2010
"smart city" as a digital one	"smart city" as a social all-inclusive city	"smart city" as a quality of life
ICT (information, communication, technologies)	Human Capital, civil inclusion	Governing, environment, services to citizens, qualities of life

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