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النوع المطبق. ويكون مجتمع الدراسة الإحصائي من مواطني ساري الذين تزيد أعمارهم عن ١٥ سنة ويعيشون في المناطق المهمشة وقد بلغ عددهم ١٦٥٣٢ نسمة. واستنادا إلى جدول المعاينة القياسي لكوهين وآخرين (٢٠٠١) تم اختيار ٣٨٤ شخصا كعينة إحصائية. استخدمت طريقة أخذ العينات الإقليمية للوصول إلى العينات. وكانت الموثوقية المحسوبة ٠.٨٢ من خلال معامل ألفا كرونباخ. لاختبار فرضيات البحث و بالنظر إلى أن البيانات طبيعية من خلال الاختبار الطبيعي، تم استخدام الاختبار البارامترى لمعامل ارتباط بيرسون. وأظهرت نتائج البحث أن هناك علاقة ذات معنى بين الخدمات البلدية التي تقدمها بلدية ساري في مجالات النقل والازدحام والحدائق والفضاء الأخضر، النفايات البلدية، الإعمار والتخطيط الحضري والثقافي والاجتماعي وبين تحسين الحياة الحضرية لسكان المناطق المهمشة.

الكلمات الرئيسية: الخدمات الحضرية، الحياة الحضرية، المناطق المهمشة والمستوطنات

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For this reason, the implementation of such a plan is of particular importance and its achievements can be effective in the two areas of citizen's life and the success of the organization of the municipality. In this regard, comprehensive studies on the material and human resources available in these areas, developing ways to exploit these resources for the development of the local community by employing various facilities, orienting development plans towards economic change and solving the problem of unemployment and creating opportunities and new occupations, the use of specialist managers in the economic sectors, the attraction of industrial and agricultural investments for the use of ultra-young labor, setting of a short-term and long-term timetable to improve the quality of life of the residents and the adoption of the necessary measures to achieve specified objectives seem necessary. In addition, the findings of this study reveal the importance of simultaneous study of quality of life, findings which can be useful for designing future quality urban life studies in marginal areas of Iran.

دراسة العلاقة بين الخدمات الحضرية التي تقدمها بلدية ساري من خلال تحسين نوعية حياة المواطنين الحضرية الذين يعيشون في المناطق المهمشة (المستوطنات العشوائية)

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المخلص:

تسعى الدراسة الحالية إلى التحقيق في العلاقة بين الخدمات الحضرية التي تقدمها بلدية ساري من خلال تحسين نوعية حياة المواطنين الحضرية الذين يعيشون في المناطق المهمشة (المستوطنات العشوائية). طريقة البحث هي علاقة ارتباطية وصفية و من حيث الغرض من

for the development of human communities is the formation of a proper understanding of the needs of the people and, subsequently, the monitoring of the achievements of development. Measuring quality of life offers the right tools for such an understanding, because the study of the quality of life opens up a way for local authorities and citizens to engage in constructive interactions that lead to an interpretation and discussion of key issues affecting people's lives. Therefore, the present study was conducted in order to assess the relationship between urban services provided by Sari Municipality and enhanced quality of life of citizens living in marginalized areas (slums). The results showed that there is a significant relationship between transportation and traffic, urban services, parks and green spaces, urban waste management, urban and civil development, and socio-cultural dimensions with enhances quality of urban life in informal settlements. Today, with the complexity of the structures and responsibilities of organizations in the field of urban management, the duties of the municipality, as the most important non-state entity, have become more and more prevalent. Thus, recognizing the citizens' satisfaction with the quality of public services of the municipality will surely prevent the wasting of many costs, since the public services of the municipality should be designed and implemented on the basis of the needs and requirements of the citizens, rather than on the basis of individual planning and taste. Also, by recognizing the citizens' satisfaction with the public services of the municipality, it would be better to attract their participation in the public assistance in building a beautiful, refined and peaceful city. Therefore, recognizing citizens' satisfaction with public services of the municipality as a cultural and social issue is of particular importance. Since the expectations and demands of the citizens of each city from the public services of the municipality are derived from the social, cultural, geographical, and historical specificities of people residing in that area, recognizing the satisfaction of Sari citizens with public utilities of the municipality can be the basis for planning actions. Regardless of these dimensions, the urban development process in every society is dynamic and it should develop in line with technologies of the day and at the same time should not destroy the cultural heritage and local customs of citizens.

According to the above table, since the calculated correlation coefficients aren't confirmed by obtained data ($r= 0/463$ and $\text{sig} = 0$ for the first hypothesis), ($r= 0/409$ statistic $\text{sig} = 0/00$ for the second hypothesis), ($r=0/056$ and $\text{sig}=0/00$ for the third hypothesis), ($r=0/547$ and $\text{sig}=0/00$ for the fourth hypothesis), ($r= 0/429$ and $\text{sig}= 0/000$ for the fifth hypothesis), there is a significant relationship between transportation and traffic, urban services, parks and green spaces, urban waste management, urban and civil development, and socio-cultural dimensions with enhances quality of urban life in informal settlements, because the obtained probability value ($p=0/00$) is less than the significance level of $\alpha = 0/05$; thus, the zero hypothesis is rejected and the main research hypothesis is approved and confirmed with a 99% probability; so, it can be claimed that there is a significant relationship between transportation and traffic, urban services, parks and green spaces, urban waste management, urban and civil development, and socio-cultural dimensions with enhances quality of urban life in informal settlements.

Additionally, based on the results presented in the above table, since the correlation coefficient calculated for the main hypothesis ($r=0/621$, $\text{sig}=0/00$) is not confirmed by the data, there turns out to be a significant relationship between urban services provided by the municipality of Sari and the quality of life in marginalized areas (informal settlements), because because the obtained probability value ($p=0/00$) is less than the significance level of $\alpha = 0/05$. Thus, the zero hypothesis is rejected and the main research hypothesis is approved and confirmed with a 99% probability; so, it can be claimed that there is a significant relationship between urban services provided by the municipality of Sari and the quality of life in marginalized areas (informal settlements).

Discussion and conclusion

Nowadays, the quality of urban life is the key concept in urban planning. Accordingly, planners in most developed countries seek to display the quality of life levels in different geographical regions in order to find suitable solutions for improving the quality of life in areas that are deprived of the indicators in question. The starting point

a result of its validity. The calculated reliability was 0/82 through the Cronbach Alpha coefficient. This coefficient varies from zero to one and is as close as possible to 0/5 and closer to one, and the smaller it is from 0/5, the more the reliability and acceptability decreases. Then, given the coefficient, it could be concluded that the questionnaire has internal consistency and is valid. The collected data was inserted into computer and analyzed through SPSS; in accordance with the measurement levels, in addition to describing the data, using appropriate statistical tests, the variables of the research were also investigated. In this research, Normality Test (Data Normality Measurement) and Pearson correlation coefficient test were used to test the research hypotheses and to apply the results of the sample to the statistical society. For this purpose, we first used a normalization test to determine the type of parametric and nonparametric statistical test, and with the test of the normality of the data, it has been determined that due to the normalization of the data, we should use parametric tests in this study. Therefore, according to the studies, the most suitable test for testing hypotheses was Pearson correlation coefficient test.

Research findings

Table 2. Summary of the results of the statistical tests of the Pearson correlation coefficient test hypotheses

Hypothesis	Variables	N	r	df	R critical table	Sig
Main hypothesis	Urban services and the quality of life	384	621/0	382	198/0	00/0
Hypothesis 1	Transportation and traffic and the quality of urban life	384	463/0	382	198/0	00/0
Hypothesis 2	Parks and green spaces and urban quality of life	384	409/0	382	198/0	00/0
Hypothesis 3	Urban waste management and the quality of life	384	536/0	382	198/0	00/0
Hypothesis 4	Urban development and urban quality of life	384	547/0	382	198/0	00/0
Hypothesis 5	Socio-cultural aspects and the quality of life	384	429/0	382	198/0	00/0

(46)..... Investigating the relationship between urban services provided by Sari Municipality

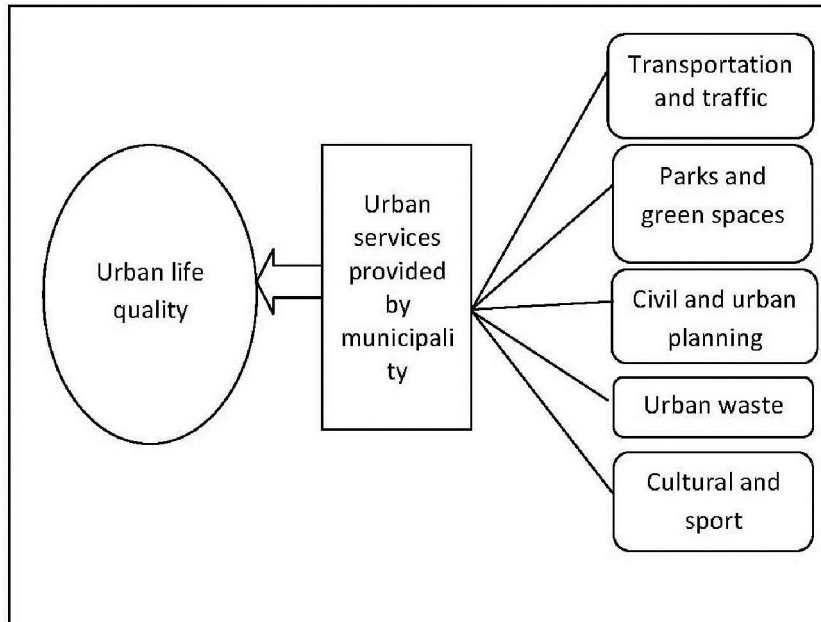
3. There is a relationship between urban services provided by municipal authorities in municipal waste management with the improvement of the quality of urban life of citizens residing in marginalized areas (informal settlements).
4. There is a relationship between urban services provided by municipality in the domain of civil and urban engineering with the improvement of the quality of urban life of citizens residing in marginalized areas (informal settlements).
5. There is a relationship between urban services provided by the municipality in the field of culture and society with improving the quality of urban life of citizens living in marginalized areas (informal settlements).

Research method

The present research is descriptive correlational in terms of method and applied in terms of objective. The statistical population of the study consisted of citizens of Sari over 15 year-old living in marginal areas of the city, amounting to a total of 165432 people. Based on the standard sampling table of Cohen et al. (2001), 384 individuals were selected as statistical sample. Regional sampling was used to access the samples. Initially, Sari was divided in three districts; then, intended marginalized areas were visited and research questionnaire were distributed among over 15 year-old subjects living in marginal areas; then, the questionnaires were collected for the next steps of the research. In this research, the variables studied included areas of transportation and traffic, parks and green spaces, urban waste, social and cultural development, and the quality of life of citizen. In order to provide more certainty in regard with research findings, the validity and reliability of the questionnaire was tested. To determine the validity of the test, according to theoretical studies, the variables of the research were identified. The questionnaires consist of two parts, with the first part covering required demographic questions. The second part is designed based on the Likert standard questionnaire. After the corrections made through content validity, it was found that the data collection tool was adapted to the research questions. Therefore, it can be concluded that the information gathering tool is the same as the one expected to be, as

neighborhood). The results of analyzing the data of these questionnaires showed that the level of satisfaction with the general index of urban quality of life is not even moderate; rather, it is between low and moderate. Meanwhile, there is a significant difference between the citizens and the blocks of Mellasheh neighborhood in satisfaction with the overall index of urban quality of life and its 14 indicators, and in all parts of the neighborhood, the quality of urban life has been lower than the average.

Conceptual model of the research



Research hypotheses

1. There is a relationship between urban services provided by the municipality in transport and traffic with the improvement of the quality of urban life of citizens residing in marginalized areas (informal settlements).
2. There is a relationship between urban services provided by the municipality in the field of parks and green spaces with improving the quality of urban life of citizens living in marginalized areas (informal settlements).

problems in big cities, including the capital of Mazandaran province, Sari. The marginalized areas are among the areas susceptible to crime. Lack of adequate security oversight, the large number of unemployed people, low levels of literacy, lack of adequate lighting in the passageways and the geographical situation of these areas all make the refugees easily sheltered and, as long as these factors are in place, there is always the potential of high crime rate and low security level. Clinard believes deviations and delinquency are abundant in the marginalized areas of cities. In other words, marginalization is the main source of crime (Clinard, 1966: 3). Residents of informal settlements deal with anomalies such as drugs and sexual violence, each of which, in turn, has a negative impact on the security of the inhabitants of the area; such factors, in turn, provide the context for the spread of crime to other parts of the city.

A review of conducted studies

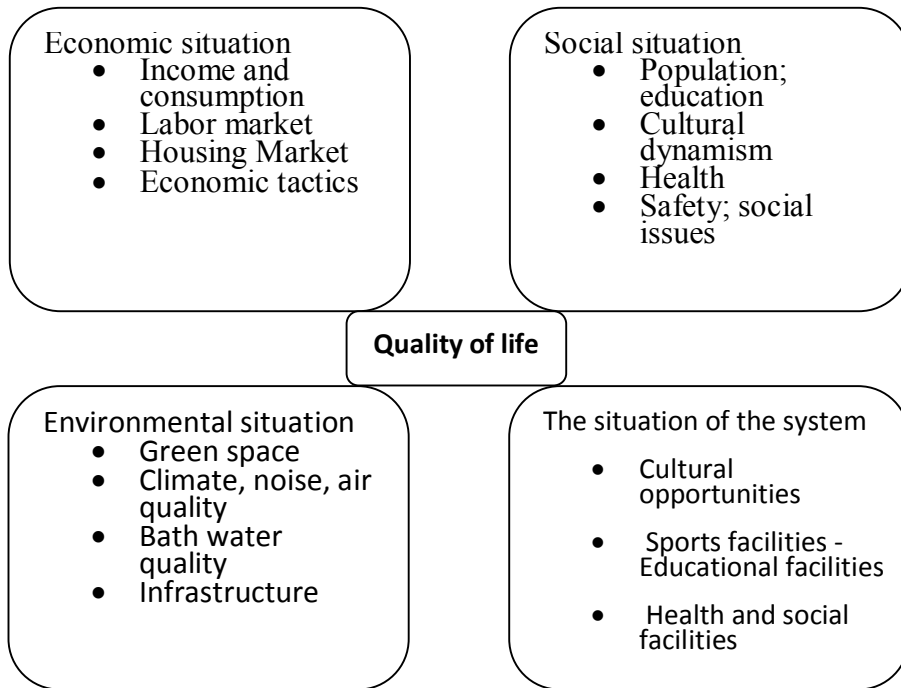
Shokouhi, Shirazi and Haddagh Moghaddam (2014) studied the factors affecting the urban quality of life in an informal settlement of five al-Aba (al-Tamboor, Mashhad). The results indicate that there is no significant relationship between residence history and the improvement of quality of life. Also, there is no significant difference in the level of satisfaction of first and second generation of residents in this region. Finally, the research findings show that the physical indicators and socio-economic indices respectively have the highest correlation with urban quality of life.

Gharakhloo Mehdi and Mahdian Behnamiri (2012) studied the socio-economic indicators and their impact on the quality of people residing in informal settlements (Case study: Sheikh Abad suburb of Qom city). The results of this paper show that the housing available in the neighborhood has a very poor quality due to its poor social and cultural structures, especially its inhabitants, which eventually lead to a decline in the living standards, well-being and security of residents in the Sheikh Abad neighborhood.

Ahmadi (2012) evaluates the indicators of urban quality of life in informal settlements in Ahwaz metropolises (case study: Mellasheh

in vulnerable areas of the city, which has exacerbated the causes of urban maladjustment and instability. Despite being present in the metropolitan area, and sometimes even in its official sector, this population receive little service and are deprived of the crudest form of social services (Alizadeh, 2013: 30). Informal settlements are considered as a reflection and symbol of urban poverty. The reflection of the increase in urban poverty can be seen in the fracture of the residential areas of the whole city and in the context of reducing urban, social, housing quality and, on the other hand, marginalization and social isolation of some of the groups (Meshkini, 2011: 124). Informal settlements, frequently known as 'marginalized areas', non-authorized settlements, and 'automatic residences, within or adjacent to cities (especially large cities) is characterized by an automatic process of growth, lack of official building permits and official urban planning, and the accumulation of low-income groups and a plentiful level of quantity (Harvey, 2000: 72). Main characteristics of such areas include the lack of basic services, lack of security, illegal land seizures, housing of low-income families and dependency on informal job opportunities (Sarraf, 2003: 6). Among these characteristics, the index of lack of security has a significant negative impact on the social, economic, physical and financial issues of households living in informal settlements, which are considered as an indicator of deprivation in informal settlements in today's urban libraries (Sarraf, 2003: 7). An overview of the informal settlement in Iran shows that the formation of informal settlements is related to decades after 1345 (1965). The rapid population growth and structural changes in the rural economy of Iran after 1345, which arose as a result of land reform, led to rural migration to the cities. Meanwhile, most immigrants who did not have the financial and economic ability to settle and reside in the official city limits and to pay for housing and shelter within the legal limits of the city ran to the margins or illegal areas of the cities to provide shelter, especially in large cities. However, the severity and extent of this issue in the provinces and cities of the country is different depending on the economic conditions and the concentration of industries. What is certain is that the phenomenon of informal settlement is one of the most important

quality of urban life; in other words, quality of life covers all aspects of human life. Today, there are many studies being conducted on the concept of quality of life around the world.



Slums (informal settlements)

Informal settlements refer to "rural" and "disadvantaged" urban communities constructed beyond official urban planning, which are located mostly without permission, inside or outside the legal boundaries of the cities (Shah Husseini, 2014: 12). Nowadays, one of the main challenges causing instability in urban areas is a specific form of settlement called marginal buildings or slums. The general condition of urban living in developing countries has created a worrying situation over the past decades. Issues such as population growth, poverty growth, declining quality of life indicators, rising unemployment, the rise of informal settlements (marginalization), and environmental pollution have caused severe crises for cities. One of the most important issues in the cities of these countries is the settlement of a wide range of immigrant and low-income communities

interdisciplinary and therefore multi-dimensional concept. The concept of quality of life is a composite variable that is affected by several variables. Change in people's income, living conditions, health, environment, psychological pressure, leisure, family happiness, social relationships, and several other variables determine the quality of life and its changes (Ghaffari, Onagh, 2007: 9). The purpose of the concept of urban quality of life has been to improve the concept of development within a context of sustainable urban development. Studies on the quality of life became quite important since the 1970s in developed and developing, industrialized, and cosmopolitans cities and countries. Past research and experiments in this field were conducted by Western scholars (Camp Bell, Cavers & Rothgrings in 1976, Green, Warwick and Feld in 1960, etc.) working in a variety of disciplines such as sociology and psychology. Different scholars in these studies have tried to define the concepts and components of quality of life and, accordingly, compare and evaluate different geographical areas such as cities, states, provinces, and nations through the use of these indicators. Among the thinkers involved in this field are Louis, Boyer, Savoy, Stewart, etc. In addition, various organizations and institutions have improved the tools for measuring quality of life. On the other hand, documentary research on the quality of urban life has been conducted much less frequently in Asia. Examples of documentary research in Asia include research on people such as Game and Shin in South Korea, Death Valley, Lee and Shen in Hong Kong, Wangju and Kai in Taiwan and China and Fu in Singapore.

One of the most important reasons for this lack of attention and effort to the issue of urban quality of life may be sought in response to the question of "optimal allocation of scarce urban resources." The quality of life as a multidimensional and important concept in the life of today's societies has penetrated many scientific disciplines, including urban planning and design. In terms of urban planning, quality of life covers a wide range of indicators. This index can be categorized in large socio-economic and environmental dimensions. Access to services, improvement of infrastructure, educational status, housing, green space, transportation, and leisure are indicators of the

and coordination unit. One of the city's areas to be considered is the informal housing areas. Slums are now faced with numerous physical, social, economic, environmental and other issues. In general, the existence of unequal areas in the urban environment is due to inequality in the distribution of wealth and income resources in society, which leads to spatial, social and economic separation. In dealing with this phenomenon, different solutions have been proposed. Given what has been raised, the main issue of the research is whether there is a relationship between urban services provided by the municipality of Sari to improve the quality of urban life of citizens living in marginalized areas (informal settlements)?

Theoretical concepts

The quality of the urban environment is a measure for assessing the conditions of the residential environment that has the least desirability for urban life, and the factors that affect it can be the extent and type of social services, the hierarchy in the major uses and services of the city, social security in urban spaces, the access to urban spaces, the location of the main urban spaces and spaces in the city, the urban environment, the performance of different parts of the city, activities in the urban environment, and attention to the identity and culture of native inhabitants. An important reason for such a consideration is the concept of quality of life in the question for the efficient allocation of limited and scarce resources (Terl et al., 2008: 46). The concept of quality is placed against the concept of quantity. Considering quantity as a physical and measurable concept, quality is an abstract concept. In general, the quality and quantity are two sides of a coin; on the one hand, one cannot be conceived without the other (Imani, 2011: 7). Number, size, essence or anything related to a phenomenon which could be measured v is categorized within the category of quantity; in other words, the quantity of any phenomenon is its external appearance and its neutralization. But the quality of a phenomenon has a certain emotional and moral impact on mankind, and it expresses the properties and attributes of one thing. The concept of quality of life is a multifaceted idea that is located under a shadow with a wide range of indicators. At the same time, it is an

The municipality is one of the institutions of civil society that is considered as a part of the country's developmental and participatory structure in the constitution within the framework of governance in the social, local and urban spheres. The municipality is one of the imperatives of the social system. In fact, the municipal organization functions as a local and non-governmental organization for the purpose of managing local affairs and providing the necessary services for the purpose of management and development of the physical, economic and social created within the boundaries of the city and its surroundings; its main function is meeting the common needs of citizens, needs which wouldn't be met under single efforts and it will fail unless it provides better living conditions in the new environment. On the other hand, citizens' satisfaction will make the municipality more active in the conduct of affairs and responsibilities, and the social dissatisfaction of most citizens is dangerous for any social system, and the continuation of this dissatisfaction is the reason for the separation of citizens from this social institution and the emergence of several social abnormalities.

One of the factors that can affect the quality of life of citizens is the services provided by the municipalities. The present article aims to study the views, perspectives, and attitudes of Sari citizens on the status of public services provided by the municipality. The municipality of Sari is linked to the various needs of the citizens as the most important city institution and organization. The city council, the mayor, the administrative and financial department, the executive branch and the municipal services, the department of cultural and social affairs, the department of traffic transportation, Technical and Economic Deputy Directorate, Department of Architecture Urban Development, Department of Planning and Coordination, and Sari Municipality Trilogy are the main pillars and main bodies of the Municipality which play a role in providing public services to citizens. However, in this research, public services are the most specifically studied services provided by the department of cultural and social affairs, the deputy director of technical and civil engineering, the deputy of urban planning and architecture, the deputy of transportation and traffic, the deputy executive and urban services, and the planning

slums. Slums are referred to as rural or urban deprived communities, or outside of formal urban development planning, mainly without permission, within or outside the city's legal area. Lack of official ownership document and deprivation of urban services and infrastructure are indicators of these settlements. The conditions that exist and prevail in these areas are very favorable for the occurrence of social malformations.

Some of the main objectives of slum empowerment plan include providing basic and fundamental services, improving infrastructure and providing infrastructure to bridge the gap between urban areas and slums, providing comprehensive service, and eliminating discrimination.

The results of various studies have indicated that low-income settlements, organization and empowerment of urban disruptions are one of the most important issues of urban development (Salehi Amiri and Khodaei, 2010: 68). Slum residence is a phenomenon that has been added to urban problems along with other influential phenomena (Saber Far, 2009: 30), and it is predicted that in the next 30 years, the number of marginalized people will reach two billion people (Naghdi and Zare, 2012: 146). Informal settlements are transient phenomena and do not have limited dimensions and indicate the ineffectiveness of urban planning and policy making that requires new measures and approaches (Mohammadi et al., 2008: 86).

One of the most important problems in marginal areas is the poor quality of urban life in these neighborhoods. At the same time as population growth and urbanization grew, urban areas encountered many problems, especially in social, cultural and environmental issues, which in general led to a decrease in the quality of urban life in these areas (Kokobi, 2007: 76). Today, one of the important issues in urban planning is the promotion of urban quality of life in marginal neighborhoods, which requires serious efforts of urban authorities in this regard. The purpose of this study was to investigate the changes in the quality of urban life in marginal neighborhoods. Quality of life is a broad term that includes concepts such as good life, worthy life, satisfying life, and happy life (Mousavi, 2006: 5).

Investigating the relationship between urban services provided by Sari Municipality and enhanced quality of life of citizens living in marginalized areas (slums)

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Abstract:

The present study was conducted in order to assess the relationship between urban services provided by Sari Municipality and enhanced quality of life of citizens living in marginalized areas (slums). The present research is descriptive correlational in terms of method and applied in terms of objective. The statistical population of the study consisted of citizens of Sari over 15 year-old living in marginal areas of the city, amounting to a total of 165432 people. Based on the standard sampling table of Cohen et al. (2001), 384 individuals were selected as statistical sample. Regional sampling was used to access the samples. The calculated reliability turned out to be 0/82 by the Cronbach alpha coefficient. With respect to the data's being normal, was used to test the hypotheses of the research and analyze the collected data. The results of the research showed that there was a significant relationship between the urban services offered by the municipality of Sari in the areas of transportation and traffic, parks and green spaces, urban waste, and civil and cultural and social services and improving the quality of urban life of citizens living in marginal areas.

Keywords: urban services, urban quality of life, marginal areas, slums

Introduction:

Nowadays, one of the main challenges causing instability in urban areas is a specific form of settlement called marginal buildings or