

The Impact of COVID-19 on Technology Awareness and Active Citizenship: A Comparative Study of Smart City Applications Before and After the Pandemic

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Abstract:

This paper investigates the influence of the COVID-19 pandemic on technology awareness and citizens' attitudes toward smart city applications, with a particular emphasis on smart people, smart governance, and smart mobility. The study investigates changes in the awareness and frequency of smart mobility app awareness and usage, as well as citizens' engagement with governmental information and interaction tools, through a longitudinal survey that was conducted in multiple major cities prior to and following the pandemic. The study expands the analysis to encompass factors that influenced technology awareness and civic engagement both before and after the pandemic. Preliminary findings show a significant surge in smart application usage during the pandemic, accelerating the adoption of digital solutions across diverse sectors. By investigating these shifts, the study offers practical recommendations for urban planners and policymakers to foster more resilient and engaged urban communities, providing insights into the long-term implications of the pandemic for the sustainability of smart cities.