The Relationship between the Rights of Citizens and Municipal Services in Small Towns

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Abstract: *One aspect of development is the concept of citizenship rights, the birth of the Roman law, and until recent years, there has been a change. European and American citizenship rights are a subset of Political Science (Political science). And more concerning the rights of citizens to participate in the affairs of the country and its different dimensions whose approach to political rights and the rights of the public and in this respect assessment of municipal performance and the services that provide, has objective and subjective dimensions ,can be formed Objectively ,and measure the quality of services based on their performance relative to external standards of municipality And the subjective feelings of the people and their satisfaction toward city services, the quality of the municipality's performance .The main objective of this study was to measure citizen satisfaction of the city council and the factors affecting its performance Oshnoyeh. This is the method using a questionnaire survey .The results indicate that a general satisfaction level of citizens toward the performance of municipality of Oshnoyeh is low. But the social characteristics of the respondents such as gender, age, education indicate that there is a significant difference between variables.*

Keywords: Rights of Citizens - Citizen's Satisfaction - Performance Evaluation - Municipal Services

1. Introduction

An important issue in the field of urban studies, urban planning and management at a global level is the debate about civil rights, urban life and urban management. The importance of civil rights must be sought in the formulation of rules and regulations regarding urban planning and urban management, urban life and the positive impact of the legal and other implications of changes in urban planning and management. Usually, municipal authorities, who deal with the practical problems facing the problems of local and municipal laws and regulations, subject to planning. Obviously the decision making process when the city urban management will attract public interest and participation of citizens in decision-making most of the show. This process helps to regulate the municipal administration and citizens are making.

After the formation of life and time, human interaction in economic, social, and political, Was more complex (Brymany, 2006: 126). Economic development, industrial development, trade and technology-related phenomena in cities for urban living created numerous problems (Taheri, 2001: 10). And the formation of an organization to produce goods (golabi, 2006: 114) and services and manage citizens to accept responsibility(hekmat nia, 2008: 2) that is necessitated to Organizational development strategy, which was named the best city to meet the needs and expectations of the civilized world has been used in countless urban residents When municipalities achieve their goals and maintain a balance between present and future needs of the citizens they will be able to have the full satisfaction of performance(barekpour, 2011: 203).

Satisfaction of the citizens of the city and the services that municipalities provide is the important factor in motivating people to participate in urban development and improve the quality of our Location. While the public dissatisfaction of performance and feelings of discrimination in the provision of services which provide by the municipality, led to despair, hopelessness and lack of responsibility for the citizens. In this study, the Citizens' satisfaction toward Municipal Services, cultural and economic impact and various factors such as age, sex and cultural satisfaction was considered.

2. The Importance and Necessity of Research

Today, all organizations have found that customer satisfaction guarantee organization. It is important to realize is that the increased number of clients; Attract and keep customers and achieve higher profits length of continuous service with the quality of institutions and service companies are concerned. Quality components such as, activities behavior and dealing with clients, the cost of Services, transparency and notification of appropriate factors the satisfaction of the people who receive services in connection with the organs, thereby increasing public confidence and support for the administrative system is the largest investor also provide (Massoudi, 2006, 76). So to minimize dissent and to achieve maximum satisfaction for the organization and for urban residents is of great importance importance. Therefore, the performance assessment organizations (especially municipalities) constitute an essential part of leading organizations. This type of evaluation from different perspectives and are based on different models, it is very common in Western countries and the comments urban citizens and has become a value. Among the various organizations, the municipality of devices that communicate regularly and closely with the public and various sectors, Such as the issuance of a building permit and a Certificate of Completion issued and amendment Unlike buildings, separation issuing permits, land use change, pay toll, business transactions, offenses and other issues such as clean streets and city council asphalt streets and related traffic and provide services to citizens. Therefore, this study because of the importance of municipal services is imperative for today's modern lifestyle is important because today's life without taking advantage of these services, on the other hand, urban residents and the satisfaction of the service is not possible.

3. Research Objectives

Hence this investigation " Oshnaviyeh citizen satisfaction survey of municipal performance of Oshnaviyeh in addition, in this study, the following detailed objectives are as follows:
• Overall satisfaction rate of municipal citizens Oshnaviyeh extent.
• Comments and suggestions for improving the quality of citizen services are?

4. Research Hypothesis

There is a significant relationship between age and satisfaction of the citizens toward the municipality's performance.
There is a significant relationship between gender and satisfaction of the citizens toward the municipality's performance.
There is a significant relationship between job and satisfaction of the citizens toward the municipality's performance.
There is a significant relationship between education and satisfaction of the citizens toward the municipality's performance.

5. Materials and Methods

Due to nature and components of the approach is the research method is survey research with questionnaire. In addition to strengthen the theoretical foundation and careful data collection, studying documents method has been used. Population of this study are Oshnaviyeh citizens, which are 32,000 people (Iran Statistical Center, 2012), and the sample size was calculated using Cochran formula(Hafez nia , 2010: 117).that is equivalent of 375 questionnaires (n) .Range of sampling is Likert-type (n = 5) which is calculated with standard error of 5% and a confidence level of 95%.

In this research, to analyze data and hypothesis testing, descriptive and inferential statistics with Spss software has been used.

6. Analysis of Data

6.1 Age and Satisfaction

To examine the relationship between age and satisfaction of citizens toward the performance of Municipality, Pearson correlation test was used. The results have been shown in Table 1.

Table 1: Correlations

		Satisfaction	*Age*
Satisfaction	Pearson Correlation	1	-.131[*]
	Sig. (2-tailed)		0.039
	N	250	250
Age	Pearson Correlation	-.131[*]	1
	Sig. (2-tailed)	0.039	
	N	250	250
*Correlation is significant at the 0.05 level (2-tailed).			

As it can be seen in the table, there is a relationship between these two variables and This conclusion is based on the significance level obtained from Table 1, which is equal to

0/039 and it is less than 0/05,so the null hypothesis is approved ,and H1 hypothesis is rejected. Also, the correlation coefficient between the two variables equal to -0/13 which is indicative of an inverse relationship between these two variables, which means Whatever grow older , citizens will be less satisfied.

6.2 Sex and Satisfaction

To investigate this hypothesis, the t-test was used. The test results are shown in Table 2 and 3.

Table 2: Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
	Female	97	3.3851	0.62618	0.06358
Satisfaction	Male	153	3.2813	0.71373	0.0577

Writer's calculations

Table 3: Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means					95% Confidence Interval of the Difference	
		F	*Sig.*	*t*	*df*	*Sig. (2-tailed)*	*Mean Difference*	*Std. Error Difference*	*Lower*	*Upper*
Satisfaction	Equal variances assumed	1.526	0.22	1.174	248	0.242	0.10378	0.08841	-0.07035	0.27791
	Equal variances not assumed			1.209	224	0.228	0.10378	0.08586	-0.06542	0.27297

Writer's calculations

Table results suggest that the degree of satisfaction between men and women about the performance of the municipality is same, and there is no difference between their satisfactions toward the performance of municipality. This conclusion is based on the significance level obtained from Table 3, which is equal to 0/242 and since this value is greater than the basis 0/05, so the null hypothesis is rejected, and H1 hypothesis is approved.

6.3 Job and satisfaction

To examine the relationship between job and satisfaction, one way ANOVA was used. The results are shown in Table 4 and 5.

Table 4: ANOVA

Satisfaction	*Sum of Squares*	*df*	*Mean Square*	*F*	*Sig.*
Between Groups	5.265	4	1.316	2.92	0.022
Within Groups	110.447	245	0.451		
Total	115.712	249			

Writers' calculations

Table 5: Relationship between Job and satisfaction Multiple Comparisons

Satisfaction
LSD

(I) Different	(J) Different	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
free job	Shopkeeper	0.04977	0.1583	0.75	-0.2619	0.3615
	Employee	0.06575	0.1552	0.67	-0.2399	0.3714
	Student	-0.20548	0.1456	0.16	-0.4922	0.0813
	Other jobs	-.27097*	0.1331	0.04	-0.5331	-0.0089
Shopkeeper	free job	-0.04977	0.1583	0.75	-0.3615	0.2619
	Employee	0.01598	0.1552	0.92	-0.2897	0.3216
	Student	-0.25525	0.1456	0.08	-0.542	0.0315
	Other jobs	-.32074*	0.1331	0.02	-0.5828	-0.0587
Employee	free job	-0.06575	0.1552	0.67	-0.3714	0.2399
	Shopkeeper	-0.01598	0.1552	0.92	-0.3216	0.2897
	Student	-0.27123	0.1422	0.06	-0.5514	0.0089
	Other jobs	-.33672*	0.1294	0.01	-0.5916	-0.0819
Student	free job	0.20548	0.1456	0.16	-0.0813	0.4922
	Shopkeeper	0.25525	0.1456	0.08	-0.0315	0.542
	Employee	0.27123	0.1422	0.06	-0.0089	0.5514
	Other jobs	-0.06549	0.1177	0.58	-0.2973	0.1663
Other jobs	free job	.27097*	0.1331	0.04	0.0089	0.5331
	Shopkeeper	.32074*	0.1331	0.02	0.0587	0.5828
	Employee	.33672*	0.1294	0.01	0.0819	0.5916
	Student	0.06549	0.1177	0.58	-0.1663	0.2973

*. The mean difference is significant at the 0.05 level.

This conclusion is based on the significance level obtained from Table5, which is equal to 0/02 and it is less than 0/05, so the null hypothesis is approved, and H1 hypothesis is rejected. So we can say that between the types of jobs and people who are working in these jobs and their satisfaction toward the performance of municipality is different. In order to investigate this difference, post hoc test was carried out, Based on LSD test ,these differences among employed jobs and other jobs (/04),shopkeeper and other jobs(./017) and between employee and student jobs(/05) and between employee and other jobs(./01) is obtained. In other words, this hypothesis is approved that type of job can impact the citizen's s satisfaction toward the performance of Municipality.

7. Relationship between Education and Satisfaction

To investigate the relationship between education and satisfaction of citizens, one-way ANOVA was used. The results are shown in Table 6 and 7.

Table 6: ANOVA

Satisfaction	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	8.077	2	4.039	9.268	0
Within Groups	107.634	247	0.436		
Total	115.712	249			

Writers calculations

Table 7: Multiple Comparisons

Satisfaction
LSD

(I) Education	(J) Education	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Illiterate	Guidance	.44010*	0.15065	0.004	0.1434	0.7368
	Collegiate	.45910*	0.1079	0	0.2466	0.6716
Guidance	Illiterate	-.44010*	0.15065	0.004	-0.7368	-0.1434
	Collegiate	0.019	0.1272	0.881	-0.2315	0.2695
Collegiate	Illiterate	-.45910*	0.1079	0	-0.6716	-0.2466
	Guidance	-0.019	0.1272	0.881	-0.2695	0.2315

*. The mean difference is significant at the 0.05 level.

8. Conclusion

This conclusion is based on the significance level obtained from Table 4, and since this value is less than the basis 0/05, so the null hypothesis is approved, and H1 hypothesis is rejected. Thus, the relationship among respondents with different education and their satisfaction toward the performance of municipality is different. In order to investigate this difference, post hoc test was carried out, Based on this test ,the difference between illiterates and primary school education(/000), and illiterates and guidance school education(0/004), and illiterates and high school education(0.007),and illiterates and Collegiate education education(0/000),and Collegiate education and primary school education(/02) were obtained. In other words, these classes have different degrees of satisfaction toward municipal services.

9. Suggestions

- The expectation was that one of the variables has inverse relationship satisfaction rate urbanites. This means that the higher the expectations of urbanites rate their satisfaction decreases and vice versa, the results of this analysis, it "is evident. Therefore is necessary due to the high expectations of citizens, necessary measures should be taken to enhance the quality of service.
- The analysis showed that the attitude of the citizens of the municipality, has a tendency towards more negative, this indicates that people than status of Municipality. The use of financial Resources State for Municipal affairs and the NGO and public information and are not aware of. Thus, it is necessary to inform the public opinion about this can be done and then be aware of this.
- Due to the age and level of satisfaction, the older a higher the satisfaction rate has dropped, it is necessary in providing municipal of his services to all age groups to consider.

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