

## **Investigation of the Social Factors Influencing on the Participation of Citizens in Managing Urban Affairs in Salmas City**

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### **Abstract**

The overall objective of this paper is determining the social factors of effective citizen participation in management among Salmas citizens. The secondary objective of this study is to examine the impact of baseline characteristics, the personality, family characteristics, and status of regional institutional status of citizen participation in urban management. The research method used was descriptive - survey. 85,000 people of Salmas citizens were regarded as a target population. Data collection tool was a questionnaire based on a Likert scale. The results indicated that the questionnaire has high validity as well reliability, Cronbach's alpha was used. Since the Alpha is 0.83, the questionnaire has good reliability. For descriptive statistics of central tendency and dispersion index for T-test was used to test the hypotheses. T-test results showed that social factors can impact on citizen participation in the management of municipal affairs Salmas city.

**Keywords:** Social Factors, Urban Management, Citizen Participation, Citizen

### **Introduction**

Participation as an essential element in achieving development goals, particularly urban development is very important. The masses greater participation in the affairs of their community provides the possibility of success is low and disadvantaged segments of society benefit from the development of partnerships and benefits. People's participation in any of the types of development projects, to improve the general conditions, the distribution of power and a rise in life expectancy. The system of decision-making, planning and management of the central government and local management from the bottom up (participatory development) according to the needs, resources, capabilities and priorities are pushing them (Ghasemi, 2002, 38). A good rule pattern of urban development is defined as a collaborative process, whereby all stakeholders including government, private sector and civil society provides the means for solving urban problems. In this model, the direct executive responsibility is for urban management planning and control for smaller and more private and public institutions from the bottom up by providing. Here is a top-down urban management and citizen participation in governance is an integral part of the city (Mkarny et al, 1995, 4). Hence, understanding the factors influencing participation is very important to achieve development.

### **Statement of Problem**

Challenges in urban life, several models have been proposed. One of these models is that the model is dominant in urban management, urban rule pattern (Burke Pour and Asadi, 2009: 35-67). In this model, the three institutions responsible for running the city government, civil society and the private sector is divided into three components of human development (Jajromi et al, 2002, 9). Urban environments are complex, dynamic and diverse, requiring high capacity, good governance and urban management that is capable of providing it. Theory of optimal rule features such as saving contribute to stability or sustainability, rights and decision-making authority, justice, efficiency and effectiveness, transparency and accountability, civic engagement and citizen-oriented and security

can contribute to the institutionalization of the concept and enhance value be useful for democracy (Bidi, 2009:12). In fact, attendance is necessary for people to solve their problems. If people cannot or will not take steps to assist the administration of the city and its neighborhoods and there is a possibility that the city could not manage critical issues facing the city solve much. On the other hand, if the planners and managers of municipal affairs demand the fulfillment of their plans to coordinate them with the social environment and therefore, it is only with the involvement of people because of their deep understanding of the needs, wishes and social environment (Alavi Tabar, 1994: 12). Approaches and theories in understanding the full extent of community involvement, willingness, motivation, behavior tend to emphasize the participation and in some areas, conditions of participation-oriented structural elements are placed. Divided into two parts, with the participation of social action theory of mind and behavior, participation as a reflection of human behavior differs from the behavior of the people to treat certain mental meaning QatlnD (Ritzer 1994). Government projects without community participation takes on a little color. In addition, participation of beneficiary's main advantage of protection and control areas have established the continued exploitation. Participatory approaches and methods motivate people to agree on a strategy of economic and social development planners. Individual participation in the community development process is meant to encourage them to implement programs and projects (Gharachorloo and Esmaeili, 2011).

Researcher is trying to emphasize public participation in urban development from the lower cost of the trust to the public place. The influence of social factors on effective citizen participation in urban management should be investigated fully to use the results in the management of municipal affairs leading to an increase in productivity.

Using research results is an important step towards participatory management and increasing citizen engagement and solving problems.

### **Research Questions**

- 1 - What is the position of citizen participation in urban management?
- 2 - What are social and cultural factors influencing citizen participation in urban management?

### **Major Research Objective**

The main research objective is to assess the relationship between social factors and citizen participation in urban affair management in Salmas .

### **Minor Objectives**

- 1 - Evaluation of baseline characteristics with respect to citizen participation in urban management in Salmas
- 2 - Evaluating the relationship between personality and citizen participation in urban management in Salmas
- 3 - Evaluating the relationship between family characteristics and citizen participation in urban management in Salmas
- 4 - Evaluating the status of an institution with respect to citizen participation in urban management in Salmas
- 5 - Evaluating the status of a relationship with citizen participation in urban management in Salmas

### **The significance of the study**

The rapid increase in population, combined with increasing urbanization and growth of cities, especially the 1950s has created many problems in various countries, especially in third world countries has created a management system that has caused the city to be faced with challenges and limitations. In modern urban management system to address the problems and challenges of urban life, several models have been proposed. One of these models is that the model is dominant in urban management, and urban pattern is the rule. In this model, the circle of managing the city includes governmental institutions, civil society and the private sector. Urban environments are complex, dynamic and diverse, requiring high capacity, good governance and urban management that is capable of providing it. Theory of optimal rule features such as saving contribute to stability or sustainability, rights and decision-making authority, justice, efficiency and effectiveness, transparency and accountability, civic engagement and citizen-oriented and security can contribute to the institutionalization of the concept and enhance value democratic helpful. A good rule pattern of urban development is defined as a collaborative process, whereby all stakeholders including government, private sector and civil society provides the means for solving urban problems. In this model, the direct executive responsibility for urban management planning and control for smaller and more private and public institutions is the bottom up by providing. Here is a top-down urban management and citizen participation in governing is an integral part of the city (Mc Carney et al, 1998, 8). Participation as a tool for understanding the development and guidance of their talents and their ability benefit from its administration. Participation to increase social tolerance provides quality in taking decisions. Spirit of responsibility, commitment cause a decrease in population raises objections, the stress constraints are administrative decisions taken by public decisions (Ghera Chorlo and Esmaeeli, 2007).

Participation in society also has a special feature that no gained knowledge cannot have cooperative goals. From the perspective of historical and cultural experts in various fields of social partnership is rooted in a paradox. This contradiction shows that Iranian history in the field of non-formal and private harsh climate partnerships however, non-participation in the formal sector is atmospheric. In addition, these partnerships in many areas based on coercion, involuntary and non-selectivity has been roasted. It is very important tool to facilitate effective stakeholder participation and economic development of the city. Social factors have a significant impact on people's participation in municipal affairs.

### **Theoretical foundations**

Approaches and theories to identify and explain the process of social participation, desire, motivation, attitudes and behaviors that emphasize participation and in some areas, of the partnership based structural elements have placed. Theories of social action in partnership with the separation of two parts, mental and behavioral engagement as a distinct reflection of human behavior, behavior why relegate people to treat certain mental meaning (Ritzer, 1994). In fact, attendance is necessary for people to solve their problems. If people cannot or will not take steps to assist the administration of the city and its neighborhoods the possibility that the city could not manage critical issues facing the city solve much. On the other hand, if the planners and managers of municipal affairs and demanding the fulfillment of their plans to coordinate them with the social environment and therefore, it is only with the involvement of people because of their deep understanding of the needs, wishes and social environment is possible (Alavi Tabar, 1994,12). Social satisfaction is the satisfaction of desires (expectations and needs) so that more people will better meet individual needs and expectations, satisfaction and fulfillment of one's individual situation will be more. Social satisfaction includes satisfaction of the neighbors and the

neighborhood, the satisfaction of a job and the respect of society. To the satisfaction of citizens in municipal functions, such as cleaning the city, get side control and instrumentation construction and urban services (Kosha, 2000, 88). Civil society organizations and the means of communicating with the ability to analyze the social, political, cultural and economic life is caring environment. (Richard, 2004, 8). Lihman et al in 2004, in “*the trust and confidence of citizens' participation in municipal affairs*” have mentioned variables (Mutz, 2005). Participation as an essential element in achieving development goals, it is important to urban development. The greater participation of the masses in their own affairs, it is possible to achieve, poor and disadvantaged segments of society benefit from development contributions and benefits. People's participation in any of the phases and types of construction projects is to improve the general conditions, the distribution of power and a rise in life expectancy. The system of decision-making, planning and management of the central government towards local management from the bottom up (participatory development) are pushed according to the needs, resources, capabilities and their priorities (Ghasemi, 2002, 38). Urban management is a comprehensive institution and involved with issues and phenomena in large and diverse city and urban and the nature of their condition is influenced by the social environment and its capabilities and limitations of the resulting coordinate. Management Bureau of Civil Affairs is to promote the sustainable management of urban areas, follow the national economic and social policy objectives, urban management, urban development as well as institutional framework, policies and programs and operational plans, which are called for the growth of population with access to basic infrastructure such as housing, employment and the like (Razavi, 2002, 50). Taghvai analyzed the evaluating factors affecting citizen participation in urban management and concluded that an improvement in the economic and social contribution rises (Taghvai et al, 2009). Mosai and Shiani in Municipal Affairs concluded that participation in the affairs of the requirements can be considered as the urban problems that society democratization, decentralization and empowerment of people will be realized. In this way, the organized patterns, both formal and spontaneous participation plan would be the next best solution (Mosai and Shiani 2010). Mousavi and Hekmatnia, in their research in a historical analysis of citizen participation in the affairs of cities, history of participation in municipal affairs of Iran and citizen participation to improve their performance, allocate costs to the priority social and infrastructure projects (Hekmatnia and Mousavi, 2011). Deilami studied the factors affecting citizens' participation in municipal affairs (case study of Aliabad) and concluded that according to the needs of citizens and giving them the necessary training, planning for leisure citizens, strengthening the spirit of trust and accountability between the municipal authorities, including the reinforcement of actions that can be emphasized on their participation in the affairs of men provided (Daylami et al, 2011). Hashemian et al (2011), in the research, entitled, factors affecting the level of citizen participation in the affairs of Mashhad concluded the importance of the consent of the municipality, association membership, feelings of powerlessness, awareness, trust, social networks and social ties influence of age on the level of citizen participation. Ziyari et al in their research as a measure of citizen participation in urban management, urban good governance model (A case study in Yasuj) concluded that there is a significant interaction between governance criteria (Ziyari et al, 2011). Participation in municipal affairs or the willingness of citizens to participate freely and voluntary participation rates in community activities include participation in solving problems, the election of the City Council, and the Parliament, the timely payment of Tax effects of participation in a scheme to welcome the spring, participation in recycling, planting a tree in front of house, home and school membership, not unlike the urban construction, silencing the car in traffic due to more efficient use of fuel and reduce urban pollution and belief underutilization is unnecessary in the case of passenger cars (Alizadeh Aghdam et al, 2013). Ebrahimzadeh and Kazemi Zad, in their research entitled measure

satisfaction and willingness to engage citizens in the municipal infrastructure projects in Zahedan concluded that the components satisfy the social, economic - social, social trust, social awareness and social satisfaction, based on the order of importance (Ebrahim-Zadeh and Kazemi Zad, 2013).

### **Research Hypotheses:**

- 1 . There is a significant relationship between social determinants and citizen participation in urban management in Salmas city.
2. There is a significant relationship between the underlying characteristics and citizen participation in urban management in Salmas city.
- 3 . There is a significant relationship between the personal characters and citizen participation in urban management in Salmas city.
4. There is a significant relationship between family specification and citizen participation in urban management in Salmas city.
5. There is a significant relationship between institutional status and citizen participation in urban management in Salmas city .
6. There is a significant relationship between the status of regional positions and citizen participation in urban management in Salmas city.

### **Methodology**

The research method used is descriptive and survey intended. One of the most common and direct method is questionnaire as research instruments for data research. A set of questions can be answered with regard to the respondent. The questionnaire can be developed with closed or open questions (ibid. 204). Consequently, Questionnaire with 5-Likert scale is an option. Content validity was used to assess the validity of the test. For assessing the reliability of the questionnaire, the alpha Cronbach was used. The alpha level of  $0.83 = \alpha$ . Since this amount is higher than 0.70, it is shown that the reliability of the questionnaire is quite good. For the descriptive statistics of central tendency and dispersion were used. In order to assess data normality Kolmogorov was used. Regression testing was used to evaluate research hypotheses.

### ***The Theoretical Framework of the Research***

Researchers have different definitions of citizen participation and social factors. It include the participation in municipal affairs or the willingness of citizens to participate freely and voluntary participation rate in activities including participation in problem solving and neighborhood problems, participating in the municipal elections, participation in Parliament, the timely payment of taxes and participation in a scheme to welcome the spring, participation in recycling, planting a tree in front of house, home and school membership, not unlike the urban construction, silencing the car in traffic due to more efficient use of fuel and reduce urban pollution and belief underutilization is unnecessary in the case of passenger cars (Alizadeh Aghdam et al, 2013,203). Group participation programs, forums and social institutions of the important indicators of development are assumed. In developing countries, the attitude of the political elite and their access to resources encourage public participation and second, collective consciousness of social solidarity, depends on the nature and extent of the deep-rooted traditions of communal living, active community forums and institutions (Hanington, 1996). Due to the different perspectives of five factors including baseline characteristics, the personality, family characteristics, and status of regional institutional status were regarded as independent variables and collaborative management was regarded as the dependent variable.

### ***Sample Size and Data Collection***

The residents of Salmas city were regarded as population. As the number of citizens in

Salmas are 85,000 persons, 280 Cochran's sample size formula is derived.

$$n = \frac{N * (t)^2 * (p) * (q)}{(d)^2 (N) + (t)^2 * (p)(q)} \cong 280$$

n: sample size

N: size of population

p: Percentage distribution of traits in the percentage of individuals with traits

q: percentage of people who do not have that trait in the population

t: constant factor

d: The difference between the actual proportion of the trait in the population to estimate the amount researchers attribute to its existence in society (Hafez Nia, 2010,167).

In this connection  $0.5 = p$   $0.5 = q$   $1.96 = t$  (with probability 95%)  $5\% = d$

## Results

Research findings in the form of descriptive findings are as follows:

In terms of gender, there are 32% female and 68% male. 54% of the age group were 35-30 years of age and the rest is related to other groups. This shows that most respondents aged young people. The more educated respondents are more related to lower levels of education diploma. Regarding the employment status of respondents, 56% were employed, 16% were housewives, 19% and 9% students and soldiers. In terms of ethnicity, 78% and 22% of respondents said they are Azeri. Monthly income of low-income households, 33%, 60%, and the average earnings are above average. The housing 45% of private housing and the rest are living in a rented house and father's house. With regard to a sense of group, 88% had a sense of family, 4% have a sense of tribe and clan 5% and 3% of the sense of belonging to the neighborhood of his home town. 70% of respondents felt a sense of belonging towards his family members, compared with 13% friends, neighbors than 4%, 2% and 11% compared to the fellow countrymen. Regarding the assessment of the condition of the neighborhood, 24% satisfied, fairly satisfied, 32% were satisfied with the rest of your neighborhood. In terms of life satisfaction in the neighborhood, 30% of respondents and 10% of respondents satisfied with much less satisfied with their neighborhood and the rest were moderate. Ninety percent of respondents have high awareness towards municipal duties. 14% were lack of willingness to cooperate with municipalities and others are willing to medium-high and high. 68% of respondents had participated in some volunteer activities and the level of activity. Twenty seven had high confidence in the mayor and the rest had no confidence in the council. 59% of urban amenities and facilities are appropriate to the local facility cited. 89% of the respondents poorly reported in participation in the decision of the municipal intermediate.

### *Normality distribution test*

To generalize the results to the population and whether the test scores obtained from different really than average or difference is due to sampling error, one-sample t-test was used. Before applying this test, the following assumptions should be met: first, the distribution of the studied variables following a normal distribution. Second, the sample is equal to or greater than 30. In this example, there is an assumption of the t test and the first assumption should be tested. Normal distribution of test data is shown in Table 1 and Table 2.

Findings indicate that baseline characteristics, the personality, and the institutional and regional situation have a significant positive impact on citizen participation.

Beta coefficient indicates that the underlying characteristics such as gender, age, marital status, job history urbanization at the rate of 17% have an effective citizen participation in urban management.

**Table 1 . Normal distribution test for the data, indicators of social factors**

					Regional Status	Institutional status	Family Characteristics	Personality System	Characteristics of the underlying	Variable
					260	260	260	260	260	N)(
3.24	3.07	3.1	3.16	3.05	Mean	Normal Parameters				
0.47	0.12	0.69	0.21	0.41	Std. Deviation					
0.01	0.2	0.18	0.18	0.07	Absolute	Most Extreme Differences				
0.10	0.16	0.10	0.17	0.07	Positive					
-0.10	-0.2	-1.83	0.18-	-0.06	Negative					
					0.59	1.09	1	0.99	0.38	Kolmogorov-Smirnov Z
					0.87	0.18	0.26	0.28	0.99	Asymp. Sig. (2-tailed)

**Table 2. Test of normally distribution data of citizen participation index**

		260	N
3.22	Mean	Normal Parameters	
0.21	Std. Deviation		
0.13	Absolute	Most Extreme Differences	
0.13	Positive		
-.06	Negative		
		0.72	Kolmogorov-Smirnov Z
		0.67	Asymp. Sig. (2-tailed)

**Table 3. Findings from t-test and regression coefficients for the variables of social factors - participation of citizens**

Significant level	t-statistics	B coefficient	Variable name	Variable
-	-	-	Citizen participation	Dependent variable
0.027	0.294	0.171	Characteristics of the underlying	Independent Variables
0.007	0.439	0.356	Personality System	
0.19	3.08	0.59	Family Characteristics	
0.001	10.24	0.98	Institutional status	
0.024	0.329	0.149	Regional Status	
-0.001	-	1.78	Durbin-Watson	
		11.17	F-statistic	
		0.83	correlation coefficient	
		0.7	coefficient of determination	
		0.63	Adjusted coefficient of determination	

Beta coefficient indicates that a figure of such values, attitudes, commitment, belonging to the citizen participation at the rate of 35% is effective in the management of municipal affairs.

Regarding the significance level of 0.19, family characteristics such as family income affairs has no effect on citizen participation in municipal affairs. Due to the significant level of 0.001, facilities and collaborative networks of social relations, associations, institutions and councils of people's participation are effective in municipal affairs. This relationship is significant and indicates that the status institutional collaborative management is an important factor. Also, the significant level of 0.024 indicates that there is a significant positive relationship between regional and collaborative management. The beta coefficient for this variable indicates that when there is an 1% increase in regional improvements, there is an increased popular participation rate of 14%.

Finally, the significance level of 0.01 of F-test shows that the entire model is significant. In fact, all variables of social factors on citizen participation are effective in management.

### **Discussion and Conclusion**

This study seeks to answer two fundamental questions are: what is citizen participation in urban management and which social factors affecting citizens' participation in municipal affairs?

Findings indicate that the regression variables, baseline characteristics, the personality have a positive and significant impact on citizen participation and institutional status of the region but changing family characteristics such as family income affairs has no effect on citizen participation in urban management. The beta coefficient indicates the importance of participatory management variables. Thus, based on priority, the effect of variables are institutional status, the personality characteristics underlying the regional situation. High beta coefficient institutional status (98%) indicated that featured partnership facilities, networks of social relations, associations, institutions, and public participation in municipal councils are very important. The main conclusion is that citizen participation through citizen participation councils, and associations and institutions play an important place in the management of municipal affairs and its improvement. Finally, the characteristics of the underlying factors influence citizen participation variables, the personality, and the regional institutional and state requirements.

### **Recommendation of the study**

#### *Suggestions for improving components and increasing citizen participation*

Since over 50% of respondents rated their satisfaction with the facility's status having lower neighborhood, it is recommended that the authorities should improve facilities and conditions for citizens living in neighborhoods that do not act in good condition.

Because nearly 70% of respondents have participated voluntarily, method of various authorities such award or their participation in decision-making and increasing efficiency by encouraging citizens to participate are recommended.

Over 70% of respondents' participated in decision-making, urban poor and middle Therefore, officials are recommended to participate citizens through review boards and citizen participation in urban management.

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