

The Impact of Innovation and Smart Government on Happiness: Proposing Conceptual Framework

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Abstract

Gross National Happiness is a philosophy that guides the government for highking the level satisfaction of the citizens and residents as well. Smart Government goes way beyond delivering services. It is the application of innovative business models and technology to address challenges that public-sector organizations face in service delivery. The evolution towards Happiness and Smart Government requires more than just a technology focus, but rather an ongoing effort at internal transformation. Although the citizen satisfaction is the main part of his happiness, currently there is a real need to examine the effect of Smart Government on Happiness as the main target for the government over the world. This research aims to propose a conceptual model and finds the relations between smart government initiatives and happiness. The purpose of this research to explore how smart government influence happiness and what variables associated with that relationship. The intensive literature review has been revealed that it vital to conduct imperial investigating to examine the relationship between these smart government innovation and Happiness through the Innovation factor as mediator factor. This model will be playing a vital role in opening various opportunities for academics and practitioner as well.

Keywords: *Smart Government, E-Government, Happiness, Innovations,*

1. Introduction

Smart Governments today plays a major role in all aspects of our life. The Smart Governments are a magnified representation of this role on the national level. Day after day this role is getting more visible and more effective. As ICT getting more innovate and advanced the more impact it made on the relationship between governments and its people (Obaid Alshamsi, Ali Abdulbaqi, 2017). One of the main values of implementing e-Government is to provide more government services to citizens in more efficient and cost-effective ways. Also, it will lead to benefits like efficiency, improved services, better accessibility of government services and more transparency and accountability (Al-Khoury, 2013). Many governments' sets its goals to be more innovating in services delivery, more efficient and transparent and even more democratic using e-government as an enabler. Also, some government moved to smart from e-government by mobilizing its public services and providing it throw smartphones and tablets (Chung, 2015).

Smart government is an expansion of the concept of e-government, by taking advantage of information and technologies to improve government services. It enhances the collaboration among government entities and its citizens aiming to make the government more collaborative and providing it services quicker, affordable, measurable and sustainable (Howard, 2013). The Usage of mobile technologies brings the term of M-government, where government became more effective on interacting with citizen, businesses and extend the series delivery scale and increases the contribution of citizens in government operation which overall make a positive impact on people's live and economic growth (Hassan, Mahdi, & Al-Khafaji, 2014).

Government aims to promote well-being by identifying citizen's needs and gathering information and indicators about quality of life and well-being (Fioroni et al., 2014) Smart government trying to use ICT to enhance quality and performance of urban services, to reduce costs and resource consumption and to engage with their citizens more effectively and actively (Reforgiato Recupero et al., 2016).

Many studies and researches covered the components of smart or e-government and the strategies around it or its stages. Also, many researchers tried to find the relation between smart government and the type of services it provides to the public. But to what extent smart or e-government can help to improve citizen's quality of life and well-being? And more importantly, does it provide happiness?

Currently, there is a real need to examine the effect of Smart Government on Happiness as the main target for the government over the world. This research aims to explore this gap and finds the relations between smart government initiatives and happiness.

1.1 The Current Statuses of Smart Government on Happiness in UAE

The United Arab Emirates (UAE), a small developed country, in the heart of the Middle East. It was established on 2 December 1971, by the unions of six emirates (Abu Dhabi, Dubai, Sharjah, Umm Al Quwain, Fujairah, and Ajman) under one federation called the United Arab Emirates. H. H. Sheikh Zayed bin Sultan Al Nahyan, the then Ruler of the emirate of Abu Dhabi played a major role to establish the union after British withdraws from the Arabian Gulf. In February 1972, Ras Al Khaimah joined the seventh emirate on the unions. Today UAE considered one of the richest countries in the region because of its strong and diverse economy. And that came as a result of its wise strategy on administrating and investing in oil revenues over the past 40 years. The UAE has world's seventh largest reserves of oil, estimated at 97.8 million barrels. These revenues allowed the UAE's government to build significant social and economic development in its industries and infrastructure. Today the Oil's revenues represent only 30% from the UAE's Income, where the rest comes from other vital sectors like trade, services, real estate, tourism, and manufacturing industries (The Official Portal of the UAE Technology, 2016).

UAE's 2021 vision stated that: "Innovation, research, science, and technology will form the pillars of a knowledge-based, highly productive and competitive economy, driven by entrepreneurs in a business-friendly environment where public and private sectors form effective partnerships. We want the UAE to transform its economy into a model where growth is driven by knowledge and innovation. Productivity and competitiveness will come to rival the best in the world, as a result of investment in science, technology, research and development throughout the fabric of the UAE economy" (The Official Portal of the UAE Technology, 2016).

On 22 May 2013 as a part of its vision, UAE announced its initiative to move from the e-Government to the Smart-Government to provide all its governmental services 24/7 for all its citizens and from where ever they are. The Government identified its goals to provide the best and fast services to its people with hospitable as hotels and Improves the quality of life and helps people achieve happiness. The Telecommunications Regulatory Authority works with all the governmental entities on the implementation of the Smart Government initiative and implements the Smart government strategy on the federal level (The Cabinet, 2016).

In February 2016 the United Arab Emirates announced a new ministry called the Ministry of Happiness. The new ministry aims to promote the state plans, programs, and policies to promote the happiness of the United Arab Emirates.

1.2 Purpose of the research

For public expectations, governments' efforts success evaluated based on its ability to improve citizens' quality of life. The government needs to make sure that its policies, regulations and systems, enabling citizen participation and addressing the needs to improve the quality of services delivery (Al-Khoury, 2013).

An e-government initiative is the most effective citizen-centered system available to meet the needs of citizens and private businesses and will provide quality and faster government services. The government will become more transparent, effective, and accountable through an e-government service and will expand the use of information technology among citizens and private businesses (OMB, 2001; NAO, 2002)

Early researchers found that there a direct relationship between happiness and essential factors like income, healthcare, housing, and education level. Also, there are many other factors associated with happiness like unemployment, density and human capital which influence happiness by different levels (Florida, Mellander, & Rentfrow, 2013). While the relation between happiness and smart government and its elements, did not have in-depth studies or it was very few.

The purpose of this research to explore how smart government influence happiness and what variables associated with that relationship.

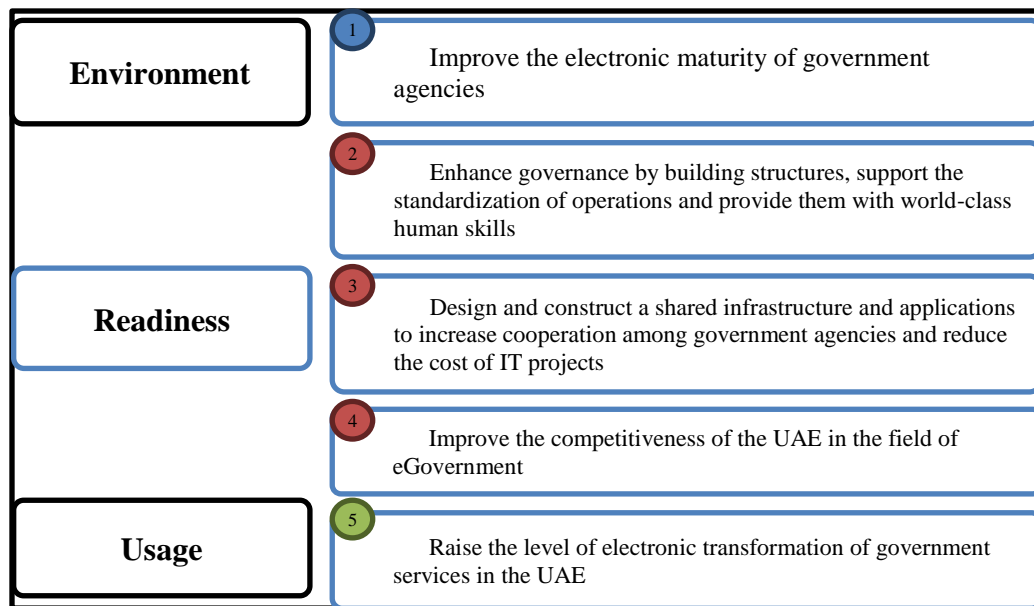


Figure 01. The frame of Strategic objectives of the e-Government

On October 2013 and with a vision in mind to create one of the best nationwide m-government implementations in the world, UAE developed a strategic Roadmap to move from e-government to m-government. This Roadmap goes in parallel with-it e-government strategy by focusing on three major areas: environmental improvement, improving readiness and achieving user happiness. These areas formed four parallel tracks as follow:

1. Establish the environment from government to flourish.
2. Assess capability and capacity of government entities.
3. Establish shared resources across government entities at the national level.
4. Achieve citizen happiness. (TRA, 2013)

Completing its efforts toward achieving it smart government initiative, the UAE government developed what it called “National Plan to Support Mobile Government Initiative” in January 2015. This plan aims to take the advantages of e-transformation and smart initiatives to support the government entities to transform their services into smart channels. It based on three tracks: the strategy, the Roadmap and e-transformation KPIs (MGovernment, 2015).

In February 2016 the United Arab Emirates announced a new ministry called the Ministry of Happiness. The new ministry aims to promote the state plans, programs, and policies to promote the happiness of the United Arab Emirates. This makes the United Arab Emirates one of four nations worldwide with a ministry that takes the cause of happiness as a primary goal for public policy. (Helliwell, Layard, & Sachs, 2016)

Based in the above context, the scope of the research will be aiming the relation between UAE smart initiatives and how it contributes to the goal of happiness. Also, the research will focus on the UAE government approach to achieve citizen happiness by providing governmental smart services.

2. Literature Review

Today the need for an e-Government platform is a must to keep the new generation of government and it is changing the way how government performs and practices. It will play a major role in building and expanding national competitiveness. (Chung, 2015) Smart Government can be a framework where all government entities work together to provide cost-effective services and better results in all government objectives. It aims to help in solving stubborn problems, pursue sustainable, equitable prosperity and a better life (Smart & Framework, 2011)

Research finds that access to technologies have a positive impact on well-being around the world in general and this impact on well-being also affect the processes of economic change and development around the world. (Graham & Nikolova, 2013) This research aims to contribute to knowledge of how smart government can be a factor in well-being and happiness. Although this research tries to take smart government elements in general, the case of UAE smart government initiative will be addressed as an example.

This research will provide a high-level guideline for the local governments of UAE which looking for smart government initiatives toward better cost-effective implementation that leads to citizen's satisfaction. As an Emirate like Abu Dhabi have an objective of establishing a modern, efficient, and constituent-centric e-Government to match the best in the world as it stated in it 2013-2017 Abu Dhabi e-Government Strategy (ADSIC, 2016) This research should enable businesses and public services organization to have a better understanding of how to provide high-quality services in collaboration with government throw smart initiative leading to the ultimate goal "Citizens' Happiness". This research should contribute to the academic knowledge by address smart government researchers from new perspective since the studies on smart government its implications on well-being and happiness are very few.

2.1 Happiness

2.1.1 Happiness Definition

Many people see happiness as a very broad concept same as love. In fact, even in the academic world, it is the same. Philosophers and social researchers have defined happiness in a variety of ways. These views divided into two main views. The first and it a majority sees happiness as pleasant feelings favorable conditions of lifestyle. And the second see happiness in doing what is virtuous, morally right, meaningful and true to one's self. Researchers represented the first view as subjective well-being and it assessed globally as a judgment of life satisfaction in specific domains like health, education, and work (Fisher, 2010)

In the same context, a study by Boelouwe and Van Campen which based on Veenhoven's theory where he sees happiness as a broad container term which involves different forms of satisfaction and states of mind. Veenhoven defines happiness in general as our viewpoint to our quality of life. And he distinguished between two axes in his point view of happiness: The first axis, the condition for a good life and life outcomes plotted against each other. Where the other axis, the characteristics of the individual's environment plotted against the qualities of the person themselves. (Boelhouwer & van Campen, 2013)

These definitions of happiness which are more allied to the concept of satisfaction and well-being, are more closest to people concept and their mindset and for this reason, this study will take happiness definition from this point of view. Moreover, this will be in line with the research purposes and objectives.

2.1.2 Happiness and government

Aristotle, as a great thinker and politician he had that insight about people's happiness and since his days he propagated that all people want to be happy. Today Happiness research is one of the most thriving domains in the social and political sciences and also in economics. This success of happiness research has induced governments to use it in policies development process. And the politicians start to propose the notion that government should pursue and maximize the happiness of their respective populations. As Happiness research start having great success by yielding new insights, as governments are being asked to apply those insights in to maximize or raise the subjective well-being of the population. (Frey & Gallus, 2013)

Researchers like Helliwell and Huang see that quality of government has a fundamental impact on average Happiness. While Verhoeven suggested that governments in addition to authority and control must have some social factors such as respect for the rule of law, civil rights, economic freedom and tolerance of minorities, in order to have a positive impact on happiness levels. (Debnath & Shankar, 2014)

The United Nations' most recent report of happiness (2015) showed an increased interest from nations and local governments to use happiness data and research in their search for policies that could enable people to live a better life. It also pointed that many national leaders are taking the well-being data as a guide for their nations like German Chancellor Angela Merkel and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the United Arab Emirates and Ruler of Dubai. The United Arab Emirates took a special attention in the report when it made happiness and well-being central tenets of the design and delivery of the National Agenda "... to be the happiest of all nations." The report also mentioned that the United Kingdom, for example, was focusing on happiness and well-being data for more than five years and these efforts have produced many initiatives and happiness related projects. (Helliwell, Layard, & Sachs, n.d.).

2.1.3 Happiness measurement

In psychological science, the opinions regarding the measurability of happiness have changed over time as of various subjective scales. George Hartmann was one of the earliest who conducted investigation into the stability of happiness over time in 1934. While the establishment of subjective well-being measures started in the late 1980s. The questions like, who is happy? And When do people feel happy? Begun to be raised by researchers and they start looking at the internal and external factors to answer such and more substantive questions about happiness and well-being (Uchida & Oishi, 2016)

Economists were aware of the limitations of national income measurement, and they realized the same thing with happiness measurement studies. Although, as the results of happiness studies have become widely known and produced significant results, they believe that it is time to shift our focus more to happiness measurement. They also raise the question, could be the happiness level used as the main success indicator for a nation rather than its GDP (Ng, 2008)

A study by Duncan in 2010, pointed that happiness is subjective and it refers to feelings of someone at a period and he suggested that aggregate scores from surveys may not be the best way to measure the happiness of people (Debnath & Shankar, 2014). But to what extent government and the good governance framework can contribute to national happiness levels?

An earlier study by Easterlin in 1974, found that Americans have not become happier with economic growth. Although it seems wealthy nations tend to be happier than less wealthy nations but there is little evidence about that. Recent research by Oishi and Kesebir in 2015 shows that nations who experienced growing income with equality in wealth during economic growth tend to have more stable levels of happiness. In other words, the mean that economic growth comprises by a relatively equal distribution of national wealth is a key for a happy nation. (Uchida & Oishi, 2016)

Studies show that what we pointed previously about income wealth is also applicable to other factors like education, meaning that do cities and states with more educated citizens are happier places to live? And what about other factors like unemployment, health and crime rate?

Empirical research on happy societies are still rare but in 2012 the United Nations started publishing the World happiness report. This yearly report released by Organization for Economic Co-operation and Development (OECD) and it ranks countries based on six main factors found to support happiness: caring, freedom, generosity, honesty, health, income and good governance. The OECD indicated in its last report in March 2017 that the world increasingly taking happiness to be the proper measure of social progress and the goal of public policy and it encourages nations to put people's well-being the center of governments' efforts (Helliwell et al., n.d.).

The OECD's world happiness reports considered one of the very few international happiness indicators that has been developed through several international studies and many nations take these reports in consideration (Including the country of the research). For that reason and to fulfill the objectives and to be aligned with the scope of the study, this study will be based on the same theories.

2.1.4 Happiness at work

Since most people spend most of their time at work, more than anywhere else it is important to highlight the importance of happiness in the workplace. It is important to understand the role of employment and the workplace in framing happiness for individuals and communities.

In a study by Cynthia Fisher, she approached a definition of happiness at work as “refer to pleasant judgments (positive attitudes). or pleasant experiences (positive feelings, moods, emotions, flow states). at work”. And she differentiates between happiness as a set of attitudes like job satisfaction and happiness as a state. She also proposed that happiness at work it has been approached by researchers through seven main representatives or factors as follow: 1.job satisfaction. 2.Organizational commitment. 3.Job involvement. 4.Engagement. 5.Thriving and vigor. 6.Flow and intrinsic motivation. 7.Affect at work. (Blanchflower & Oswald, 2011).

It is important to know to what extent employment status, job type, and workplace characteristics can affect the measures of subjective well-being and happiness. Studies show that the relationship between happiness and employment is dynamic and complex in both directions. Recent research indicated that work and employment in addition to its impact on happiness, happiness also can help to shape job market outcomes, productivity, and even firm performance. Without a doubt that people with a job evaluate the quality of their lives much more than those who are unemployed. The great importance of having a job is not only financial but also extends to social status, social relation and life structure and all leads to a great influence on people's happiness (Helliwell et al., n.d.).

Today with the growing impacts of the technology and how it is sweeping all fields in our life, without a doubt it will impact people's employment opportunities. So how new technology and the smart government will impact people's workplace and happiness? And could be the innovation factor the key to reshaping people's happiness and well-being?

2.2 Smart Government

2.2.1 The concept of Smart Government

From the literature related to smart government and e-government, there are my definitions but in simple words, e-government can be defined as “the use of information and communication technology [ICT], and particularly the internet, as a tool to achieve better government”. (Sorrentino & De Marco, 2013). Although we believe that today e-government is much more than that but in this study, we look to e-government from the government point view more than any other perspectives. In the same context, the United Nations defines e-government as “the use of ICT and its application by the Government for the provision of information and public services to the people.” Another definition for e-government comes from Zhiyuan Fang who defines e-government as “a way for governments to use the most innovative information and communication technologies, particularly web-based Internet applications, to provide citizens and businesses with more convenient access to government information and services, to improve the quality of the services and to provide greater opportunities to participate in democratic institutions and processes” (Suzana Dزامtoska-Zdravkovskanako Taskov, Marija Ackovska, 2014).

The definition of e-government is evolving with time, and by early 2000s e-government represent the strategic coordinated use of ICT in public administration and policy decision-making, according to Haldeman in 2004. Another study by Brown 2005, indicated that the concept of e-government comes from the concepts and practices of electronic commerce applied to government agencies by delivering government's services. Though that the e-government term mostly was introduced in the late 1990s according to research by Moon in 2002. (Bhuiyan, 2010). Accordingly, we can reverse the concept of e-government to the use of information technology to enable and improve the efficiency of services that are provided by government to citizens, employees, businesses and government agencies (Carter & Belanger, 2005). Also from an administrative perspective, The European Union defines e-government as “the use of information and communications technologies in public administrations combined with organizational change and new skills in order to improve public services and strengthen support to public policies”. In the same context, the World Bank embrace that e-government should provide an easier, cheaper and more transparent interaction between Government and citizens (G2C)., government and companies (G2B). and government organizations

themselves (G2G). (Vrhovšek & Spalević, 2011).. On the other hand, Gold Kohl 2011 gave more coherence to government processes and e-government definition by defining it as “the ways for governments to use the new technology that gives the people the necessary facilities for equitable access to government information and services, reform the quality of services, and greater opportunities to participate in the process of illustrations of democracy” (Jeloudarlu, 2016). .

With the beginning of the financial crisis and lasting economic recession, much technological research’s organizations like Gartner came with the term of “Smart government”, which highlights the importance of reallocating the technology investments. The smart government approach aims to ensure affordable and sustainable solutions and rely on cross-boundary collaboration among all e-government stakeholders. Since that time the smart government term started to link or replace to the e-government term in many digital government initiatives or digital government plans or strategies. (Di Maio, 2013). A good example for such approach is the Smart E-Gov Plan for Korea which was founded in 2011, where it defined smart government as “The advanced government where the citizen freely use public services regardless of the type of medium by combining the advanced information technology with government services and which is being improved through the participation of and the communication with citizens.” (Chung, 2015).

2.2.2. E-government and organization management / Public sector administration

Undoubtedly, Smart government meant to be the innovational tool to shift the public-sector administration concept. Smart government and before it e-government came with a new mindset of government sector management. And for that the European countries, for example, still considering e-government as a priority for national and local levels.

With regard to public sector administration, Italy, for example, sees e-government projects as the most effective way to restructuring process and services to strengthen and increase usability, efficiency, and transparency in public sector. These directions are reflected in the 2014 – 2020 policy for the Italian Agency for the Digital Agenda for public administration. Where it aims to deal with the challenge of building a new type of common good between the administration and citizens throw e-government. This new relationship is aimed at the end to producing inclusion, improving citizens’ well-being and promoting social innovation (Fioroni et al., 2014).

E-government aimed to be more than just a delivery channel for public services. Its main goals are to help to have better government, assist effectiveness and efficiency, acquire transparency, increase revenue growth, reduce costs of public administration, transform relationships with citizens, businesses, and government. E-government concedes to be one of the main tools for substantial transformation of public sector (Abdulbaqi, Ali, Ahmad, Ameen, & Ahmad, 2013; Ameen & Ahmad, 2014; Fatah, Kamal Abdel, a Kamal Abdel Fatah, 2017). . And this should be throw transformation in the government’s back office structure, processes and interactions with citizens, business and all stockholders (Malinauskiene, 2014).

For the public sector, it’s important to move towards smart government to get values that comes with it. This requires a great shift amongst all stockholders in the way of how public-sector targets innovation. It is important to go beyond the traditional view of innovation which usually linked to services innovation, and it should be a process of conceptual and systemic innovations. This process will help the public sector to develop new views on the existing challenges and assumptions and find new or improved ways of interacting with stakeholders and citizens as sources of knowledge. The positive value that allied with e-government and transparency of the decision-making process with citizens participation, will lead at the end for citizen's trust in public administration (Savoldelli, Codagnone, & Misuraca, 2014).

2.3 Innovation

2.3.1 The Concept of Innovation:

The more we go throw the literature related to Innovation, we realize that the concept of innovation in very floating concept. But in most of these literature, Innovation is always lined to change, from new Ideas to how new approaches to change the nations.

One of the simplest definitions of innovations comes from Fagerberg and Hartley, where they define Invention “is the creation of an idea for new product or process and when this new product or process is introduced or implemented, it is then called innovation”. The see Invention and innovation linked together, by considering Innovation as a result of a lengthy process involving interrelated innovations and inventions (Arfeen & Khan, 2009). On the other hand, Everett Rogers in his book Diffusion of Innovations (1983) defines Innovation as following:” an idea, practice, or object that is perceived as new by an individual or another unit of adoption” (Franzel, 2008).

According to Martin, Innovation is the intro to new products and process that facilitates people’s prosperity and well-being and its one of the main drivers of economic growth (Woiceshyn & Eriksson, 2014). On other hand and if we go back to 1969 Mr. Lawrence B. Mohr defines innovation as “the successful introduction into an applied situation of means or ends that are new to that situation”. This we applies the concept of innovation to organizations describing that by “the ability of an organization to adopt and emphasize programs that depart from traditional behavior” (Franzel, 2008).

Innovation is always about novelty and change, and there are many definitions around that. Innovation is the result of an iterative process of interaction between individuals, organization, systems, (environment) to find the direction to develop new thinks or outcomes. And it defined as the application and introduction in the market. And it can revolutionize organizations and markets (Lambooy, 2005). Another definition of Innovation comes from The Global Innovation Index where it defied Innovation as “the implementation of a new or significantly improved product (good or service), a new process, a new marketing method, or a new organizational method in business practices, workplace organization, or external relations” (*The Global Innovation Index 2015*, 2015).

2.3.2 Innovation and Government

Today, many economists stress the relationship between innovation and the knowledge economy to achieve a sustainable economy. The European Union has considered the promotion of innovation as one of the key objectives of it Europe 2020 strategy. EU sees innovation as one of the main foundations of a smart, sustainable and inclusive economy and addition to technological development and high-quality research (Rodriguez-Pose & Di Cataldo, 2015).

Also, in the United States since 2004 and throw a study by Florida, he underlines the strong relationship between innovation and economic growth. And we believe that creativity is a great tool to support countries’ competitiveness (Lambooy, 2005).

In addition to previous definitions of Innovation and as another method of linking Innovations to economic growth, there is what researchers identified as urban government innovation. They defined Government Innovation as “a policy or program which has the quality of being new to the urban governmental community in question” (Franzel, 2008). Also, in a study by Nelson 1993 he emphasizes that innovation process varies from different countries and regions. On another hand, many other researchers have identified organizations (such as firms, universities, research institutes, funding bodies) and institutions as important pieces of the elements of innovation systems in any country (Woiceshyn & Eriksson, 2014).

The Global Innovation Index was introduced in 2007 to help to find metrics and approaches that help to capture and evolve Innovations. Professor Dutta, the man who was behind this project enumerate some of the main goals of developing the Global Innovation Index as follows:”

- Innovation is important for driving economic progress and competitiveness both for developed and developing economies. Many governments are putting innovation at the center of their growth strategies.
- The definition of innovation has broadened it is no longer restricted to R&D laboratories and published scientific papers. Innovation could be and is more general and horizontal in nature and includes social innovations and business model innovations as well as technical ones. (*The Global Innovation Index 2017*, 2017)”.

2.3.3 Public Sector Innovation

Citizen involvement in public sector innovation is crucial these days especially with the view of citizen's centric government. Also, new trends like Open Government view citizen as a partner in the co-creation of public policies. Such movement meant to transfer open innovation to the public sector using practices like citizen sourcing. This type of crowdsourcing focusing on maximizing the benefits of citizens' knowledge and creativity for innovation (Thapa, Niehaves, Seidel, & Plattfaut, 2015).

Everyone today agrees that innovation in public sector start takes increased attention. There is no doubt that innovation in the public sector is originally inspired by the private sector. Although, it seems that the incentive to innovate for public sector organization and their employees is low compared to the risks associated with it. The needs and demands for innovation in the public sector have made it a must. And in the past few years, the policy-makers realize the importance of innovation in the public sector and how it can be a great tool for managing change in the government (Arfeen & Khan, 2009).

In the same context, by linking innovation, services and social nature this will leads us to a famous theoretical framework called the Oslo Manual (Isaac, Abdullah, Ramayah, & Mutahar, 2017; Mutahar et al., 2016). It defines innovation in the organization as "the implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organizational method in business practices, workplace organization or external relations". (Sanzo-Perez, Álvarez-González, & Rey-García, 2015).

2.3.3 Workplace and Innovation

Many researchers like Amabile, Gryskiewich, and Politis, have confirmed that the creative working environment has strong relation with innovation at the workplace. These studies from the early 80s till today, also indicates that organizational impediment has a negative impact on innovation. Also Kanter in his study emphasized the role of organizational culture on innovation as following "a culture and an attitude that make it unattractive and difficult for people in the organization to take initiative to solve problems and develop innovative solutions (Politis, & Politis 2010, Abdo Hasan Al-harass, Dr. Devinder Kaur A/P Sarjit, Bassam A. Al-Jamrh, Qais Ahmed Al-Maamari, Abdu Saif AL-Rassas 2017; Bastola et al. 2017; Qais Ahmed Al-Maamari et al. 2018).

In the same context, according to Tottedill, there is a positive relationship between workplace innovation and organization performance and in employee well-being and interaction with others. Researchers like Pot. had defined workplace innovations as "the implementation of new and combined interventions in the fields of work organization, human resource management, and supportive technologies", conceding it as a social innovation in the organization (Leovaridis 2014)

An organization with innovative culture means that organization is more open toward experimenting new alternatives and approaches and mostly with new resources, changing policies and creating new products or services. Researchers like Zhou, Gao, and Zhou have emphasized the positive relationship between the highly innovated working environment and job satisfaction. Experimenting new alternatives, services, skills, resources, and practices are features of organization with innovative culture, which have a positive impact on employees. (Wei, O'Neill, Lee, & Zhou, 2013).

3. The Conceptual Model Hypothesis

Based on the Literature that we experienced lack of conceptual models that links the variables that are subjected to this research. Exploring this gap, the below conceptual model was developed with a broad explanation of its variables. This research aims to examine research Hypothesis according to the conceptual model and using the research methodology mentioned below

Derived from research's objectives and aligned with the scope of this research, the following research hypothesis was developed. It's important to mention that, these hypotheses formed with taking into consideration the previous literature on smart and e-government and the related frameworks.

H1: There is a positive impact of Smart Government on Happiness.

H2: There is a positive impact of Smart Government on Innovation.

H3: There is a positive impact of Innovation on Happiness.

H4: There is a significant impact of Smart Government on Happiness through innovation.

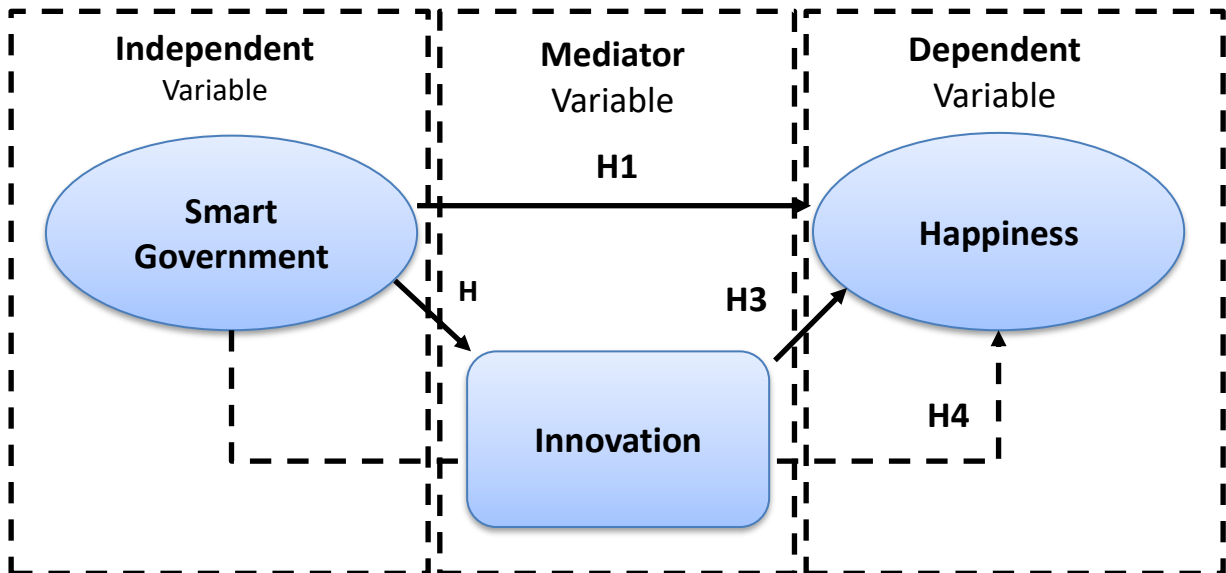


Figure 02. the impact of Smart Government on the Citizen Happiness the Innovation

4.IMPLICATIONS

Since smart government is one of most five components of national strategy in United Arab Emirates, it is expected that the data resulting from this research will serve as a guideline for policymakers to develop efficient and effective plans to improve the performance of smart government. In the public service context, it will determine the areas where the management must focus on IS tools which will eventually lead to higher student enrolment (Aldholay, Isaac, Abdullah, & Ramayah, 2018), address the lack of infrastructure, and improve the quality of services outcomes (Isaac, Abdullah, Ramayah, & Mutahar, 2017; Isaac, Abdullah, Ramayah, Mutahar, & Alrajawy, 2017; Isaac, Abdullah, Ramayah, & Mutahar Ahmed, 2017). It also contributes to the E-Government Model by examining and extending it in the context of UAE's public services, specifically to enhance organizational performance through the implementation of online serves. This study also contributes to theoretical modelling by modifying the maturity model based on the best practices theories in relation to a new application area that may be given new insights into the theory. It is also hoped that this study will lead to a successful adoption of online services supported by new technologies as it discusses factors inhibiting or facilitating this for developing nations in general, and for the Arab countries which share a similar culture, religion and speak the same language in particular (Khasawneh, 2015). The findings of this study can be used as a guideline for the strategies and polices makers to established to enable the availability of information technology that assisted in the important role of compatibility and the ability of new technology to solve the many problems facing the countries which support by previous studies (Isaac, Abdullah, Ramayah, & Mutahar, 2017a; Isaac, Abdullah, Ramayah, & Mutahar, 2017b; Isaac, Masoud, Samad, & Abdullah, 2016), and thus encourage and support the execution of the nation master plan at both organizational and national level (Al-Madhagy, 2013). Moreover, according to The Global Competitiveness Report (2017), The most competitive economy in this group, the United Arab Emirates, is also the most diversified and has made great strides toward improving technological readiness and innovation since 2011, moving from 30th to 18th and from 28th to 25th on the related pillars of the GCI, respectively. This indicates that UAE urgently needs to add these point as competitive advantage to by enhancing the electronic quality and maximize cost-efficiency by adopting Smart Government.

5. LIMITATIONS AND SUGGESTIONS FOR FUTURE WORK

This research population is limited to public universities in Yemen and will not include academic and administrative staff. It will be conducted through a survey questionnaire and therefore no qualitative perspective will be considered. Given the fact that technology has and will continue to rapidly change and result in significant technology advancements in the future (Hayati, & Hashemy 2013, Fahad Salmeen AlObthani 2017), the findings of this research will need to be used with care. Investigating how technological changes may influence learner behavior towards using online learning is a clear avenue for future research.

6. CONCLUSION

The conclusions of this paper have been reached to the vitality of conducting in deep research to proposing SMART-government maturity model best practices, international standards, and Six-Sigma approach for mastering any E-government models over the world. The intensive study found the need for conduct more research for identifying the underlying factors that control the measurement model and examine the interrelationship between these components. The proposed model will try to offer an explanation to the contradictory results in the literature about the effect of overall quality on Smart Government's user satisfaction and actual usage. The findings will be of great benefit to UAE policy happiness policies, public universities and institutions and the country. The implications of this study from the perspective of research and practitioners have been deliberated, limitations have been noted and some directions for future research have been suggested.

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