

At the Heartbeat of the Smart City



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Abstract The evolution of smart cities (SCs) underscores the critical need to harmonize technological advancements with the human element. This study probes into the strategies and impacts of boosting inhabitant contentment and the efficacy of services by valuing the emotional and psychological needs of the populace in the digital urban milieu. We assert that the intelligence of a city transcends its technological base to include its attunement to the residents' emotional health.

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Employing an interdisciplinary lens, merging urban planning and psychological analysis, we scrutinize the ethical collection and incorporation of emotional and psychological data into municipal functions and policymaking. Moreover, both the advantages and possible challenges of this empathetic approach are examined, particularly privacy issues and the necessity for comprehensive frameworks to interpret emotional data or knowledge. One's research indicates that SCs endeavors that integrate aspects of emotional intelligence cultivate an environment wherein technology amplifies the human experience, culminating in a more encompassing and reactive urban habitat.

Keywords Smart cities · Resident contentment · Service efficacy · Emotional requirements · Psychological response · Urban innovation · Emotional intelligence · Governance · Logic programming · Entropy · Generative artificial intelligence