The evaluation of urban quality of life by mental approach in Afghan immigrants (Case study: Robat Karim City)

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Extended abstract

1. Introduction

In the recent decades, quality of life has been considered as one of the most favorite subjects of science, between the researchers, planners and governments. There are two basic objective and subjective approaches to the quality of life. In this research, the quality of life by mental approach is investigated with regard to indicators of socio-cultural, economic, physical-environment and ecological.

The purpose of urban quality of life is development of the concept to change it for urban sustainable development. Quality of life is a complex variable that is affected by several variables. These are changes in income, living conditions, health, education, environmental quality, stress, fun, happiness, family, social relationships and similar variables. The main approaches that are considered are the classification of urban quality of life as objective and attitudes as subjective.

General approaches are dealing with the mental attitude and the mentality of the people in their lives and objective approaches are associated with the environment in a quantity that can be measured. Migration to Iran leads to situation that many Afghan people have chosen Iran as their new home and living in Iran over the years when their country has been in turmoil state and unorganized situation.

In spite of the huge amount of refugees, their combination in Iran society and its consequences, there are no precise research and analysis to understand this issue. Perhaps the reason for this is that the immigration problem in Afghanistan is seen as a transient issue. While it should be noted that with the continuous insecurity and living conditions in Afghanistan, the immigrants have no incentive to return to their homeland. So the big number of refugees is the results. However, the implications and consequences for immigrants who live in different cities of Iran were equally affected by the quality of life in Iran. It is therefore essential to have a more scientific view of the issues surrounding immigration. In this regard, the aim of this research is to measure and evaluate the quality of life for Afghan refugees living in one the cities, Rabat Karim.

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2. Material and Methods

According to this research topic, the method of data collection is either library and field survey. According to the requirement in each stage of the research one or both of the two methods has been used. Information is collected through questionnaires that were prepared with the guidance of supervisor and advisor and then reviewed and revised. They were distributed and completed, refer to the region between members of the sample. After obtaining information from the questionnaire and interview, it started to classify questions to determine their answers and identified the number and frequency of respondents. After this step, the data analysis will be discussed. In the second part, which is organizing the data, the data were entered into SPSS application for analysis. In the early stage of the work T-Test was used to determine the quality of urban life. In this stage, all 12 parameters were measured using the test and individual levels were measured and compared to the mean average to calculate the quality of life index.

3. Results and Discussion

In order to assess of subjective indicators including 4 main criteria listed in 12 components. These are the economy, housing, infrastructure, access quality, public transportation, health, environment, education, health care quality, safety and security, entertainment and recreation, interaction and social cohesion. These have been evaluated by questionnaires in survey. The research method is descriptive-analytic study. The results of the questionnaire have been analyzed using single-sample T-test, U- White Straw, Kolmogorov- Smirrnov one-sample and two-sample and multiple linear regression analysis using SPSS. Single-sample t-test results indicate that the migrant's quality of life in Rabat Karim City is rated lower than average. The results showed that the lowest satisfaction of quality of life is on both economic conditions and recreation and leisure situation. In general, subjective quality of life index was under average in this city and out of the 12 territories, only the quality of the infrastructure was above average. It also became clear that the birthplace in the satisfaction levels of quality of life in the host society is significant and Iranian-born immigrants are more satisfied with their quality of life than those born in Afghanistan and then migrated. Also, using multiple regression analysis shows that 84% of the city's high quality of life includes indicators of social, economic, physical and environmental. The results showed that the socio-cultural variables, in the level of 0.884, have more impact on higher quality of life in this city. Consequently, to improve the quality of life of migrants in Rabat Karim, planning in social and economic indicators is very impressive.

In other words, increasing the level of social and cultural interactions has a significant impact on their satisfaction with their lives in a Robat Karim. Perhaps the reason is economic hardship, isolation of the immigrants from the general public, little interaction and involvement in the economic sector. On the on hand, social discrimination and institutional and structural discrimination, high tuition scholarships at different levels, discrimination in schools, restrictions rules on entry to universities, free tuition, Legal - structural barriers, lack of employment opportunities in Iran for those educated immigrants have made immigrants are faced with situations in different areas that have unwanted bad effects on their quality of life. This causes them to social wilt, and the following will result in the loss of social status and sense of place and social exclusion.

It should be noted that urban management have less interest in urban immigrants problems and their policies are regulatory policies issued by the Ministry of the Interior and Bureau of Immigration. This is oblivious to the migrant problems in urban management, economic, social, cultural and environmental considerations. In cities where immigrant populations are considerable it requires to change structural approach to the integration to empower the immigrants.

Keywords: Afghan immigrants, Rabat Karim City, subjective approach, urban quality of life.

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Spatial analysis for selection of optimized sites to establish chain stores, region 3 of Rasht City

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Extended Abstract

1. Introduction

Nowadays the strategy to achieve sustainable development is very important as a major issue in developing countries. In order to strengthen their economic and social infrastructure and eliminate existing imbalances, these countries need to identify their resource and make a good planning. The planning and development of various land regions is the most important factor to achieve sustainable development. However, less attention to the sustainable development with negative cycle of imbalances has faced the cities to social, economic and ecological challenges and unprecedented issues as poverty, declining quality of life, income gaps, and social injustice in the distribution of services. Strengthening and balanced development of physical, ecological, social and economic aspects and improvement of life quality and good service distribution for our citizens is an important principle of sustainable development. Physical division based on the needs of each citizen should be entitled to several services. Services should be distributed according to the thresholds of population concentration over the area. Appropriate spatial service distribution requires an analytical understanding of the status quo to reduce inequalities, improve the environmental quality of life, protect the environment and achieve the sustainability.

Each element of the spatial place of the city, dependent on certain principal rules which if adhered to, the success and efficiency of the element will result in the same place. Site selection is an important issue in all types of businesses, including manufacturing and service efforts. One of the mechanisms that cover different areas of the state to reduce distribution costs and provide the goods is establishment of chain stores. Chain stores are a tool to develop within the urban economy. Assessing and ranking of the places to build the chain store is conducted to reduce the cost of travel within the city, saving time and reducing traffic volumes. One problem with the development of chain stores is the lack of convenient locations with easy access to urban services and complementary activities. The purpose of this research is to make a ranking of the selected points for the constructed chain stores in region 3 of the Rasht city with using TOPSIS-AHP consolidated methods.

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2. Material and Methods

This research is based on descriptive- analytical method. Method of collecting library data has also been used. The research method is based on AHP, Delphi method and pairwise comparisons by Expert Choice application. The experts will assess and prioritize the criteria. Based on 11 indicators (distribution of the chain stores, the distance to the market town center, parking space, population density, building density, distance from the main square, distribution of the main intersection transportation networks, minor cities, available barren lands suitable for construction, elevation and slope of land) have been selected. Based on these criteria, 15 points in Rasht District 3 has been determined. From the 15 points proposed in region 3, five points (Gill Square, Janbazan Square, Shagreen Sazan, Ghods Alley, Imam Reza Alley) were excluded due to lack of required standards. Finally, 10 points (Vali Asr Town, Sheikh Abad, Roudbarian, Khamir Zahedan, Shahrake Shahid Beheshti, Kijdeh, Rajaei settlements, Montazeri's neighborhood, Kord Mahalle and Shalkou) were selected as the optimum location for chain stores in the region three. The new stores will be in a location away from downtown where lacking the market and chain stores. The selected sites must contain bare land suitable for building space and parking, also in close proximity to population centers and the city's main intersections.

Compilation process of TOPSIS and AHP models is in 8 steps. Firstly, after field impression, scoring process is applied based on the criteria given to each of the regions. Secondly, a decision matrix was carried out without scaling. This process tries to scale the decision matrix without scale. In the third phase, the normal matrix is formed by weights, in order. Weight indices were calculated by using AHP and Expert Choice application. In the fourth step, the weights are multiplied by the normal matrix. In the fifth step, the positive ideal solution and negative ideal solution are becoming clear. In the sixth step, the ideal amount for every option has positive and negative, in order. Positive ideal is for standard access to parking, building density, distance to the city's main intersections and secondary roads within the city. Negative Ideal is for standard access to parking, building density, distance to the city's main intersections, side streets away from the city. It and has maximum and minimum values for the remaining parameters. The seven steps are determined by the relative closeness of an option to the ideal solution. The last step is ranking of the options to determine the best one. For this purpose, it has enough relative distance to each option, in order to sort them from large to small orders. In this case, the option that has the largest distance is relative to other options, and the highest ranking accounts.

3. Results and Discussions

Based on the findings, Shahrake Valiasr with the first with the final score (0.615) is the best of the selected points. Followed by that is Sheikh Abad is in the second rank with final score (0.563), Shahrake Beheshti Town, ranked third with final score (0.449), Roudbarian in rank fourth with final score (0.413), Kijdeh in the fifth with final score (0.346), Shahrake Rajai town in the sixth with final score (0.344), , the Shahid Montazeri town ranked seventh with final score (0.328), Kord Mahalleh in the eighth with final score (0.322), Khamirane Zahedan ninth with final score (0.170), and finally Shalkou isin rank tenth with final score (0.156) in order of priority as the10 chain stores established in region 3 of Rasht city.

4. Conclusion

The results of the research suggests that priority ranking of the town show that, Shahrake Valiasr has the most appropriate place and Shalkou is the lowest point for establishment of chain stores. The results show that the proposed method can locate and help planners a variety of premium plans for location of the chain stores. The suitable areas for these sites are depicted for better decision making and sustainable development. These results can be employed by government authorities and municipalities for better land use management.

Keywords: AHP, chain stores, Rasht, site selection, TOPSIS.

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Assessment of environmental quality satisfaction indicators in new towns (Case study: Parand New Town)

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Extended Abstract

1. Introduction

The rapid growth of cities, especially in metropolises, with features such as high population concentration and volume of economic activity has left negative impacts on the urban environment. The most significant solution in response to the reduced capacity in metropolitan areas is planning and implementation of new cities to attract more population and to reduce pollution and environmental degradation. In recent decades, in Iran, great cities have been faced with population, economical, social and physical problems. Following the adoption of policies to control such problems, a new town plan was proposed by the Ministry of Housing and Urban Development. The importance of the role of environmental quality in various aspects of the new town dwellers are reflected in their satisfaction and this issue can be explained in cities, especially new towns. Subjective indicators are the most accurate and the most important factor to assess resident satisfaction and consequently the success of the new towns. Given that the metropolis of Tehran have a special position in the country's urbanization and urban hierarchy, the rapid pace of its expansion, without the foresight and the establishment of institutional arrangements and legal requirements to control and direct the development and delivery of appropriate services in the region, is causing problems and challenges. In this regard, in order to consider overpopulation of metropolitan of Tehran, the agenda was the construction of new towns. Parand new town, due to its proximity to the Imam Khomeini International Airport and its location in Islamshahr- Robatkarim, and also its coverage in west –south areas of Tehran can play a crucial role in attracting the population of Tehran. However, evidence indicates that it was failed to achieve anticipated initial targets for Parand New Town. Thus, the measurement and analysis of indicators of environmental quality and satisfaction are essential to the town. According to what was mentioned in the problem statement and the objectives of the research, this study is an attempt to answer two fundamental questions:

   1. In what level are satisfaction indicators for environmental quality in Parand new town?

   2. How much is the effect of social and economic characteristics of Parand dwellers on the indicators of environmental quality satisfaction?

2. Material and Methods

This is a developmental and implicational research in purpose and a descriptive and analytical

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one in research method. Descriptive and primary data of this research have been collected with reference to related documents and initiatives in this area. Research indicators were chosen according to the theoretical studies to improve the environmental quality standards, models and other issues reviewed in the new towns. In this regard, five indicators (quality of housing, social characteristics, economic characteristics, access to urban services, and transportation) have been selected and for each indicator several sub-criteria are considered. The sample size to fill out the questionnaire has been determined by Cochran's formula, which in this research the sample size is, 370 people with 95% confidence level. The data have been analyzed by SPSS application.

3. Results and Discussion

In inferential statistics, the five main indicators of housing quality, social characteristics, economic characteristics, quality and access to urban services and transportation have been used to measure the satisfaction of environmental quality in Parand. Parand residents have suggested their satisfaction with the current status of the five indicators, below the average ($P < 0.05$ and average less than 3). They stated that just indicator of access to urban services and transportation is close to average point and they are unsatisfied with other indicators.

Table 1. A single-sample T test for quality of life in Parand

Indicators	Mean	T	sig
Housing Quality	1.994	-44.619	0.000
Social features	1.881	-49.859	0.000
Economic features	1.816	-64.975	0.000
Urban services	2.196	-43.922	0.000
Quality of access and transport	2.935	-2.723	0.007

4. Conclusion

Understanding the quality of a new urban space and the way it affects the attraction of overflow population of Tehran and how it retains the residents were key objectives of this study. The results and the interviews with public and private institutions in Parand were carried out in this study. It has led to production of reliable information about the environmental quality of the town. I Management practices and services in various sectors can cause varying degrees of intensity associated with a general understanding of environmental, economic and social issues. To achieve the anticipated objective of Parand new town and improve performance of the town to attract Tehran metropolis population and enhance the environmental quality of the resident's satisfaction, the followings are suggested:

- Specifying an index point to evaluate changes in the environmental quality of Parand new town;
- Building infrastructure and economic, social and cultural independent activities in Parand new town;
- Quick access of the Parand to Tehran metropolises and Karaj by providing complete communication netwoks;
- Considering the economic activities and settlement in order to create jobs and prevent it being residential;
- Enhancing architectural quality and attractive building in Parand new town using sustainable design elements in public spaces to increase the sense of place and identity;
- Identifying and organizing hidden and less spaces and the adequate lighting streets at night to enhance security as well;
- Improving the delivery of municipal services, such as administrative services, business, entertainment, health and etc. to enhance the satisfaction levels of residents and

increase their willingness to live in the town.

- Considering special facilities for the disabled and elderly people in the passageways of the city;
- Formation of local groups and associations among different categories of people, including age groups of youth, adults, women, etc.
- Making necessary incentives to draw people's participation in social and economic activities of the town;
- Completing construction projects more quickly, such as gymnasiums, commercial complexes, Mehr housing project, etc.;

Keywords: environmental perception, environmental quality, new town, population, satisfaction.

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Analysis on spatial patterns of social harms in urban environments (Case Study: District 5 in Tehran Metropolis, Iran)

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Expanded Abstract

1. Introduction

Social harms are the main objects of urban pathology studies in most cities and metropolises. In Iran, spatial structure of social harms has an urban pattern that in metropolitan areas including Tehran and some of its surrounding regions are the main center of crimes and disorders. District 5 in Tehran metropolis has settled 793000 populations at 2011(about 10 percent of Tehran's Population). Considerable population concentration together with incompatible cultural texture and a variety of social classes resulted from rural immigrations, settlement of seasonal workers and attractiveness of this area for population movement has provoked the social harms in this region. District 5 is one of the typical metropolitan districts for social pathologic studies with spatial approach. This is not only because of its special social structure, but also for characteristics of its spatial organization, configuration elements and physical structure including its considerable extent, north-south stretch, developing buildings, increasing residential settlement, existence of primitive rural cores and remains of old neighborhoods with dense and old texture, lots of open spaces and arid or empty lands, lots of road networks and major streets. This article try to show that interconnections, mutual relationships and interactions between social and physical structures cause some urban problems and harms through which to understand and analyze spatial patterns of human behavior in the social district 5 of metropolitan of Tehran. The method of this article can be extended to the similar issues and studies and its results are useful for the analysis and stemming of urban and metropolitan's areas.

2. Material and Methods

The method of this research is descriptive-analytical. Basic data related to social harms (homeless, begging, addiction and street children) has been provided from statistical reports of social services department at district 5 municipality in Tehran metropolis. In this report, data are collected by postal addresses. Based on these addresses, location of harms is gathered by GPS and after recording these data in GIS application, they are turned into point. The spatial data are created based on the harms. To understand spatial structure and distribution, the size of spatial movement or distribution range of harms, statistical and graphical methods including mean center point, the distance from standard deviation, SD ellipse, spot maps, thematic maps and kernel density estimation are used which are produced by CrimeStat application. Therefore,

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basic data are changed into basic maps and spatial patterns of social harms and generated based on them.

3. Discussion and Results

The results show that the spatial-geographic context of crimes namely population density, physical and functional structures, the proximity to urban spaces and elements have the decisive role in forming crime areas. Spatial centers of crime, intensity of crime, the range and distribution of crimes and consequently the spatial patterns of urban harms and crimes are other factors effective in firming these areas. West Terminal, Azadi Square, Sadeghiyeh Square II are the main centers of crime spots and density. Shahreziba Square, Kohsar Forest Park, quarters such as Kan, Mehran, and South Jannat Abad have an extreme effect on formation of crime spaces, spatial consistency and geographical direction of crimes. The spatial behavior of addicts and homeless people is followed by urban spatial structure and it has a wider range of spatial distribution. Whereas the spatial behavior of beggars and street children is affected by urban space functions and has a restricted distribution area with direct process of distribution. Thus, planning and social harms management together with precise recognition of social nature of these harms should have a clear understanding and precise or deep analysis about spatial patterns of this phenomenon as a spatial fact. The nature of this attitude emphasizes mainly on the study of spatial structures (physical and functional structures spaces) that is the basis of occurrence of harms in urban pathology in general and social pathology in particular. Study and analysis of these loaded geographical locations and the spatial and physical structures try to understand the mutual effects, proximate relation, spatial and functional correlation between urban elements and spaces and its crucial role in management of social harms to avoid disordered behaviors. This is mainly by environmental science methodology specifically geography and urban planning. This method is not only with an attitude based on spot analysis but also with municipal structuralism and a special generalization.

4. Conclusion

Physical-spatial policies are essential to prevent harms and to reduce and control spatial patterns of social harms in district 5 in Tehran metropolis. Range of spatial policies should be considered to limit building density in the central high-density neighborhoods (accumulating centers) and centers of harms such as Mehran and South Jannat Abad by classifying them into areas with low- density in order to reduce population density in the areas. In addition, it seems necessary to apply restrictive policies to control traffic problems in these quarters, reduce size of the area along the North–South, and to design new borders for areas and quarters in order to decrease spatial movement and to limit the domain of spatial spread of drug addicts and homeless people especially in crime hot spot centers. Traffic engineering measures in street networks, principally at the main intersection can be considered to reduce traffic nodes (construction of interchange). The measures to increase natural cares and reduce the harm production of the environment can also be suggested by improving the quality of physical environment, special environmental designing in commercial centers (Sadeghiyeh Square II), parks and open green spaces in the neighborhood around Azadi Square and Jannat Abad. These can reduce the presence of beggers and limiting the activity of street children.

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Evaluating sustainability urban neighborhoods in the neighborhoods of SAQEZ City

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Extended Abstract

1. Introduction

In the past, local economic conditions - social time as the proper functioning of urban settlements present in cells - significantly .And the emergence of new urban spaces in the contemporary community standards of foreign detachment of native culture, the crystallization of the changes in the economic environment - is the country's social (Pakzad, 1387: 6-7). Change is inevitable in the urban environment. Various forces and factors, including the social, cultural, economic, demographic, technological, and environmental impact of these developments are in the process of intensity (Nourian, 1386: 50). These factors (natural or synthetic, individual or social, planned or unplanned), shape, size and structure of urban neighborhoods have changed. These variables are changed so that the distinction between neighborhoods are apparent (Flanagan, 1993: 19). Community development includes issues related to housing, economic development, citizen participation, social welfare, security, and environmental issues is to promote literacy among all these elements, there is a mutual relationship (Sharepour, 1383: 298). Neighborhood identity and social participation as one of the infrastructure structure - the physical is important. Because of the importance of urban life in the area of social is a Social – psychological urbanites. Therefore, the crystallization of neighborhood physical and social boundaries and territories, is the crystallization buffer. Initiatives and urban development patterns that citizens have the ability to meet the objectives, individuals and community control, political benefits, improved quality of life and promote social justice (Rabbanikhorasegani, 1388: 3).

But these discoveries context and capacity necessary to achieve the desired goals and did not make the unused capacity of local communities have been successful. Saqez as the second largest city in the province of Kurdistan due to the heavy migration from rural to urban areas and consequently the growth of the urban population, urban development changes, mismanagement, there are various subcultures, and the subsequent formation of car localities, and in most cases, the configuration for smooth and economical limited to, the areas of societal diversity, dynamism and vitality, and participation is open to residents. In order to achieve sustainable cities, sustainable communities is needed before anything else. As the smallest divisions of the neighborhoods in urban parts of the city are constructive. Central neighborhood

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could be a good way to solve problems such as reducing crime, enhancing the quality of life of residents is increasing socialization. Hence, this study is based on getting rid Mya known and apparent stability of residential neighborhoods from the perspective of experts like Lynch, dear, optical ... investigated and according to the stability criteria to determine which of the selected neighborhoods are more stable than other neighborhoods.

Methodology

The research objective is the application and the method is analytic – descriptive, with an emphasis on "systematic" and Data collection survey has been conducted. Data from field studies and the use of open and closed questions and library studies - documents and the use of the Statistical Center of Iran has been collected. The unit of analysis was the household in the neighborhood. The sample size of 379 households was estimated using Cochran formula. Cluster sampling - the place is a multistep among different localities in the tissues of the four neighborhoods selected so that the desired neighborhoods, blocks (households) were selected, and the number of blocks of houses and sample size, number of houses on the sample size and the number obtained by dividing the distance between the plate and the first randomly selected. Thus, the study has been conducted on them. The content and face validity of the method according to the experts and pundits were confirmed. For reliability using Cronbach's test in SPSS software environment equivalent to 76/0 to determine the consistency and reliability of the data is telling. Also during the investigation, and Arc Gis software Autocad design neighborhoods and textures are used.

Results and discussion

The calculations were carried out based on ELECTRE model, Navqhla neighborhood in the central tissue (Old) City Turpentine is a stable neighborhood, the neighborhood of 32 meters as semi-stable neighborhood a Shahrak Daneshgah neighborhood and Baharestan paeen areas have been identified. Hallmarks of a sustainable community living Navqhla to be proper, convenient access to services, educational, cultural, recreational, and per capita varied applications mentioned above. High land prices in this context (Old) caused the average low-income classes and almost not able to live in it. Semi-stable neighborhood close to the city center is located 32 meters from the high population density, equitable access to services, culture, education, the economy of scale due, as is characteristic of this neighborhood. Unstable neighborhoods of Baharestan Paeen and Shahrak Daneshgah (1) the localities or suburbs, which are located at the edge of the physical development of the city over recent decades have been created. The characteristics of these communities can be difficult to access, business services, health care, non-compliance with the requirements of services and ecological population growth, high population density, a severe shortage of adequate open spaces for recreation, high rates of illiteracy and low education population lack areas of expertise include working force.

Conclusion

Be sustainable neighborhood development, in which all its inhabitants, including all groups and classes of people, the right to equal opportunities and responsibilities of the activities and decisions that affect their lives, the environment, accept. In addition to emphasizing the need for local sustainable balance between environmental and economic development goals, particularly through the participation of the people. While also enhancing their local social relations and for the future is to institutionalize. In this research both qualitative and quantitative indicators of sustainability in the context of the neighborhood in four quarters of the Old intermediate, relatively new and new (in 4 different areas) were examined. In these neighborhoods (Navqhla) in the old context, with a total value of 3 would indicate the highest rank and harmony with the principles of sustainability and other places is Interest. neighborhood of 32 meters (central tissue) with a total amount of 1 was found to be as stable neighborhood and the second half is accounted for. The next level localities studied in the tissues of new and relatively new, both with two points - the places were unstable and weak.

The results indicate that the various localities in the city to benefit from the stability index of inequality and differences exist the most relevant indicators of social inequality - inequality, cultural and minimum physical dimension is related to the index. Navqhla sustainable

neighborhood in the city's historic core, textured organic origin and residence history and physical structure of the social relationships and interactions to create more face to face. And the availability of services in different areas of the high degree of qualitative and quantitative indicators have been. But in other neighborhoods (unstable) new neighborhoods mainly consist of planned and checkered pattern which usually already have a clear plan, with a huge gap to real sustainability. According to the results, we can say that the development community is going to achieve urban sustainability and in other words, regardless of the potential for community development and institutional, human, cultural, economic, and individual and collective capacities impossible applicable.

Keywords: sustainability, Neighborhoods sustainability, ELECTRE Model, SAQEZ

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System evaluation of social dimension to implement electronic city in Bojnord

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Extended Abstract

1. Introduction

By growing urban population, it is not only necessary to extend the urban area but also to build new cities which are equipped with smart technology bases. Nowadays, information technology is the most prominent pillars of the urban development and its achievement is effective on lives of people that its results can be named as electronic city (E-city). E-city is a reality that must meet the needs of the people and society. Today, if these needs are ignored, in the future it will be needed to allocate large investments for them. Some of the advantages of making E-city are making easiness in the organizational working process and making calm, stable, equal areas, and also enhancement of the quality and efficiency of services during working hours. It can also be a way to facilitate access of citizens to the services everywhere in the city. It is suggested that electronic city development can be analyzed through five major dimensions including organizational, political, individual, social and finally technological perspectives. The social dimension is one of the most important needs to be successful in implementation of electronic city.

In this survey, the social dimension has been investigated according to the importance of E-city development in Bojnord. This dimension was investigated based on system thinking because of the acceptance of this thinking approach as an important means to understand the complexity of problems in the various fields like urban and regional planning. System thinking can be effective in analyzing and giving effective solution in implementation of E-city from the social dimension. This is because of its holistic and comprehensive nature and the level of understanding that it offers for better recognition of an event and also the capability for solving complicated problems. Thus, this research has been carried out based on exploratory approach to prioritize effective factors and also investigate their relationship with the tendency of people for using modern technology. It can also indentify existing challenges in the social dimension to implement E-city. Additionally, the current research seeks to make a modeling of the effective factors by system thinking approach in Bojnord City.

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Implementing E-city in Bojnord has been initiated by training citizens since October 2012. Large numbers of citizens are using these services, but there is no information in the field of occupation. One of the reasons is lack of cooperation in organizations.

2. Material and Methods

This research has a descriptive- analytic method, with inferential and both qualitative and quantitative methods. In the quantitative section, the opinions of the citizens and urban managers' have been measured in order to prioritize the identified effective factors by questionnaire. The questionnaires have been designed based on comprehensive literature review and documentation studies with modeling practices to investigate the conditions of these factors for identifying existing challenges in the city. Both citizens and managers questionnaires include general and special questions that are scored using 5-choice Likert scale. The population of this research includes citizens and urban managers. The samples required for this citizen population have been calculated based on Cochran formula. Up to 340 questionnaires were distributed among citizens. Also 69 questionnaires were distributed among managers. In the qualitative section, 4 managers were chosen for the purpose of semi structured interview with snowball sampling method. In this research, the ordinal regression test has been used to investigate the relation of identified effective factors with tendency of people for using modern technology. Balanced average method for prioritization of social effective factors and chi square test is conducted to investigate existing challenges to draw cause and effect diagrams based on system thinking approach. Vensim application and the interview method have also been employed to complete the final system. Performed interviews have been analyzed with the qualitative method of theme analysis. Ultimately, their outcome would be designing of a social model for implementation of E-city according to the conditions of Bojnord based on systems thinking.

3. Results and Discussion

Results of this study indicate that some factors are effective in implementation of E-city; these are including age, educational level, social situation, personal ability, codifying curriculum, mental norms, education of citizens, making electronic the commercial and official activities, concentrated services for the needs of citizens, and support of government with the mass media in the social field. The results of the interviews added some more effective factors to this subject. These factors are the existence of poor and uneducated level in using technology, community motivation to the enhancement of skills in using internet and computer, low level of citizen's familiarity with English, fondness of some citizens specially low-educated people to face-to-face referral, holding training classes at school, producing brochures with the culture making content in a fluent and low volume text, and also identifying advantages of E-city. It can be said that, in the social dimension, all the above factors are absolutely effective in making E-city in Bojnord.

According to the results of ordinal regression test, that uses the statistics of coefficient cox venel, Ninja Kerk and Mack Daun, it can be said that independent variables of this effective factor are able to explain the dependent variables (tendency of people to using modern technology). In addition, the coefficient and the effect of these variables on tendency of the citizens and managers are positive for using new technologies. It means that enhancement of the amount of independent variables would increase the amount of people's tendency to use new technologies. The analyses of questionnaires show that from citizens and managers point of view in prioritizing effective factors, citizen's education has the first priority. This is in accordance with identifying critical factor based on systems thinking and modeling activities. It means that citizens' education has the most influence on the other factors.

4. Conclusion

In identifying existing challenges with using chi square test, both citizens and urban managers believe that there are some challenges in the fields of citizen education and training, codifying curriculum, government's support and personal capability. After identifying effective factors and confirming their relation with the amount of people's tendency to use new technology and also, identifying existing challenges, these factors have been modeled in the frame of systems thinking with Vensim application. Without this modeling, it was impossible to investigate effective factors. With the designed model, required factors should be investigated to identify existing challenges in order to facilitate implementation of E-city in Bojnord, and to use its advantages.

Keywords: Bojnord, E-city, Social Aspect, System Thinking.

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Analysis and design of an appropriate organizational structure for intermediate municipality (Case Study: Saveh Municipality)

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Expanded Abstract

1. Introduction

This paper is an attempt for design of an appropriate organizational Structure for Municipality of Saveh City. The purpose of the organizational structure is the way and manner in which organizational activities are organized and coordinated. The organizational structure consists of activities such as task allocation, coordination and supervision to achieve organizational goals. It also provides a vision of the organization and its environment to the employees. Organizing, it is a way of identifying, grouping and classifying the major factors involved in the organization and then creates the logical relationships between the various factors. Organizing is carried out in order to improve the functional relationships between these factors and better organizing is carried out in order to achieve organizational goals. These goals are derived from vision, mission and strategy of the organization. Therefore, a logical connection is established between the organizational structure and strategic characteristics.

2. Material and Methods

According to purpose of this paper, the method is applied, and this research has a descriptive - analytic methodology. There are different approaches to design the organizational structure. The approach used in the design of organizational structure, is a process approach which is used for service and project organizations. Since the municipality in its essence is a service organization, process approach is used to review and recommend an appropriate organizational structure. To analyze the organizational structure of Saveh, it has first been tried to present structure and analyze it at three levels. To this end, with a process-oriented approach, three-level organizational positions and posts have been studied and compared with their duties. In this way, organizational failures and discrepancies between the positions, people have been allocated and assigned tasks in different parts. Furthermore, levels of management are determined. Then, generally the form and nature of the organizational structure are identified and required units are offered. Finally, the organization chart of Saveh Municipality is proposed. It should be noted that designing the organizational structure for this municipality is in the framework of the Strategic Planning. The city of Saveh is located in the northern part of Markazi Province. Saveh is an industrial city with 207,643 inhabitants (According to census statistics in 2011).

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3. Results and Discussion

In the organizational structure of Iran municipalities, some common problems are observed. The first problem in this context is that the existing structure of municipalities is not updated. The current organizational structure of the municipalities is the legacy of the past, which is not much scientific. The second problem is the lack of a detailed description of the duties, positions and qualifying conditions. Lack of qualified personnel or mismatch between employment and professional status of individuals is the other municipality's major problem. Another significant issue is the lack of consideration of environmental features in the design of organizational structure. This paper addresses the issue of organizing the city of Saveh. Appropriate organizational structure design, causing organizational effectiveness, thus, will be lead to optimal service delivery and citizen's rights and interests. In the proposed structure, the logical relationship between the organizational structure of the City of Saveh with goals, strategies, mission and vision of the city and municipality is established.

4. Conclusion

In Saveh municipality, from 83 defined organizational positions, up to 31 positions, equivalent to 37 percent, are empty and not assigned to individuals. There are three types of organizational structure: pyramid, matrix and network. Each form of organizational design has its own set of advantages and disadvantages. The pyramid structure has been the obvious characteristic of bureaucracy. In this structure, the city manager is as the strongest and most influential in the apex of the pyramid. Following that are the director, assistant or assistants at the top of the pyramid and this continues to the lowest level of the pyramid. The matrix organization grows out of the organizational choice between project and functional forms. Network organizations are an organizational structure that has two main characteristics: The lack of focus and hierarchy.

In the framework of Saveh strategic plan, and developing vision for city and municipality, a hybrid organizational structure has been predicted to Saveh municipality. Due to the nature of services and numerous functions, the main body of the organizational structure of Saveh municipality is pyramiding in consistent with current municipal structure. At senior management level, the organizational structure is a matrix. With regard to the specific circumstances of Saveh, some units have been proposed for the municipal structure. These units are necessary to achieve municipality and city to their developed visions. Suggested units are: Project Management Office, Crisis Management Office, Information Technology Unit, Quality Management Unit, and Studies and Research Unit. Project Management Office is responsible for controlling, monitoring and coordination among the major projects implemented with the public sector organizations. It aims to create harmony between projects, monitoring and control, standardization and ultimately success in completing projects with the highest quality, on time and with minimal cost. Due to being responsible for three districts of Tehran in the event of earthquakes, Crisis Management Office for Saveh is proposed. Becoming electronic city is one of the strategic main objectives of Saveh municipal vision. Thus, Information Technology Unit has been proposed for this structure. Saveh Municipality is known as a small municipality in the country; but due to high incomes, the desire to develop is strong. Therefore, the municipality required a unit to continuous planning for sustainable development. For this Studies and Research Unit is suggested. Moreover, Quality Management Unit for the Setting of required Standards and enhancing the quality of municipal services is proposed.

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