Stakeholder involvement and Institutionalization of smart cities applications: A Case study in the City of Tshwane

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Abstract

The Fourth Industrial Revolution (4rth IR) has immensely challenged cities across the world to review, adjust, and recalibrate their strategies, systems, and processes to adapt to new ways of interfacing and engaging with their citizens/stakeholders. The study investigated stakeholder involvement in the conceptualization and implementation of smart city concepts in Africa. The study used the City of Tshwane, South Africa, as a case study. Empirical data was collected through interviewing local government practitioners in the capital city of South Africa. The study found that there is a need for engagements with communities. However, even though by law, municipalities in South Africa must consult communities, the study found that the level of stakeholders' engagement in the CTMM is at best minimal, if not non-existent. Where it happens, it is merely 'information sharing'. So, the CTMM needs to embark on dedicated educational programs as part of the stakeholder engagement process. The city also needs to establish dedicated ongoing focus groups with communities on smart cities applications. The reality is that not everybody will be served efficiently with smart technologies, and CTMM needs to find innovative ways to accommodate different stakeholder's needs.

Keywords: Smart cities, City of Tshwane, South Africa