

Role and Position of Civil Management in Citizens' Participation (Case Sample, Ilam Province)

Seyed Jamaledin Daryabari (PHD), Sajad Bazdar

Department of Geography, college of human science, Semnan Branch, Islamic Azad University,
Semnan, Iran

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ABSTRACT

The aim of present research is to determine the situation and role of civil management in citizens' participation in Ilam province and based on the findings and results an investigation among Ilam citizens took place. The data collection method is predicative and through a questionnaire and the type of the study is applied- descriptive. Kokran sampling method is used. The total number of participants are 350, the data collected is analyzed through SPSS. By using statistical methods hypothesis is tested. Finally, the following results were obtained: 1) Ilam civil management provide the essential bed for citizens' participation. 2) There is potential in participation spirit among Ilam citizens and results show that the most degree of citizens' participation is in reservation and maintenance of green belt and parks, also participation in constitutions and voluntary activities' on the other hand the less amount of participation is in decision making for civil problem solving that result from absence of such centers and programs. 3) The more the degree of individuals' satisfaction from civil management servicing, the more the degree of citizens' participation. At the end of this study some recommendations and suggestions are provided.

KEY WORDS: citizen's participation- Civil Management- Citizens- Ilam- Iran.

1- INTRODUCTION

The present civil management need all components including effective and influential attendance of citizens and managers and other individuals by different titles including boards, councils and other institutions. In Iran economic issues like oil incomes injection as a source of civil incomes, historical and political events such as constitutional movement (as an important start in civilization) and Islamic revolution (as a new movement) is so that cities involve in a type of fast civilization, so that growth precede development and comprehensive issues exist in civil management. So it is necessary to do some reforms in civil management. These reforms are not bodily, but they are cultural it means that the concept of participation, citizenship and civil management in different sectors of civil management (cities of the country) are administered, main functions of participation that consist of administering society based on respect to individuals rights, commitment to reserve common institutions, citizens' equality, etc to be constant (Bonydi, 2008).

Encouraging comprehensive participation of citizens in administering local regions, using management agreements between public and private sectors, supporting nonpublic institution and giving responsibility and more resources to them, forming voluntary end local groups in order to confronting natural disasters and events, providing social services and abode, reserving historical heritage and cultural diversity, local identity satisfying local needs, decreasing poverty, equity, increasing welfare, local relief and comfort, concentration, reliance to civil society and local associations, forming incorporated management of city and region, supporting noncentralized and democratic aids, set of parameters for determining organic connection of civil and enduring development, and local developing and managing (Hekmat Nia, 2006).

2- MATERIALS AND METHODS

The method used in this study is descriptive applied and is based on a survey. It is descriptive in this respect that its aim is to investigate raw variables. It is applied in this respect that is done in short time, its findings are used for related institutions. It is based on a survey because relies on instruments such as questionnaire. The data were collected through questionnaire and the findings are generalized to the sample. Survey studies' end is to recognize features, characteristics, beliefs, attitudes, behaviors and other matters related to individuals of a society (Hafeznia, 2009, p52).

2-1-1- Measuring scales used in this study:

1- Nominal scales, such as job, gender,

2- Ordinal scales, on such as likert scale:

Strongly Agree- Agree- Nutrol- Disagree- Strongly disagree

Statistical Sample and Size of Sample

According to the last formal head count of country in 2006, Ilam population is more than 160355, that by using Kokran sampling method the number of questionnaire are 322, that for more accuracy and correctness of data and analyzing them, the number of questionnaire raised to 350.

In this equation $p=70$ percent, $q=30$ percent, certainty percentage is 95 percent. $N= 160355$, $T= 1/96$, Size of the sample $n= 322$.

$$\text{Formula: } n = \frac{\frac{t^2 pq}{d^2}}{1 + \frac{1}{N} \left(\frac{t^2 pq}{d^2} - 1 \right)}$$

$$N= 160355, \quad p= 1/96, \quad q= 0/7, \quad d= 0/3, \quad t= 1/96$$

$$n = \frac{\frac{(1/96)^2 \times (0/7) \times (0/3)}{(0/05)^2}}{1 + \frac{1}{160355} \left(\frac{(1/96)^2 \times (0/7) \times (0/3)}{(0/05)^2} - 1 \right)} \approx 321$$

In this study because of relative big scale of Ilam city, the sample was selected randomly. The type of cluster sampling method in some stages randomly, so in the first stage we divide the city to four geographical directions north, south, west, east and then in the last stage from each reign two zone were selected.

2-1-2- Research Hypothesis

First Hypothesis: It seems that civil management of Ilam provides a good bed for citizens' participation.

Second Hypothesis: It seems that Ilam citizens have sprit of participation in civil management.

Third Hypothesis: It seems that the more the citizens' satisfaction of city's managers servicing, they are more interested to participation.

2-1-3- Data Analysis Method

It this study after collecting information and row data through questionnaire, the questions were classified in order to extract their answers so the number of respondent and their frequency and percentage were determined, then data analysis start. For data analysis quantitative and qualitative methods were used, in qualitative method basis and criterion in data analysis are intellect, thinking, reasoning and logic, it means that by using intellect, reasoning, and thinking documents and information's were investigated and analyzed, the fact specified, hypotheses were investigated and by using SPSS and descriptive methods, the hypotheses were tested, for drawing diagrams, excel program was used.

2-2- Scope of the Study

Ilam was under social, economical and political evolutions in recent decades, it's converted from a village to a city then to the center of province. In 1956, this city have the population of 8346, 1956 people, by passing 5 decades increased to 160.000.

Spatial growth and development of Ilam result from imposing war (leads to immigration from villages and frontier cities). Unlike end of war due to starting reconstruction programs, and remarkable role of Ilam (administrative- political and servicing city) also paying attention to deprived regions, have external growth. Immigration from villages to small cities leads to increase unemployment, unbalance growth ugly view of the city, tribal and rural living, increase social in normality and increase the population without civil frames, civil environment at risk and leads to extreme use of resources that result to scarcity of present and future generation.

In one hand this city in recent decades experienced population evolutions, so that in 1991 with 116428 people, growth rate 1/6 percent in creased to 126346 in 1996. Also by 2/1 percent growth, its population increased to 140521 in 2001. In a three year period 2001-2004 by two fold of population rate, 4/1 the population increased to 160355. increasing the population so fast and then immigration from village to city and natural growth there is no coincidence between population growth with civil basis capacities in most of city regions were saturated, resident use the lands unusually that leads to unbalanced growth of city, makes that the life of future generation encounter problems. On the other hand civil per capital in civil regions are not suitable. Also converting cultural lands to residential

places, and destroying natural environment, partitioning civil contexts (blank space inside city), ugly view of the city residence around the city (Banbarz- Banboor- Sabzi Abad- Pich Ashouri).

These statistics revealed that Ilam population during this period increased 16 fold, density of population 25/5 people per kilometer, Ilam that is the administrative- political center in recent decades after Islamic revolution like other cities of the country have remarkable development and its population increased considerably (Sohani, 2008).

3- Theoretical Frameworks

3-1-Common Theories in Citizenship Participation

Today in developing countries, participation is not a subject that investigated and analyzed, but practically it is apparent that solving the problems of civil and rural societies without people's participation is impossible. In the last United Nations assembly in humans residential places for improving civil living are provided they are include: 1) Increasing the quality of civil management performance 2) encouraging people to participation civil matters (Alavi Tabar, 2004, p 169).

3-2- Classic Theories Related to Programming of Developing Local Associations

1. Neighborhood Units theory: In 1929 for the first time this pattern was proposed in regional design committee of New York by Clarence Perry 1869-1948. This design was proposed to cities that after industrial revolution and its unpleasant consequences were forced to locate a large working population. In proposing Neighborhood units, civil connecting networks are around local regions, local communications through second and third network lines take place. This type of design is for preparation a program that for reserving residential places related to traffic, the effect of traffic and coming to center of residential places. So establishment of cultural and social institutions in center is of the features of the design automobiles, risks and annoyance resulted from them are a risk for plural living, Perry stated and proposed that accessible ways to services should not be blocked by main street (akbari, 2004: 17). Primary school is as a main core in center of neighborhood unit, and its distance from residential places is 800-1200 meter so students can easily and high securely go to school.

It can be mentioned that two features of accessible and security in residential places in designing neighborhood unit are the most apparent features. In designing public green belts it was tried to be devoted at least 10 percent each neighboring unit to itself. A vast area of parks located in center and near primary schools. In this design, play land devoted to student and the distance between educational units to play unit is no more than 400 M. local stores are in cross ways and in neighboring other neighboring units.

Stores in the corner of neighboring units is for this reason that Clarence Perry believed that stores in the center of neighboring units, brings motorists to the place and makes that residential units at risk. Residential units are considered to living 1000-5000 house holds. Streets and public passages cover neighboring units and are ready to confront traffic. In designing factors such as borders, open space, public buildings and inner ways are very important (hosseini,2008).

Civil sociologists stressed advantages of the design and believed that unfamiliarity with residential units in neighboring design is minimum and individuals have suitable social communication to each other, on the other hand. Possibility of utilizing routine life some routine functions given to people and limitation of their activities were provided. One of the weaknesses of this design is partitioning, in other words making physical lines that this design is suitable for city level. According to complicated relations of human- society in cities there is no way to making physical lines, this leads to forfeit civil spaces and resulted in ineffectiveness of cities in doing their function in different aspects (Hosseini, 2008).

3-3- Theories of Civil Participation

Citizens' participation as a systematic movement, is rooted on civil reconstruction in America in late 1950s and early 1960s. Reconstruction of broken civil context because of people displacement, fragmentation of familiar and neighboring relationships, deep social effects on low income settlers. In this period different rules in individuals' participation in civil matters were passed and people are involved in their destination.

Another concept of participation in mid 1960 decade in England was proposed and then other democratic countries say welcome to it. In 1970s, after that proverbial theories generally were skeptical by scholars, the idea of people participation in civil matters and stress to political economic was considered that its consequent was David Harvey's works and existence of geographical radical school (hekmat nia, 2006).

Today in all countries in the world and especially in developing countries participation is not a matter that investigated analyzed in theories, but it is apparent that solving the problem of rural and civil societies without people participation is impossible. United nation global conference secretariat announced formally from 1976 that until now stressed that among all resources that are available for improving and developing cities and local places in countries, especially in developing one, people are

the most important and effective resource. This issue is about the importance of Public participations and involvement in determining destination of developing humane associations. In the last assembly of united nation related to human residential places, two designs for improving life in civil societies were proposed. Consist of:

1. Increasing the quality of criterions of civil management performance
2. Encouraging people participation in civil matters. Citizen's participation in civil developing at least has six levels:

1. Spontaneous civil participation
2. Active civil participation
3. Passive civil participation like physical attendance; informing people about progress of the project
4. Practical civil participation
5. Ineffective civil participation, including people a Hen dance in institutions without voting right
6. Consultative civil participation, like consulting to project administrators (ahmadi, 2004: 8).

In the study have done on 6 Middle East country (one of these countries was Iran), in 1952 by Daniel Learner, the close relationship between civilization, education, degree of participation and access to media were investigated. In learner' opinion new society have participation approaches and moving from traditional society to participating one. Lack of participation and national consensus leads to conflict and opposition among different sections of society (public and nonpublic) and most of the scarce resources of these countries that are suitable for consumption in most interested section- are devoted to undesirable revenue of these conflicts (Ansary 1999: 191).

- John Turner Theory: This theory is about the role of government and people in local management. For this he considered four cases:

A) Government provides and makes decisions itself: In this case usually government is rich and centered and by these accessible resources, it is provide essential validity developments even in local levels and also decision making is by itself (Like Arab Countries).

B) Government provides and people make decision: This case exists in rich and democratic countries in north Europe and people are involved in local activities.

C) People provide and government make decisions: This case is seen in dictatorship and centered countries. People only finantialy participated in constructive designs and government make decisions centrally (like former dictatorship regime of Iraq).

D) People provide and people make decisions: This case exists in most of Poor Asian countries like Bangludesh, Cerilanka and Partly in India, people through cooperation provide resources and managed. In other words because governments have no the ability to provide resources, so they don't make decisions.

7. Theories of citizenship concept: Because programming the local associations and then access to resistance based on realistic and correct recognition of citizen concept and its relation to other association is possible.

3-4- Theories of Civil Management

For the first time theories of civil management were give the attention in 1976, also other programs of civil durable development and perfect city project were in the agenda of one of the programs of united nations by the title civil management program (Ziyari, 2008).

Programs of controlling immigration from rural areas to city and uncentrelization of city population was not successful, increasingly it is evident that civil growth is unavoidable and approaches of civil problems related to civil effective management. Idea of civil management is resulted from three following factors:

- A) necessity of approaching politics and national economic reforms and civil economy.
- B) utilizing relative advantages of cities and their roles in economic, cultural and social developments.
- C) awareness of correlation among two public and private sector, as two complement factor in directing structural changes that must take place by participation of other nonpublic organizations and social institutions.

In the new approach of civil management, changing attitude towards the roles of two public and nonpublic sectors in the society development process was stressed. This attitude, states that, the main role of government in increasing the ability of private sector and non public institutions, also providing facilities for massive activity in different sectors of society. In this respect, government through passing rules and presenting institutional and financial frameworks in order to empower private sector and nonpublic institutions, leads to innovation and creativity that these two are essential for civil economic development (shiea, 2008: 12).

4- DISCUSSION

4-1- Testing Hypotheses

4-1-1- First Hypotheses: It seems that Ilam civil management provides essential bed for citizens participations.

Table 1: control variable

Control Variables			Gender	Age	Education	Job	Age period
Degree of Participation	Gender	Pearson's correlation coefficient	1.000	.134	.286	.229	.310
		Significant degree (sig)	.	.012	.000	.000	.000
		Degree of freedom (df)	0	347	347	347	347
	Age	Pearson's correlation coefficient	.134	1.000	.311	-.077	.172
		Significant degree (sig)	.012	.	.000	.151	.001
		Degree of freedom (df)	347	0	347	347	347
	Education	Pearson's correlation coefficient	.286	.311	1.000	.126	.017
		Significant degree (sig)	.000	.000	.	.018	.747
		Degree of freedom (df)	347	347	0	347	347
	Job	Pearson's correlation coefficient	.229	-.077	.126	1.000	.200
		Significant degree (sig)	.000	.151	.018	.	.000
		Degree of freedom (df)	347	347	347	0	347
	Age period	Pearson's correlation coefficient	.310	.172	.017	.200	1.000
		Significant degree (sig)	.000	.001	.747	.000	.
		Degree of freedom (df)	347	347	347	347	0

As shown in the table comparative correlation test based on gender, education, age and job of the participants in order to determine degree of their participations in civil matters. Results of the test show that:

1. There is no relationship between gender and degree of participation.
2. The more the level of education, the more the individuals' participation in social affairs.
3. There is no relationship between individuals' job and their participation.
4. Older people more participate in civil affairs.

4-1-2- Second Hypothesis: It seems that Ilam citizens have spirit of participation in civil management.

Table 2: Correlation between participation in civil management and individuals characteristics in the sample

		Participation in urban management	Gender	Age	Education	Job	Resident
Participation in civil management	Pearson's correlation coefficient	1	.078	.289	-.025	-.039	.234

The results of this show that totally Ilam citizens have participation spirit, but this participation results from the following variables:

1. Age of the participants have a positive effect on their participation. Older citizens have more participation.
2. The period of resident of citizens have a positive relationship with their degree of participation. The more the period of resident, degree of participation increase.
3. There is a slight relationship between place of resident and degree of participation. Female more participate than male.
4. There is a negative relationship between education job and degree of participation.

4-1-3- Third Hypothesis: It seems that them more citizens are satisfy from civil managers' services, they are more intended to participation

Table 3: Degree of satisfying citizens of civil managers servicing

		Gender	Age	Education	Job	Resident	Degree of satisfying citizens of civil managers servicing
Gender	Pearson's correlation coefficient	1	.134	.290	.218	.280	.000
	Degree of significant	.	.012	.000	.000	.000	1.000
	Number	350	350	350	350	350	350

Results of the above table show that generally citizens consent of civil managers, but this satisfaction results from following variables:

1. There is a high relationship between education and satisfying from civil services.
2. There is a relationship between period of resident and satisfying from civil services.
3. In determining the degree of relationship of these variable and degree of satisfaction, job variable received the third rank.
4. There is a relationship between age and civil service management.

Regression test is used for determining predicting factors degree of citizens participation in civil management.

Table 4: Summary of Model

Stander deviation multiple index determinant	Multiple index- modified determinant	Multiple index determinant	Multiple correlation index
.53070	.095	.108	.329(a)

Predicting variables including age, gender, education, job and period of resident.

Table 5: Anova Table

Significant degree (sig)	Index F	Mean square	Degree of freedom	Sum square	
.000(a)	8.346	2.351	5	11.754	Regression index
		.282	344	96.886	Residual amount
			349	108.640	Total

Table 6: Coefficients

Degree of significant	t- test	Parameters of standard regression model	Amount of parameters		Variable
		Slight correlation coefficients	Standard deviation error	Coefficients of Regression	
.000	21.111		.170	3.585	Fixed amount
.008	2.682	.151	.063	.169	Gender
.994	.007	.000	.036	.000	Age
.242	1.173	.066	.053	.062	Education
.050	-1.967	-.106	.017	-.034	Job
.000	-5.195	-.287	.031	-.161	Resident

The results of regression test show that role of gender variable in predicting citizen participation in civil management is %17. Also resident place %16 and job %34 and citizens education %62 are effective in predicting their participation in civil management.

5- Conclusion:

One of the important structural factors that have a key role in increasing quality of civil life, is citizen's participation because citizens' participation in civil management makes that citizens make changes and are part of the change, by making suitable opportunities to decrease difficulties and problems, increase civil environment. So by participation can change one side joints to multiple joints that increase mutual confidence of people, and democracy. In this concept citizen participation focuses on three general value: giving the right of power and authority, engaging them in their destination, providing progressive opportunity, using their talents. One of the first challenges of civil management is that how participation management by leading citizens as suitable political- social structure. In our country the first sparkle of civil management was destroyed by Reza Khan's anarchy. It lasts 50 year. By appearance of Islamic republic some thin kings added to constitution, at areas of citizens involvement in decision making provided. As civil management mean working hand in hand individual and groups to specific and common, systematic goal hat itself include programming and supervision that continuous and active attendance of citizens is necessary.

Ilam city influenced by historical events such as converting to city center and acceptance of population as political center results to be the first city of province, on the other hand imposing war leads to its total destroyance during war and immigration from villages to other provinces and Ilam itself results to problems and difficulties in civil management that needs the more and more citizen's participation.

In the first hypothesis that states civil management of Ilam provide essxtial basis for citizens' participation so results from survey's of citizens were investigated that by data analysis by SPSS this hypothesis was proved. Unlike that there are blocks and problems in citizens' participation, there are blocks that are related to social, political structures. It can be remove these blocks by considering

different institutions involved in civil management like administrative organization as main institutions, organizations such as building and construction that engage in providing civil designs, paying no attention to doing cultural, social and media programs in civil management in order to increase citizen's awareness about rights and responsibilities of citizenship and etc.

But in the second hypothesis: It seems that Ilam citizens have spirit of participation in civil management. In this part this are the same as the first hypothesis and it is proved. Ilam citizens have ready to participation, for instance increasing their interest for participating in ceremonies and local assemblies to making decisions and they are interested in problem solving of Ilam. So for increasing and keeping this spirit some programs are necessary.

In the third hypothesis: when citizen's satisfaction from civil servicing is more they are more interested to participation. If civil managers do their work efficiently and in time, this increase citizen's confidence and create a type of public confidence among citizens some of the functions of citizens in servicing to them paying more attention to increase green belt, pavement, making parks and bridges.

At the end it must be mentioned that degree of citizens' participation in civil management influenced by different factors including information of civil managers related to civil programs and designs, increasing servicing to citizens related to their satisfaction and paying attention to their votes. According to the findings of this dissertation and based on the citizens' opinions believed that civil managers provide essential basis for their participation. Citizens by attending in election they are engaged in their destination. But latter their attendance stopped and participatory civil management replaced by participatory management and making decisions take place behind closed doors of assembly.

6- Suggestions and recommendations

- specific attention to citizens participation in city administration must considered by civil authorities and familiarizing citizens by neighboring that is one of the most important principals of civil life, are considered by methods such as cultural activities.
- Recognition civil environment and citizen rights to citizens.
- Awareness and informing citizens regard to institutions, organization that are engaged in civil management, like mayoralty as the most important civil organ.
- Improving the relationship between citizens and limitations and problems of public organs and give responsibility to people for providing their essential needs in city space with durable participation.
- Paying attention to citizen based city and citizen's participation in civil management.
- According to the important role of mayoralty in citizens' participation. It is better select city managers among those citizens that are participated in civil attains before.

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