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2025 Volume 3, Issue 4
Lecture Notes in Education, Arts, Management and Social Science
ISSN(Online): 2705-053X

# Innovation in Public Management in Smart City Construction

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**Abstract:** Smart cities are the current direction of urban construction and development. In the construction of smart cities, people use various advanced technological means, especially information technology, to improve the current urban situation and make urban life more convenient. Public management is an important factor affecting the effectiveness of smart city construction. In order to better enhance the effectiveness of smart city construction, China has begun to make efforts in public management innovation and take effective measures to improve the level of smart city development. Therefore, this article mainly discusses the innovation of public management in the construction of smart cities, and analyzes the significance of public management innovation in smart city construction and other related content. It is hoped that it can provide reference for relevant personnel, improve the level of public management, promote public management innovation, and strengthen the construction of smart cities.

**Keywords:** smart city; construction; public management; innovate

***Online publication:*** May 26, 2025

## 1. Introduction

With the advent of the information age, the construction of smart cities has also begun to receive social attention. The construction of smart cities has achieved significant results based on modern information technology. Smart city construction personnel have also begun to combine modern information technology with public management, realizing the digital transformation of cities and effectively improving the service level and public management efficiency of smart cities. Therefore, smart city builders should innovate public management concepts, take active and effective measures, empower smart city construction, and continuously improve people's quality of life and level.

## The Significance of Public Management Innovation in Smart City Construction

### 1.1. Helps to improve the efficiency of urban governance

How to improve the efficiency of urban governance is a question that people are considering in the construction of smart cities. In the context of the information age, smart city builders actively combine public management with modern information technology, such as strengthening the application of big data analysis technology and artificial intelligence

technology, which can integrate urban resources and effectively allocate and schedule them. This can achieve effective utilization of urban resources and improve the efficiency of public services. At the same time, smart city builders can also use big data technology to effectively monitor public management work, reduce human monitoring errors, and improve the efficiency of urban operations. Therefore, innovation in public management in the construction of smart cities can further improve the efficiency of urban governance and meet the basic requirements of social development for urban governance.

### 2.2. Helps to address complex and ever-changing urban challenges

The construction of smart cities faces a series of challenges, such as natural disasters, public health events, and emergencies. If public management innovation cannot be utilized to respond to and solve these urban challenges, it often increases the degree of damage caused by disasters to the city. In the construction of smart cities, people actively carry out innovative public management work, which can establish a sound emergency management system, improve the city's ability to respond to various risks and challenges, effectively ensure the safety of people's lives and property, and better enhance the resilience of cities, improving the ability of smart cities to resist risks.

### 2.3. Helps to strengthen citizen participation

Citizens are an important component of participating in the construction of smart cities and public management work. Only by fully leveraging the power of citizens can we jointly promote the modernization of urban governance and improve the level of smart city construction. In the new era, China actively carries out innovative work in public management, widely collects public opinion through social media platforms, online forums, and other means, understands public sentiment, and obtains the basic ideas and opinions of the general public on the construction of smart cities. This can strengthen citizens' participation awareness, improve decision-making transparency, and gain the trust of the general public. This achieves the goal of direct participation of the general public in urban construction and public management, and also improves the adaptability and effectiveness of policies.

## 3. Innovative measures for public management in the construction of smart cities

### 3.1. Strengthen the top-level design of smart city construction

Smart city construction is the current direction of urban development. In order to improve the level of smart city construction, top-level design should be strengthened in public management innovation work, and the overall goals and strategic path of smart city construction should be clarified to enhance the level of urban smart city construction.

Firstly, public managers in the construction of smart cities should conduct a needs analysis. In the demand analysis of smart city construction, public management personnel can conduct detailed analysis from six aspects: regional users, business, system functions, information resources, information infrastructure, and information resource integration and sharing, to clarify the basic direction of smart city construction. The analysis of regional users includes five aspects: government, developers, resident enterprises, residents, and visitors. The analysis of business needs includes five aspects: government oriented, developer oriented, enterprise oriented, resident oriented, and visitor oriented. Among them, government oriented mainly focuses on smart people's livelihood, and smart people's livelihood includes citizen services and enterprise services. Citizen services include community intelligence, business district intelligence, travel intelligence, education intelligence, medical intelligence, and elderly care intelligence. Enterprise services include investment and financing, financial support, entrepreneurship counseling, science and technology innovation cloud, and enterprise informatization. For developers and enterprises, the focus is mainly on smart governance, including safety supervision, urban management, urban operation, and market supervision. The system functional requirements analysis mainly includes basic service functions, e-government functions, urban management functions, livelihood service functions, and enterprise service functions. The information resource requirements analysis includes two aspects: core information resources and special service information resources. The information infrastructure requirements analysis includes smart

light poles, sensing equipment, building information communication, supporting transmission pipelines, and new city brain control center. The integration and sharing of information resources mainly involves the LaaS layer, PaaS layer, and SaaS layer of smart cities. Secondly, public administrators in the construction of smart cities should do a good job in overall design. The overall design includes three aspects: guiding ideology and basic principles, construction goals, and overall framework. The guiding ideology mainly comes from national policy guidance and local characteristic positioning, while the basic principles rely on five aspects: urban infrastructure construction, social livelihood development, urban development mode transformation, urban management innovation, and actual needs of smart cities. The construction goals need to fully consider the convenience of public services, the refinement of urban management, the livability of the ecological environment, the optimization and upgrading of the industrial system, and the optimization and improvement of the development mechanism. Finally, personnel responsible for public management of smart city construction should continuously optimize the overall design plan and innovate the design content. Society is developing and the times are advancing. In different periods, the construction of smart cities in China will have different characteristics, and people's needs for smart city construction in urban construction are also significantly different. This also determines that public management personnel in China's smart city construction should continuously optimize the overall design plan, innovate design content, and make top-level design more in line with the current urban development status and meet the basic needs of the general public.

### 3.2. Strengthen the construction of digital management platform

Strengthening the construction of digital management platforms can provide a carrier for innovative methods of public management personnel in the construction of smart cities. Therefore, in the context of smart city construction, public administrators should rely on modern information technology and continuously strengthen the construction of digital management platforms.

Firstly, public management personnel in smart city construction should establish a unified information platform to effectively integrate data and information resources from various departments in smart city construction, and achieve centralized storage, management, and application of data through cloud based platforms. At the same time, public management personnel rely on big data analysis technology and artificial intelligence technology to mine data in the construction of smart cities, providing decision support for public management personnel in smart city construction, and also providing better services to the general public. Secondly, establish a sound information sharing mechanism. In the process of strengthening the construction of digital management platforms, public management personnel in smart city construction should also establish an information sharing mechanism, strengthen the connection and communication between departments, enhance data communication between departments, ensure the standardization and normalization of information sharing processes, improve the efficiency of information resource application, and establish a sound information security management system[1]. At the same time, they should strengthen the screening of information risks, do a good job in data encryption transmission, permission control, and security auditing to ensure that important data information is not leaked, tampered with, or abused. Finally, pay attention to the construction of information sharing culture. In practical work, urban construction public management personnel should fully recognize the importance of information sharing, continuously enhance the initiative and sense of responsibility of information sharing, do a good job in information communication among various departments, and improve the efficiency of information application[2].

### 3.3. Strengthening the construction of public management talent team

The talent team plays a huge role in the innovation of public management in the construction of smart cities. However, in some cities in China, the professional quality and ability of public management talents still need to be further improved, which affects the effectiveness of smart city construction. Therefore, in the new era, it is necessary for China to strengthen the construction of the public management talent team, establish a specialized talent team, fully leverage the advantages of talents, and improve the level of public management innovation in the construction of smart cities.

Firstly, the management department of smart city construction can actively organize and carry out training work[3]. The training focuses on how to build smart cities, how to carry out public management work, how to achieve innovation in public management, and highlight the effectiveness of public management. It aims to enrich the knowledge reserve of public management personnel in smart city construction, improve their professional quality and ability, and enable them to better participate in the innovation of public management in smart city construction. Secondly, China should actively carry out the recruitment of public management talents, grasp the recruitment threshold, and improve the overall quality and level of public management talents. For example, public administrators have many years of professional experience, understand the characteristics of smart city construction, possess strong leadership, management, communication, and internal and external coordination abilities, and are familiar with various office software and network applications[4]. By increasing the recruitment requirements for public management talents, we can enable outstanding talents in society to enter the field of smart city construction, leverage their talent advantages, and improve the level of public management in smart cities. Once again, optimize the professional environment to better retain outstanding public management talents in the construction of smart cities, optimize the professional environment, and enable more public management talents to fully devote themselves to the public management activities of smart city construction. For example, local governments can provide broader career promotion and development opportunities and channels for public management talents, formulate preferential policies for talent introduction, reduce the living and working costs of public management talents, improve their sense of happiness in work, and provide them with housing subsidies, tax incentives, and support for children's education and other related benefits. This can strengthen the connection between talents and create a vibrant public management atmosphere for the construction of smart cities[5]. Finally, the public management department for smart city construction should strengthen cooperation with universities. Universities are important places for talent cultivation. In the construction of smart cities, Chinese universities have also focused on talent cultivation and provided a large number of excellent talents for the public management departments of smart city construction. Therefore, the smart city construction departments should actively establish deep cooperation mechanisms with universities, research institutions, and academia to form a comprehensive and multi-level talent cultivation system for public management in smart city construction, meeting the basic requirements of public management innovation for talents in smart city construction[6].

### 3.4. Reforming the governance model

The governance model is an important aspect that affects the innovation of public management in the construction of smart cities. Therefore, in the new era, it is necessary for China's smart city construction departments to actively reform the governance model, strengthen government civilian interaction, and continuously improve service efficiency.

Firstly, relevant departments in China's smart city construction should clarify the boundaries of their responsibilities and explore diversified governance. For example, in the construction of smart cities, public management departments should abandon traditional management concepts and change the idea that the government is solely responsible for grassroots governance[7]. They should transfer the functions undertaken by social organizations to these organizations and transform the outdated idea of treating the masses as the opposite, allowing more people to participate in the public management of smart cities. Secondly, in terms of strategy, China's public management departments for smart city construction should encourage more social forces to participate in public management work, clarify the boundaries of responsibilities between the government and society, fully leverage the active role of mass organizations such as trade unions, the Communist Youth League, and women's federations, and allow more workers, volunteers, and the general public to participate in smart city construction and play a role in public management innovation[8]. Finally, public administrators in the construction of smart cities should innovate governance models, actively explore governance models that are suitable for smart city construction, and make governance models better serve smart city construction and improve the level of smart city construction. For example, public management personnel in smart cities can actively explore a smart city governance model that uses "grid" as the governance unit, "network" as the operational support, "information" as the work support, and "one screen for global knowledge and one network management system"[9].

### 3.5. Realize intelligent urban monitoring

With the acceleration of urbanization, the construction of smart cities is also facing more problems. How to strengthen intelligent city monitoring in public management and timely discover problems in smart city construction is currently a question that public managers are considering. In the new situation, public administrators in China should actively implement intelligent urban monitoring, have a more comprehensive understanding of smart city construction information, and provide data support for urban managers and builders to make correct decisions.

Firstly, public management personnel in smart cities should actively build a smart eye for urban management with video surveillance intelligence as its core. For example, the construction department of smart cities can increase investment in intelligent application projects for video surveillance in smart city management, with the aim of improving system visualization applications, fine perception, and intelligent applications. Based on sharing more video surveillance resources, it can enhance automatic capture and intelligent analysis capabilities in specific scenarios, further promoting the integration and application of video surveillance, big data, and artificial intelligence technologies in smart city management. After use, it will be beneficial to eliminate various urban diseases[10]. Secondly, public management personnel in the construction of smart cities should continuously expand the monitoring scope of smart cities. Under the current background of smart city construction, intelligent city monitoring can involve multiple aspects such as healthcare, transportation, energy, economic development, safety, etc., such as strengthening the construction of household waste supervision systems, strengthening the construction of intelligent supervision systems for dump trucks, strengthening the construction of anti washing and anti tampering alarm systems, and the construction of automatic capture systems for pedestrian and motor vehicle violations, etc., to improve the scope and aspects of intelligent monitoring in smart cities[11-15]. Finally, public administrators in smart cities can strengthen the application of intelligent cloud inspection management platforms. The intelligent cloud inspection management platform monitors and digitizes the entire inspection process, effectively improving the quality and accuracy of supervision and inspection. By automatically associating inspection content and standard library, inspection personnel must follow standard specifications, changing the traditional inspection mode, improving work standards, enhancing efficiency, and reducing management costs. This provides support and assistance for public management personnel to carry out urban monitoring in the construction of smart cities[16].

## 4. Conclusion

In summary, the construction of smart cities reflects the significant achievements China has made in the process of urban development, improving people's quality of life and ensuring the safety and efficiency of their lives. However, there are still a series of problems in the construction of smart cities that require innovation in public management work. Therefore, public management personnel in the construction of smart cities should enhance their understanding of their job responsibilities, recognize the importance of public management innovation, and improve urban governance efficiency through public management innovation, helping cities cope with complex and changing challenges. Strengthen citizen participation. On this basis, effective measures will be taken, such as strengthening the top-level design of smart city construction, enhancing the construction of digital management platforms, strengthening the construction of public management talent teams, reforming governance models, realizing intelligent urban monitoring, etc., to promote the new characteristics of China's smart city construction and provide more convenient services for urban residents.

## Disclosure statement

The author declares no conflict of interest.

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