

Availability of Civic Amenities and Quality of Life in Urban Areas: A Special Reference to Hubballi-Dharwad Twin City

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Abstract: *This study seeks to assess the present condition of civic amenities in Hubballi-Dharwad and their influence on the people's quality of life. It aims to identify spatial inequalities, obstacles in service provision, and sectors necessitating governmental intervention. A survey including 384 participants was executed to evaluate satisfaction levels in critical areas, such as transportation, drinking water accessibility, housing affordability, law enforcement, public spaces, environmental quality, sanitation, and public amenities. The findings indicate that transportation access exhibits a moderate satisfaction level, however there is considerable discontent regarding essential services, including drinking water availability, housing costs, crime rates, air quality, noise pollution, sanitation, and the state of public restrooms. The majority of participants voiced apprehension regarding the inadequate quality of fundamental infrastructure and environmental conditions, underscoring significant deficiencies in urban planning and governance. The results highlight the critical necessity for cohesive and sustainable urban development strategies that emphasize fundamental needs, environmental well-being, affordability, and public safety. Confronting these difficulties is crucial for improving the general welfare and quality of life of urban inhabitants.*

Keywords: Civic amenities, quality of life urban Services, Crime Rate, Environmental Quality, and Sustainable Development

1. Introduction

Urbanization is a defining phenomenon of the 21st century, particularly in emerging nations such as India, where cities are quickly expanding due to economic expansion and migration. The Hubballi-Dharwad twin city in Karnataka is a prominent center of trade, education, and culture in northern Karnataka. Hubballi and Dharwad collectively constitute the second-largest urban agglomeration in the state, following Bengaluru, hence rendering it a pivotal region for examining urban growth and livability.

The quality of life in metropolitan regions is intricately linked to the availability, accessibility, and efficacy of civic amenities, including water supply, sanitation, waste management, public transit, healthcare, education, recreational places, and housing. Civic infrastructure not only facilitates daily life but also influences long-term social, economic, and environmental results for urban inhabitants. In Hubballi-Dharwad, which has had significant demographic increase and geographical expansion in recent decades, the sufficiency and distribution of amenities are vital for the well-being of its inhabitants.

Numerous studies emphasize that access to essential civic amenities, including clean water, sanitation, electricity, and waste management, is vital for maintaining an adequate standard of living (UN-Habitat, 2016). Kundu (2011) highlights that the disparate allocation of these services among cities and within various segments of the same city results in significant disparities in quality of life in the Indian context. Major urban areas such as Delhi, Mumbai, and Bengaluru frequently display a juxtaposition of world-class infrastructure beside extensive slums devoid of fundamental amenities.

Research conducted by Tiwari and Rao (2015) demonstrates that transportation infrastructure profoundly influences urban people's mobility, access to economic opportunities, and overall life happiness. Rao and Sharma (2017) contend that healthcare and educational facilities are essential aspects frequently neglected in evaluations of municipal amenities, despite their direct impact on long-term human development results.

The Government of India's initiatives, including the Smart Cities Mission and the Atal Mission for Rejuvenation and Urban Transformation (AMRUT), highlight the state's acknowledgment of the necessity to enhance civic infrastructure to improve urban quality of life (Ministry of Housing and Urban Affairs, 2015). Nevertheless, experts such as Roy (2018) warn that although these programs are ambitious, their success is contingent upon government improvements, citizen engagement, and sustainable financing mechanisms.

Moreover, research on urban inequality (Bhagat, 2014) emphasizes that marginalized populations, especially migrants and casual laborers, frequently endure considerable hardship despite residing in metropolitan environments. Inadequate access to housing, sanitation, and public services sustains cycles of poverty and marginalization, negatively impacting quality of life.

Globally, instruments like the Quality of Life Index and the Human Development Index (HDI) have been employed to evaluate living standards, incorporating factors associated with civic facilities (Mercer, 2020). These frameworks offer significant benchmarks but require adaptation to the distinct socio-cultural and economic circumstances of Indian cities. This study article seeks to assess the present condition of municipal amenities in Hubballi-Dharwad and its influence on the people's quality of life. It aims to identify spatial

inequalities, obstacles in service provision, and sectors necessitating governmental intervention. The results aim to enhance urban planning techniques that foster inclusive, sustainable, and equitable development in the twin cities. The study illuminates how urban government in burgeoning metropolitan areas can more effectively address the requirements of an expanding and diverse urban populace by concentrating on the lived experiences of inhabitants and the efficacy of civic institutions.

2. Research Methodology

The cities of Hubli and Dharwad, which exemplify key characteristics of urbanization, were chosen for this study. The cities have a total of 82 wards, from which two wards were selected for the study: ward no. 11 and 19 from Dharwad city, and ward no. 32 and 44 from Hubli city, due to their enhanced urban characteristics. An eligible individual from each family, including 400 respondents, has been selected; they must be over 30 years of age, married, and possess an education.

The present study involved 100 respondents from four wards. Of the 400 responders, 384 provided complete questionnaires. 16 respondents were excluded due to incomplete questionnaires and failure to return them.

The data was gathered from all 384 members of the Hubli Dharwad Municipal Corporation. Data was collected via questionnaires and schedules, along with discussions with key informants and observational methods. The questionnaire and interview schedule were developed in both English and Kannada to obtain accurate responses regarding the quality of life of inhabitants in Hubli-Dharwad city within the research area.

3. Result

Table 1: Availability of civic amenities and quality of life

Access of Transportation and Quality of life :		
Scale	No. of Respondents	Percentage
Very dissatisfied	6	1.58
Moderately dissatisfied	71	18.5
A little dissatisfied	63	16.4
Neither satisfied or dissatisfied	63	16.4
A little satisfied	32	8.33
Moderately satisfied	42	10.93
Very satisfied	107	27.86
Drinking Water Facility and Quality of life		
Very satisfied	6	1.56
Satisfied	31	8.07
Neither satisfied or dissatisfied	22	5.72
Dissatisfied	98	25.52
Very dissatisfied	227	59.13
Housing Price and Quality of life		
Very satisfied	8	2.08
Satisfied	46	11.97
Neither satisfied or dissatisfied	33	8.6
Dissatisfied	99	25.79
Very dissatisfied	198	51.56
Total	384	100

A notable percentage (27.86%) indicated high satisfaction with transportation access, whereas smaller cohorts expressed moderate or minimal satisfaction. Nevertheless, 36.48% of respondents expressed varying degrees of unhappiness, signifying potential for enhancement.

Access to potable water is a significant issue: 59.13% express strong dissatisfaction, while an additional 25.52% indicate dissatisfaction. Merely 9.63% indicated any degree of satisfaction, underscoring a significant infrastructural issue.

Housing affordability significantly affects quality of life: more over half (51.56%) express strong dissatisfaction with home prices, while an additional 25.79% are dissatisfied. Satisfaction levels are quite low, indicating that housing expenses are a substantial hardship for many individuals.

Table 2: Availability of civic amenities and quality of life

	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	Don't know / not applicable
Law and Order In City and Quality of Life	5 1.30%	71 18.49%	85 22.14%	120 31.25%	103 26.82%
Crime Rate and Quality of Life	21 5.47%	35 9.11%	255 66.41%	21 5.47%	52 13.54%
Public Places and Quality of Life	24 6.25%	47 12.24%	145 37.76%	138 35.94%	30 7.81%
Green Spaces and Quality of Life	17 4.43%	85 22.14%	173 45.05%	79 20.57%	30 7.81%
The Quality of the Air and Quality of Life	27 7.03%	31 8.07%	97 25.26%	174 45.31%	55 14.32%
The Noise Level and Quality of Life	32 8.33%	55 14.32%	75 19.53%	167 43.49%	55 14.32%
Municipal Corporation , Sanitation of City and Quality of life	27 7.03%	15 3.91%	75 19.53%	232 60.42%	35 9.11%
Status of Public Toilets in City and Quality of Life	2 0.52%	9 2.34%	74 19.27%	272 70.83%	27 7.03%

Perceptions of law and order show mixed feelings. Only 1.30% are *very satisfied* and 18.49% *fairly satisfied*.

Alarming, over half (53.39%) are *not very satisfied* or *not at all satisfied*, which may reflect concerns about safety or

effectiveness of law enforcement. A very high percentage (66.41%) reported being *not very satisfied* with the crime rate situation, revealing that crime significantly affects people's sense of well-being. Experiences with public spaces are also divided: 37.76% are *not very satisfied*, and 35.94% are *not at all satisfied*. Only 18.49% expressed satisfaction, indicating underdeveloped or poorly maintained public areas.

Nearly half (45.05%) are *not very satisfied* with green spaces. Only about 26.57% are satisfied, suggesting that parks and natural areas need improvement.

A concerning 45.31% are *not at all satisfied* with air quality, reflecting possible pollution issues. Only 15.1% are satisfied to any degree. High dissatisfaction was observed regarding noise levels: 43.49% are *not at all satisfied*, and only 22.65% expressed satisfaction. This points to urban noise being a serious issue. Sanitation services are poorly rated, with 60.42% being *not at all satisfied*. Only 10.94% reported satisfaction, suggesting deficiencies in basic civic services. The availability and quality of public toilets are a major problem: 70.83% are *not at all satisfied*, while only about 2.86% expressed satisfaction.

Perceptions of law and order exhibit ambivalence. Only 1.30% are very satisfied, while 18.49% are fairly satisfied. Disturbingly, more than half (53.39%) express dissatisfaction, which may indicate apprehensions regarding the safety or efficacy of law enforcement. A substantial proportion (66.41%) expressed dissatisfaction with the crime rate, indicating that crime considerably impacts individuals' feeling of well-being. Interactions with public spaces are similarly polarized: 37.76% are not very satisfied, while 35.94% are not at all satisfied. Merely 18.49% conveyed satisfaction, signifying inadequately developed or badly managed public spaces.

Approximately 45.05% express dissatisfaction with green places. Approximately 26.57% express satisfaction, indicating a necessity for enhancements in parks and natural areas.

A troubling 45.31% express not at all satisfied with air quality, indicating potential pollution problems. Merely 15.1% express satisfaction to any extent. A significant level of discontent with noise levels was noted: 43.49% reported complete unhappiness, while merely 22.65% indicated satisfaction. This indicates that urban noise constitutes a significant problem. Sanitation services have a low rating, with 60.42% of respondents expressing not at all satisfied. Only 10.94% expressed satisfaction, indicating inadequacies in fundamental municipal functions. The accessibility and standard of public restrooms constitute a significant issue: 70.83% are not at all satisfied, whilst merely 2.86% reported satisfaction.

4. Discussion

This study's findings underscore numerous crucial factors affecting the quality of life in the examined region. Transportation access seems favorable, with 27.86% of respondents expressing high satisfaction. Efficient transportation networks are frequently linked to enhanced

economic prospects and social mobility (Litman, 2013). Nonetheless, the discontent among a significant segment (exceeding one-third) indicates that transportation alternatives may be inequitably dispersed or inadequately accessible. Access to drinking water facilities poses a significant challenge, as 84.65% of respondents expressed dissatisfaction or strong dissatisfaction. Access to safe drinking water is a fundamental human right and a crucial factor in public health (World Health Organization, 2011). The prevailing levels of dissatisfaction indicate an urgent necessity for investment in water infrastructure. Housing prices significantly affect people, with over 77% indicating discontent. Escalating housing expenses without equivalent income growth can result in socioeconomic disparities and housing instability (Gurran & Phibbs, 2015). The data suggest a stressed housing market that may undermine long-term urban livability.

Law and order conditions indicate that more than fifty percent of individuals express dissatisfaction, which correlates with perceived safety issues. Public safety is a fundamental determinant of individual well-being and community trust (Sampson, 2012). The discontent with crime rates and law enforcement efficacy indicates possible deficiencies in crime prevention efforts.

Public spaces and green places are vital for emotional and physical well-being (Wolch, Byrne, & Newell, 2014). However, the majority of respondents conveyed discontent, emphasizing the necessity for improved urban planning centered on inclusive, accessible green spaces. Environmental conditions, especially air quality and noise levels, are significant issues. With 45.31% expressing complete dissatisfaction with air quality and 43.49% dissatisfied with noise levels, urban environmental management appears insufficient. Substandard air quality is associated with respiratory and cardiovascular ailments (Brook et al., 2010), while prolonged exposure to noise pollution can adversely affect mental health (Basner et al., 2014).

Sanitation and public restroom facilities received some of the lowest evaluations. Sanitation that is clean and accessible is essential for public health, dignity, and social equity (UNICEF & WHO, 2019). The pervasive discontent highlights a systemic failure that necessitates prompt policy response.

5. Conclusion

This research offers significant insights on the correlation between urban services and the quality of life of citizens. The results unequivocally indicate that although transportation access is generally seen favorably, there are pervasive apprehensions about critical services including potable water, housing affordability, public safety, environmental quality, sanitation, and public amenities.

The significant discontent with drinking water, housing expenses, crime rates, and cleanliness underscores urgent areas need legislative intervention and infrastructural enhancement. Dissatisfaction with environmental variables such as air quality and noise levels underscores the pressing

necessity for sustainable urban development and pollution mitigation strategies.

The findings indicate that enhancing the quality of life for urban inhabitants requires a comprehensive and cohesive strategy. Enhancements should not solely concentrate on transportation and economic aspects but also emphasize access to fundamental amenities, environmental conservation, affordable housing, and public safety. Confronting these difficulties can markedly improve the well-being, health, and satisfaction of urban dwellers, hence fostering more inclusive, resilient, and sustainable cityscapes.

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