Analysis of Citizen Participation in Improving Urban Services and the Urban Environment
(Case Study: Baghmalek Urban Areas)

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ABSTRACT
Due to the increase of urban population in the past few decades, if we want to meet the needs of present and future generations from the city and the urban environment, we should do plan in the cities based on informed participation of citizens. The purpose of this research is to analyze the role of citizen participation in municipal services and improving the urban environment at Baghmalek city. The present study in terms of nature was development-application and the method of study is descriptive-analytical research and library and field data collection method is used. 325 residents of the Baghmalek city in 2015 selected and studied in the areas of citizen participation with the use of questionnaires, utilities, sampling proportional to size sampling (using the Cochran). To analyze the data, Spss and Excel software was used. To test the hypothesis and find research tests Kendall (Taby and Tai Si), Defamer, Spearman, chi-square, the coefficient of ETA was used. Research results showed correlation between citizens and their awareness in city affairs, citizen participation, sex and education between citizens, between citizens and municipal services and a significant relationship between age and citizen participation in the administration of the city and only a lack of significance is confirmed.

KEYWORDS: Participation, Awareness of Citizens, Services and the Urban Environment, the City, Baghmalek

INTRODUCTION
Nowadays with more complex structures and functions of organizations in the fields of urban management, the tasks of the municipality as the most important non-governmental organizations is more than ever before. One of the tasks of municipalities is turning inputs (money, skills, resources, etc.) to the outputs of the civil service and satisfaction and well-being of citizens. (Chakrarty, 2001: 331)

Municipalities as an organization providing municipal services to citizens, once successful performance will be enough to provide comfort and security of citizens. Achieving urban sustainability requires analytical understanding of the status quo by analyzing the balance of performance and efficiency of these organizations is leading to participation. (Harvey, 2009: 55)

Citizens in governance and related activities will increase citizen satisfaction and well-being of any society depends on the development of this feeling and attitude that their citizens and environmental conditions involved and be active participants. Citizen participation is one of the basic parameters for advanced cities and metropolises (Jonoski, 1998: 8)

That is why public participation is the most important factor in the success of the projects. (Rajabi, 2: 2011) Human and environmental problems - are large-scale urban environment, such as observance of traffic, according to green space, in cooperation with municipalities in the field of construction, garbage collection and other serious issues, represent problems that nowadays faced. (Marsh, 2004: 22)

In recent decades, the issue of public participation in urban governance made urban managers to improve efficiency, coherence and citizen satisfaction. Accordingly, methods and practices of public participation in urban management will change every day according to the needs of cities. A civil society deprived of basic urban infrastructure with the entire infrastructure, spatial-physical city that lives in the developmental stages, each particular type of partnership to manage the affairs of the city are required.

So city managers should pay attention to the need to attract people and physical features of the city and the organization of public participation. On the other hand, in many cases for managers of cities and dimensions of the concept of public participation in city affairs well and clearly not explain and hence cannot benefit from the potential of the people in line with their management.

However, according to the cases covered in this study, it is tried on the role of citizen participation in improving urban services and the urban environment in urban areas of Baghmalek and examine and in this way to

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Maleki et al., 2016

introduce these inequalities policy makers and planners (Inequality in urban services and the urban environment can be seen that more research to examine them.) helped to realization of citizens’ participation in improving urban services and the urban environment in urban areas of Baghmalek.

Also, regarding the problems of the urban poor service and its negative social and cultural impacts, which leads to social problems in the city like Baghmalek that all of this needs to more attention to the issue of public participation in urban services and the urban environment requires and we can involve more people in matters related to the neighborhood and the city itself reduce these problems. Accordingly, the aim of finding a significant relationship between the variables in the process of research questions and hypotheses as follows:

Hypotheses

Research hypotheses

A) There is relationship between Increase the awareness of citizens by improving the interaction between citizens and the municipality of Baghmalek.
B) There is relationship between age, gender, education and citizen participation with their participation in the affairs of Baghmalek.
C) There is relationship between satisfaction with municipal services and their participation in the urban environment of the city Baghmalek.

Research objectives

The main objective of the study:
Analysis of the role of citizen participation in urban environmental improvement in urban services and Baghmalek

Secondary research objectives
Recognition of citizens’ awareness of their civic rights and duties towards the Municipality Baghmalek
Understanding the level of citizen participation in urban preserve the environment Baghmalek
Recognition of citizens' satisfaction with the municipality Baghmalek
Identify factors that can be effective in increasing citizen participation in Baghmalek.
Identifying the study area study

The importance and necessity of research

Nowadays cities are moving with increasing population explosion against the development. This could be due to the absence of citizen participation in urban projects and programs, so that citizens' participation in the meantime, many have faded. While the proportion of responsiveness and adaptability of urban management depends heavily on its relationships with the community to facts, ideas, requests and suggestions can be transferred into formal institutions. (Nouri, 4: 2013)

While awareness of the needs and problems of people and their attitude toward the study of the role it can have in solving urban problems, fertile ground for logical and correct communication between citizens and institutions to serve their citizens and establish trust between citizens and urban management. Why is the use of popular participation eliminate or reduce bottlenecks and problems of urban management Baghmalek and on the other hand the participation of citizens make use of energy, time, cost and resources less and do more in town.

Intervention in the affairs of citizens and their urban environment Baghmalek the direct acquaintance with city issues and this leads to correct view and people's perception of urban management. Citizen Participation creates a sense of trust of citizens towards managers and mutually city managers should also strengthen the sense of a direct relationship with people.

RESEARCH METHODOLOGY

The dominant approach to the study of development - applied research method is descriptive, analytic, survey, respectively. Information needed for research through documentary method, a library, a survey has been collected by people and experts.

Statistical society of this section is Baghmalek citizens and determining that the sample size using Cochran Sampling method using stratified sample size is done, Information obtained from questionnaires, analysis of statistical tool SPSS and EXCEL software is used for drawing diagrams, to validity of the comments tutors, counselors, and other Cronbach alpha reliability coefficient.

Issue history

The results of external research

Jay Wesley. Eskogan (2004) in an article titled police public participation and social care examined the role of public participation in all aspects of the security and to concluded that the most important organizational innovation in public oversight of police is the police that this term actually involved the participation and cooperation of citizens with police at the local level, defining the issues related to crime, policing priorities, identify problems and solve them.
Crossbowman in a book entitled Crime Prevention addressed the issue of crime prevention instead of dealing with offenders, in this regard, issues and causes inefficiency and coercive approach to crime has been studied. He then discussed the participation of citizens in the prevention of crime types dealt with and psychological and social issues and contexts that can be effective in motivating citizens to participate in the case. Then the role of social groups and how to organize these groups has emphasized participation in crime prevention.

Ouhmer (2007), in a study as citizen participation in neighborhood organizations and their relationship with the efficient, effective collective sense of community, concluded that: Daily participation of organizations together, the increase in self-efficacy and social sense.

**Internal investigations**

Faghihi and colleagues (2006) in a study entitled the responsiveness of Tehran Municipality to study of urban services and citizen satisfaction and the issue of Tehran Municipality respond to clients and citizens. The results of their study showed that the problem of Tehran Municipality accountability to clients, and intriguing and challenging task that has a lot of shortcomings and deficiencies and also to improving the situation these results could be used to answer the Tehran municipality. (Bazi, Pour Haghighi, 202: 2011)

Monazzami Tabar (2006), in a study entitled (the role of public participation in improving and Social Security) to examine ways of securing the world's third and way of providing security in these countries often use violent methods states that therefore the security of unstable and unsustainable. He believes that the participation of the populations in developed countries because its citizens were institutionalized and in fact the very serious security shall participate in security in the country is stable.

Rabbani et al (2007), in a study entitled (to evaluate the effect of economic and social welfare on the level of citizen participation in municipal affairs (the study of Isfahan) It found that the suitability of the area of residence, relative deprivation, institutional trust, satisfaction, health and social satisfaction were effective participation.

Abbas Zadeh (2008), in a study entitled Participation of citizens in the management of urban affairs concluded that social factors and trends variables, variables most effective and well-being immaterial, basic needs and cultural least effect on the participation of citizens in have urban affairs.

Firoozi et al (2012) in an article titled article as the obstacles and challenges of citizen participation in the administration of Region 3 of Isfahan to review obstacles to attracting and managing citizen participation in municipal administration of Region 3 it concluded that the efficacy of participation, authorities and organizations, education and living conditions and education, motivation, and family role of inhibitory factors, social participation in Region 3 of Isfahan.

**The geographical location of the city Baghmalek**

City Baghmalek one of the 24 city Khuzestan province in southwestern Iran with 9.2209 kilo square meters, 5.3 percent level in the province accounted for and the extent of the Fourteenth city whose between 31 degrees 13 minutes 31 degrees 43 minutes north latitude from the equator, 49 degrees and 29 minutes to 50 degrees 18 minutes east longitude from Greenwich meridian eastern province of Khuzestan and neighbors Bashhrstan the city Ease, East of Kohgiluyeh and Boyer-Ahmad Province, North west of the city of Masjid Suleiman, west and south west of the city Rāmhormoz the border and in the foothills Mangiest mountains of the Zagros mountain range is located.

This city is full of ups and downs due to the topography mountainous location enjoys a mild climate, and fertile lands. Although political divisions and countries, cities is young but has a long history dating. The capital of the Baghmalek at latitude 31 degrees 13 minutes and longitude 49 degrees 51 minutes at an altitude of 917 meters above sea level and on the plain of alluvial deposits built around it various heights surround (Figure 1). (Iran Consulting Engineers preparation, 10: 1999)

**Assess the reliability and validity of citizen participation**

Reliable questionnaire to assess the most appropriate method to use according to Cronbach's alpha is a 5 Likert range. This method is done using computers and software spss, which results in Table 1 below. Results Cronbach's alpha was calculated. So the overall reliability and validity of the questionnaire for the survey is a suitable and reliable. (Article questionnaire fully in the appendices.)

<table>
<thead>
<tr>
<th>Table 1: The number of variables and Cronbach's alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cronbach's alpha</td>
</tr>
<tr>
<td>0.875</td>
</tr>
</tbody>
</table>

**Data analysis of this study**

In this section for each hypothesis of the independent and dependent variables are expressed and then to understand the relationship or lack of relationship between two variables using contingency tables, variables related to the assessment of the appropriate test will be used. To agreement includes variables, tables of measuring sequence - a sequence of statistics Toby Kendall, Kendall C. Tai, Gamma, Sommer and crossed tables nominal current of the square, Eta coefficient is used.
Maleki et al., 2016

Awareness by improving the interaction between citizens and municipal participation of citizens in the city of Baghmalek

Since the two variables were ratings of citizen awareness and citizen interaction, so the correlation coefficient was used to test the hypothesis.

Table 2. As can be seen between the two variables citizens' awareness and participation in the Urban Environment was established relationship to 0.501 and a two-tailed tests of significance level of 0.05 is also smaller because of this relationship is significant. It can be accepted that a direct relationship between citizens' awareness and participation in the urban environment variable.

Table 2: the relationship between the two variables citizen awareness and citizen interaction in the city Baghmalek

<table>
<thead>
<tr>
<th>Result</th>
<th>Number of respond</th>
<th>Significant coefficient</th>
<th>Spearman correlation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three is correlation</td>
<td>325</td>
<td>0.000</td>
<td>0.501</td>
</tr>
</tbody>
</table>

| Variables | Citizens awareness and their participation in urban environment |

The findings contained in the table (3) explain the relationship between level of education and citizen participation in the affairs of Baghmalek is based on chi-square test. As can be seen, since smaller significance level of alpha 0.05 is calculated can be accepted that a significant link between the two variables

Table 3: Test significant relationship between the level of education with the participation of citizens

<table>
<thead>
<tr>
<th>Variables testing</th>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>56.501</td>
<td>32</td>
<td>.005</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>64.880</td>
<td>32</td>
<td>.001</td>
</tr>
<tr>
<td>Linear-by-Linear Association</td>
<td>13.350</td>
<td>1</td>
<td>.000</td>
</tr>
</tbody>
</table>

| N of Valid Cases | 326 |

The findings contained in the table (4) copies of the link between the two variables based on the December index shows that assumes of the level of citizen participation in city affairs as the dependent variable intensity equal relationship between the two variables is citizen participation and education level.

Table 4: estimation of the relationship between level of education with the participation of citizens based on rates Somers' d

<table>
<thead>
<tr>
<th>Variables testing</th>
<th>Value</th>
<th>Asymp. Std. Error*</th>
<th>Approx. T*</th>
<th>Approx. Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ordinal by Ordinal</td>
<td>Somers' d</td>
<td>Symmetric</td>
<td>-.174</td>
<td>.044</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat taslit Dependent</td>
<td>-.167</td>
<td>.042</td>
</tr>
<tr>
<td></td>
<td></td>
<td>market Dependent</td>
<td>-.182</td>
<td>.046</td>
</tr>
</tbody>
</table>

Findings age of respondents, with the participation of citizens in the affairs of Baghmalek:

The findings contained in the table (5) explain the lack of association between two variables of age, with the participation of citizens in the affairs of Baghmalek is based on chi-square test, as you can see, since the larger significance level of alpha 0.05 is calculated can be accepted that a significant link between two variables does not exist.

Table 5: Test significant relationship between the two variables of age and citizen participation in Baghmalek

<table>
<thead>
<tr>
<th>Variables testing</th>
<th>Value</th>
<th>df</th>
<th>Asymp. Sig. (2-sided)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Chi-Square</td>
<td>38.479</td>
<td>40</td>
<td>.539</td>
</tr>
<tr>
<td>Likelihood Ratio</td>
<td>40.889</td>
<td>40</td>
<td>.431</td>
</tr>
<tr>
<td>Linear-by-Linear Association</td>
<td>2.974</td>
<td>1</td>
<td>.085</td>
</tr>
</tbody>
</table>

| N of Valid Cases | 326 |

The findings of the gender of respondents and citizen participation

As can be seen Table (6) shows the relationship between the sexes respondents with citizen participation in city affairs is Baghmalek below the surface is significantly larger than 0.01.

Between the satisfaction with municipal services and their participation in the urban environment Baghmalek

Since both variables are of the order of the Spearman correlation coefficient is used.
Table 6: ANOVA table the relationship between gender and citizen participation in Baghmalek

<table>
<thead>
<tr>
<th></th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>msarct * gans</td>
<td>Between Groups (Combined)</td>
<td>1.417</td>
<td>1</td>
<td>1.417</td>
<td>.420</td>
</tr>
<tr>
<td></td>
<td>Within Groups</td>
<td>1092.092</td>
<td>324</td>
<td>3.371</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>1093.509</td>
<td>325</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Results findings showed that sig Spearman correlation coefficient is 0.000 and the significance level was less than 0.05, therefore, a significant difference was zero coefficient and the coefficient obtained is not due to chance or sampling error and reveal the real relationship between the citizen satisfaction with municipal services and participation of the people. Value correlation coefficient represents a significant correlation between satisfaction with municipal services and the participation of citizens in urban environment. (Table 7)

Table 7: The relationship between the two variables satisfaction with municipal services and participation in the urban environment in the city Baghmalek

<table>
<thead>
<tr>
<th>Result</th>
<th>Number of response</th>
<th>Significant level</th>
<th>Spearman correlation</th>
<th>Tested variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is relationship</td>
<td>125</td>
<td>0.000</td>
<td>0.220</td>
<td>Satisfaction of urban services and their participation in urban environment</td>
</tr>
</tbody>
</table>

Testing research hypotheses

The first hypothesis of the research:

Between citizens' awareness with the improvement of mutual relations of citizens and urban municipalities in Baghmalek.

Since the two variables were ratings of citizen awareness and citizen interaction, so the Spearman correlation coefficient was used to test the hypothesis.

Research findings in Table 2 indicate a direct relationship between citizens' awareness and participation in the urban environment variable there. So that the Spearman correlation coefficient between citizen awareness and citizen participation equal to 0.501 percent and with sig 0.000 is a significant factor.

Thus it appears that by increasing awareness of citizens' participation in improving the urban environment and urban services has increased and is in good condition, which indicates the proper functioning of the municipalities in the region and high awareness of citizens, in fact, by increasing citizens' awareness of their contribution to the improvement of municipal services and the environment more.

The results of this study based on the awareness of citizens and the improvement of mutual relations between citizens and the city council approved the city Baghmalek are related.

Second research hypothesis:

Between age, gender and education of their participation in the affairs of Baghmalek are related.

Hypothesis between educational levels of citizens' participation in Baghmalek

Since the two variables were ranked education and citizen participation, so correlation coefficient Somers' d, Tau-b Kendall, Kendall Tau-b thirty-gamma was used to test the hypothesis.

The findings contained in the table (3) explain the relationship between level of education and citizen participation in the affairs of Baghmalek is based on chi-square test, as can be seen, since smaller significance level of alpha 0.05 is calculated can be accepted that a significant link between two variables and thus hypothesis education level of their participation in the affairs of Baghmalek is confirmed.

Hypothesis of age with citizen participation in city affairs Baghmalek

Since the two variables were ranked education and citizen participation, so the correlation coefficient Somers' d, Tau-b Kendall, Kendall Tau-c, and Gamma were used to test the hypothesis.

The findings contained in the table (5) explain the lack of association between two variables of age, with the participation of citizens in the affairs of Baghmalek is based on chi-square test, as can be seen from far larger significance level of alpha 0.05 is calculated can be accepted that a significant link between two variables does not exist. Thus, assuming of age with citizen participation in city affairs Baghmalek be rejected.

Hypothesis between sex respondents and citizen participation

Since the rank of citizen participation and gender variables were nominal, so correlation coefficient was used to test the hypothesis of ETA and square.
As can be seen Table (6) shows the relationship between sexes respondents with citizen participation in city affairs is Baghmalek below the surface is significantly larger than 0.01. Thus, assuming between gender of respondents and citizen participation is confirmed.

**Third research hypothesis:**
Between satisfaction with municipal services and their participation in the urban environment are related.
Since both variables are of the order of the Spearman correlation coefficient is used;
Results findings showed that sig Spearman correlation coefficient is 0.000 and the significance level was less than 0.05, therefore, this ratio was significantly different from zero obtained coefficient sampling error due to the chance or not and reveal the real relationship between the citizen satisfaction with municipal services and participation of the people. Value correlation coefficient represents a significant correlation between satisfaction with municipal services and the participation of citizens in urban environment. (Table 7)

Considering the results of the third hypothesis that between satisfaction with municipal services and their participation in the urban environment is related is confirmed.
Previous studies have military backgrounds to public participation and social care, participation in local organizations, how to provide municipal services, the role of citizen participation in Tqvyatjmay, and the impact of socio-economic well-being depends on citizen participation, citizen participation in city governance and urban management challenges they paid That none of this research to improve municipal services and the participation of citizens in the urban environment is not attention more about participation in social security and about the dimensions of the partnership of citizens and citizens' participation, attention to environmental aspects.

**Conclusion**
Nowadays cities are moving with increasing population explosion against the development. This could be due to the absence of citizen participation in urban programs and projects, so that citizens' participation in the meantime, many have faded.

The study approach to analyze descriptive and analytical survey on participation in municipal services and urban environment in urban areas has Baghmalek. In this study, three hypotheses have been proposed:
1) Improve the interrelationships between citizens' awareness of urban citizens and the municipality Baghmalek is related.
2) Between age, gender and education of their participation in the affairs of Baghmalek are related.
3) Between satisfaction with municipal services and their participation in the urban environment are related.

The first hypothesis using Spearman correlation coefficient was studied and analyzed, and the correlation is obtained. The results of this study showed that between level of citizen participation in improving urban services and urban environment and their knowledge is meaningful and in good condition, which indicates the proper functioning of the municipalities in the region and high awareness of citizens, in fact, by increasing citizens' awareness of their contribution to the improvement of municipal services and the environment more.

In the second hypothesis, to examine the relationship between age, gender and education of their participation in the affairs of Baghmalek Because sequential ordinal and nominal - ordinal correlation coefficients of the variables of Somers' d, Tau-b Kendall, Kendall Tau-C, gamma, eta and chi-square coefficient was used to test the hypothesis.

Level of citizen participation depends on various factors and variables such as education, gender, age and so on. According to the results of the study, it can be seen that the participation of citizens and education related to gender and with age there is no relationship. This shows public participation is effective in improving urban services and the urban environment and must therefore people involved in the scheme to function more of them.

For the third hypothesis test between satisfaction with municipal services and their participation in the urban environment are related. Spearman's correlation coefficient was used. The results of this test indicate the sig Spearman correlation coefficient is 0.000 and the significance level was less than 0.05, therefore, this ratio was significantly different from zero obtained coefficient sampling error due to the chance or not and reveal the real relationship between the citizen satisfaction with municipal services and participation of the people. Value correlation coefficient represents a significant correlation between satisfaction with municipal services and the participation of citizens in urban environment.

To obtain satisfaction as well as the results of tables were turned, wherever satisfaction more people greater public participation and these have a direct relationship with each other.

Results findings showed that sig Spearman correlation coefficient is 0.000 and the significance level was less than 0.05, therefore, this a significant difference was zero coefficient and the coefficient obtained is not due to chance or sampling error and reveal the real relationship between the citizen satisfaction with municipal services and participation of the people. Value correlation coefficient represents a significant correlation between satisfaction with municipal services and the participation of citizens in urban environment.
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