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Master Thesis Defense

Entitled
SMART SERVICES IN PROVIDING SAFETY BY DUBAI POLICE: ANALYSIS OF GOVERNANCE AND MANAGEMENT

by

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Abstract

This study aims to assess the different aspects of providing smart services within a governance system that ensures good governance standards, such as effectiveness, transparency, and protecting the rights of the recipients of the services (i.e. citizens and visitors). To this end, the researcher designed and distributed a survey in Arabic to a random sample that was administered conveniently to 277 individuals of those who used the police smart services. The researcher also interviewed five high-rank police decision makers to better learn about the governance aspects of providing smart services. SPSS and thematic analyses revealed the following important findings:

- Service recipients are generally satisfied with the smart services provided by Dubai Police.
- Service recipients generally regard Dubai Police services as being highly efficient.
- High percentage of service recipients faces difficulties when using some smart services provided by Dubai Police.
- Assessing smart services did not differ significantly by the various demographic factors of the service recipients except for age factor.
- Age of service recipients was a determining factors that affected their perceptions about police smart services in regard to: satisfaction with services, efficiency of using services, difficulties in using services, and diversity of services provided.
- The government can better support Dubai police experience with smart services by (a) hiring qualified staff, (b) allocating adequate budgets, and (c) empowering the implementation of rigorous governance systems of smart services.

Introducing smart services does not jeopardize the jobs of Emirati police staff as these services change the culture of work and therefore allow staff to adapt gradually.

Keywords: Smart Government, Dubai Smart Government, Police Smart Services.