

Investigating the effects of decline of participation of citizens in directing urban zones (A case study of zone number 3 in Shiraz city)

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Abstract

The present research aims to identify effective factors on the reduction of social cooperation with the purpose of attracting social cooperation in directing city zones (zone number 3 in Shiraz). The methodology of this research was based on documentary and survey methods. The statistical sample of this research contains people 18 years old and over who live in zone number 3 in Shiraz, of whom 385 individuals were chosen as the sample of this research using Cochran method. To collect data, a research made questionnaire (analysis of effective factors on social cooperation in directing city zones) was utilized. The findings show that the effectiveness rate of cooperation, trust in executives and organizations, training, residency, education, motivation, and the role of the person in the family are preventing factors of social cooperation in directing the city zones (zone number 3 in Shiraz). Therefore, if responsible authorities are fond of removing the obstacles of social cooperation in directing the city zones (zone number 3 in Shiraz), they should think about above mentioned obstacles and decide on these items for their long term goals.

Key words: social cooperation, citizens, management, social standpoint, city zones

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1- Introduction

1-1-Definition

The widespread belief about inefficiency of canonized planning among experts and scholars has been confirmed by various urban plans and different studies. Different kinds of information are utilized in urban planning procedures by experts. Data about stockholders and different organizations are gathered and managed in order to protect decision making and designing physical environment. Perceptual quality and inhabitants' use of living environment are needed (Kytta and Kahila, 2006: 137). Therefore, cooperative, bottom-up planning has been substituted for top-down ones. Decentralization and localization are, indeed, assigning similar units (individual themselves) to do the local affairs which leads to establishing a local unit in urban management system. Thus, the contemporary literature on international planning emphasizes how to make use of local planning procedures through direct engagement of interested people and/or those possibly affected by planning consequences (Healey, 1998:132).

Nowadays, cooperation is considered as a major and inseparable developmental factor which gains importance and significance so that the UN Human Developmental Report (1993) states that "People cooperation is gradually becoming the main issue of our time" (Atal, 1999:27). Hence, the modern developmental approach emphasizing people's role in development procedure and following in-born developmental approaches, considers people as creative and active factors in development process. It is the reason why "the necessity of creative cooperation in social and political decision-making by large stratum of society" has been emphasized (Azimi Arani, 1993:52). Consequently, the new legal demands in most countries as well as the emphasis by planning professors, the environmental groups and local associations, has forced local units to look for

methods in order to accept consultative processes (Brackertz, N., et al. 2005:66). Therefore, higher cooperation by citizens, as a new legal necessity, will lead to combining small powers. In this regard, citizen's engagement in strategic planning cycle is suggested by new legal demands whose aims are to provide methods for public corporation in local issues management.

Local units have confronted the usual problems: How to recognize that representatives can reflect the viewpoints of active social members and how the groups can cooperate in decision making process. Moreover, forcing citizens to discuss the substitute future city inevitably includes important logistic challenges and entails structural changes, development and training for staff. However, planning must seek improving, not changing the laws and regulations. Contemporary programmers face urban zones which contain previous context and consequences. Since we do not enjoy suitable terms in this field, we need more realistic beliefs in which results and consequences are more important than the process. Therefore, modern current planning must not ignore and omit the individuals. Maybe the time has come to spend much more energy on the issues which include more than the two percent of the whole population (issues except modern urban centers and conventional zones) and direct our attention toward people's mental, social and economic health. Unlike what is mentioned by some planning theories, citizenship in urban areas which is considered a real part in planning is not sick and ill (Hillier and Gunder, 2005:94).

1-2- Significance of the Study

Supporting the governmental models in response to political law convergence, in relation with trust and management application, is due to service improvement (Pieryre and Poters, 2000:17). The contemporary literature on planning shows that local units' processes and

policies have been designed to improve social cooperation and support and have positive multiple feedbacks. For example, vast social cooperation in local units leads to supporting state policies (Greighton, 1992:102), strengthening state's formality, (Amalric, 1998:204) and distributing power within the society and compensating unfairness and social deprivation (Cat, and Murphy, 2003:525). Therefore, the role of social cooperation is to gather information for programs to pass future sustainable laws. The cooperation process, as a functional system at macro-, average- and micro-levels accompanies functions such as social stability, accretion reinforcement, group conflict decrease, removal of slumming culture, blossoming of talents and innovation, democratic values expansion, power resource sharing and responsibility reinforcement. Rahnama (1999) mentions four functions for cooperation: perceptual, social, political and instrumental, emphasizing the key role of cooperation in human oriented development. According to perceptual function, cooperation produces discourse and developmental operations which relies on different ways of realizing facts about development. In this regard, the perceptual system gains significance which can reflect the cultural heritage and local knowledge of the people themselves. From a social point of view, cooperation has renovated the development discourse and can put units, groups and individuals engaged in development process in a new structural framework, and enable them to fulfill their major needs. From a political point of view, cooperation can legitimize development through enabling silent individuals in society. From instrumental point of view, the cooperative approach calls upon the vulnerable to look for themselves, knowing the common traditional strategic defects of development and utilizing the enabling process. Goulet (1995) refers to people cooperation as the crucial part of the developmental strategies and considers three functions for it. From his viewpoint, social

cooperation, firstly, ensures the non-instrumental government behavior with people and the vulnerability spirit through people. Secondly, cooperation is considered the most important solution in its own social situation. Furthermore, cooperation, acts as a channel through which groups and local societies can reach two major and larger decision making levels. From Goulet's point of view, "the developmental policies would be fruitless and unpopular without cooperation" (Goulet, 1995:100).

1-3 Research Goals

1-3-1- General Goal

Identifying factors affectin the decline of social cooperation with regard to managing social cooperation the absorption of managing urban zones (zone 3 in Shiraz).

1-3-2- Strategic Goals

identify the effectiveness of individual roles in family in the decline of social cooperation decrease in urban zones (Zone 3 in Shiraz)

identify the effectiveness of training on the decline of social cooperation in urban zones (Zone 3 in Shiraz)

identify the effectiveness of cooperation on the decline of social cooperation in urban zones (Zone 3 in Shiraz)

identify the effectiveness of education level on the decline of social cooperation in urban zones (Zone 3 in Shiraz)

identify the effectiveness of individual's motives on the decline of social cooperation decrease in urban zones (Zone 3 in Shiraz)

identify the effectiveness of trust in authorities and organizations on the decline of social cooperation in urban zones (Zone 3 in Shiraz)

identify the effectiveness of residency (non-nativeness) on the decline of social cooperation in urban zones (Zone 3 in Shiraz).

1-4 Methodology

The methodology of this research includes documentry and survey methods.

1-4-1 Statistical Population

The statistical population of this research includes all the inhabitants of zone 3 in Shiraz who are above 18 years old, whose number is 154400.

1-4-2 Sampling Method

The sampling method, is random. The individuals inhabiting in zone 3 in Shiraz are categorized into five geographical levels and the

present sample of this research was selected randomly of inhabitants with regard to proportion of the geographical zones.

1-4-3 Sample Size

Since the number of our statistical population is 154400, the sample size was determined by Cochran's formula mentioned below.

$$n = \frac{\frac{t^2 pq}{d^2}}{1 + \frac{1}{N} \left(\frac{t^2 pq}{d^2} - 1 \right)} = 384 \quad n = \frac{\frac{(1.96)^2 (.5 * .5)}{(.05)^2}}{1 + \frac{1}{154400} \left(\frac{(1.96)^2 (.5 * .5)}{(.05)^2} - 1 \right)} \approx 385$$

t=1.96 p=.5 q=.5 d=.05 N=154400

1-4-4 Data collection Tools

In this research, in order to gather the required data necessary for testing research hypotheses both primary sources (interview and questionnaire) and secondary sources (books and articles, present documents and evidence, and internet resources) were used. The priority in primary sources is given to questionnaire.

Data collection tool is a questionnaire about factors affecting social cooperation in the management urban zones. This questionnaire was designed by the researchers of the present research and has two parts. The first part has 18 questions which assess the rate of individuals' cooperation in managing urban affairs (Zone 3 in Shiraz) and the second part has 11 questions which measure barriers of social cooperation. This questionnaire has been graded through Likert's method. The validity of this research

was calculated 0.95 through Crunbach's Alpha which seems to be suitable.

1-5 Data Analysis Methods

One of the common divisions of statistics is dividing it into two categories: parametric and non-parametric. In simple words, in order to measure the hypotheses whose variables are quantitative, parametric statistics are used but for measuring the hypotheses whose variables are qualitative, non-parametric statistics are used. We try to identify factors affecting individual's social cooperation in urban zones management (Zone 3 in Shiraz). In fact, our test is a non-parametric one which is related to K in independent group; two dimensional X² test and Friedman's test were used to investigate the hypotheses.

2- Theoretical Framework

2-1- Social Cooperation

several definitions and interpretations of cooperation have been offered so far. The vast notion of cooperation and its various interpretations is one of its specific characteristics. The background of this term goes back to the beginnings of human social life (Vahida and Niazi, 2003:117-145). Sir Geal (1976) mentions that "cooperation in decision-making is a charming notion in many countries but almost most individuals who make use of this expression think differently of it" (cited by Rahnomood, 1998:7). According to Hall, "the conflict between applied viewpoints and most philosophical ones of cooperation has caused the notion of cooperation to change to a multi-dimensional notion with different meanings in different times" (Azkiya and Ghafari, 2000:12).

The expression of cooperation has been defined as "finding a share in sth and enjoying it and/or participating in a group and incorporating with it" by Allen Biro (Biro, 1990:257). According to Salime Ommar, the cooperation process will result in people's interference in and control of what is considered a better life by themselves.

The most fundamental thought about cooperation is accepting the equality maxim among people whose goal is to consult, cooperate in order to improve the quantity and quality of life in all social, economic and political fields. Cooperation is a process through which people can achieve evolution and even create this evolution within themselves. Cooperation, in this sense, emphasizes the human character and "is considered as a strategy which can create nice opportunities by which people can reach new ways of removing barriers and solving their difficulties" (Tusi, 1990:5). The process of cooperation as an "enabling process" that emphasizes three basic values: a) sharing power with people, b) directing people toward fulfilling their own destiny, c) creating improvement opportunities for people. One of the most

valuable aspects of cooperation is the removal of slumbering and blooming innovation and creativity in people. As Donald Michel states "people have more trust in themselves, do their best, and become innovative when they are allowed to cooperate in decision making process regarding their own lives. Here, they learn to act wisely against their life (Cited by Azimi Ramezani, 1997:47).

To clarify the notion of cooperation, some definitions are presented here. French, a French sociologist, defines cooperation as "individual's mental and emotional engagement in a group situation which reinforces and stimulates the individual to help group goals and share group responsibilities and think of fulfilling group goal (Ansari, 1995). Var (1975) has defined cooperation, from a social psychological point of view, as engagement in an activity and social affectability (Azad Armaki, 1992:63). From Almond and Pavel's point of view "cooperative activities are those through which normal citizen tries to affect policy making" (Almond and Pavel, 2000:138).

Some definitions of cooperation emphasize the of role cooperation in redistribution of economic and political power. From Abdolhay's point of view, cooperation is an instrument for expanding and distributing opportunities in order to cooperate in social decision making, assisting development and making use of its consequences. From Alghanamis point of view, cooperation is one of the most difficult and most controversial subjects in development which has been subjected to value-based judgments. He defines cooperation from a political-social dimension as "optional participation in decision-making through organizations" (Alghanami, 1992:60). Arneschain considers cooperation as redistribution of power "by which citizens who have been omitted from political and economic procos are enabled to gradually participate in the future" (Okley & Marsden, 1990:33).

As Yumalel states “cooperation generally means stimulating people’s sensitivity and finally increasing their perception and ability to respond to developmental plans and also reinforcing local innovations (Patrick, 1994:119). Gaotery considers cooperation as a public, continual, multiple, multi dimensional and multi-cultural process whose goal is attracting people to play a role in all developmental stages(cited by Azkiya and Ghafari,Op.cit:13)

Daram Guy, inspired byGren(1983) and Okley and Marsden(1984), distinguishes three notions of cooperation. The first application indicates employing people for taking the responsibility of social and economic development projects. Usually, these projects are thought and designed by top officials, while people are employed to carry them out. The second interpretation considers cooperation as equal to decentralization in governmental organizations or respected systems. The third opinion thinks of cooperation as an allowance process to deprived and poor people. The notion of cooperation in his final viewpoint entails constructing democratic, independent organization, and poor’s self reliance (Guy, 1991:62).

Some scholars have emphasized basic characteristics of this notion in defining and determining the conceptual environment of cooperation. Mooris Xlard stated that the expression of optional cooperation is used for certain groups (as it is distinguished from state communities), entering them based on individual’s selection (as it is distinguished from forms like families) and also limited to group non-profit cooperation (as it is distinguished from high-profit institutes) (Xlard, 1950:14). Mardookhi considers the optionality of cooperative activities as the most important characteristic. He states that the activities that are done by individuals as their job or duty, for direct benefit in short-term, for direct or indirect force, tangible or intangible force, and personal

convenience can be considered out of the scope of cooperation. From his viewpoint, political and social cooperation is determined by individual’s active relationship with consultative and public units, associations and local activities (Mardookhi, 1993:72). In defining social cooperation Mohseni Tabrizi has emphasized the optionality of cooperation,. From his viewpoint, “social cooperation refers to those optional activities which the members of a society participate in neighborhood, city and village affairs and participate directly or indirectly in forming the social life of cooperation” (Mohseni Tabrizi, 1989:108).

Optional associations are considered to be the most important arenas are formed and organized in which of cooperative activities. From this perspective, social cooperation has a close relationship with civil society. Sa’d Alldin Ibrahim (1995) mentions that civil society “is the background of organized, optional group cooperation in public sphere between individuals and government” (Cited by Chalbi, 1995:288). Molinas has stated that successful interference with the civil society in the process of development leads to individual’s effective cooperation (Molinas, 1998:13). From Chalbi’s point of view, voluntary associations are a kind of suitable founding for social cooperation on the one hand, cooperative institution connect people to the society and increase the individual’s cooperation in social affairs through absorbing their cooperation. On the other hand, they help the expansion of active, voluntary cooperation in people by developing social nets and strengthening the social accretion (Chalbi, op.cit:290). With regard to presented issues about conceptual environment of social cooperation, any conscious, voluntary, bilateral, group and to some extent organized action among people and groups for the sake of goals, needs and public benefits are considered as social cooperation (Vahida and Niazi, 2003:117-145).

2-2- Social Viewpoint

The social viewpoint includes citizen's imagination of a shared future for their cities which can be reached through gathering vast special programs (Ames, 1997:73). For example the emergence of new subjects and inclinations, the search for a substitute future, program classification and the identification of operational approaches. The proponents of this viewpoint [social viewpoint] believe that they can provide the complete way of defining zonal perception of a place and can predict the relationship between public subjects of place [where we are] and subjects related to identity [who are we and whom we like to become]. Therefore, the social viewpoint is one of the reinforcing methods of cooperative planning which works through sharing and integrating different information about a place (Healey, 1998:132).

2-3- Social Evolution Models

In accordance with the new emphasis on the importance of society, new social evolutionary models have been proposed for planning. Approaches like communicational exchanges and theories seem to be much more related to those based on local unit's place rather than the others. Exchange as a deal between active participants of the process, and the of cause imbalanced distribution of power in exchange (Lane, 2005:294-5).

In this model (exchange), cooperation among social participants is regarded as the main element in decision making. Therefore, public cooperation in many respects has the role of gathering information for the programmers in order to reach future sustainable laws. The critics of exchange claim that partner's perceptions and benefits cannot be supported by any learning and every partner only thinks of his benefits (Healey, 1992: 157).

In communication [vocal] theory which has been developed by Habermas(1984), Daierzk (1990) and Giddens (1994) , there is a notion which reflects participant's concern both individually and culturally. This approach has a significance role in social cooperation such as discussion sessions, argumentation and exchange aiming at attracting attention toward operational facilities (Forester, 1989: 19). The benefits of social participants' and of society's members are individually opposite, competitive and various in most of the cases. The role of the planning needs precise measurement of utilizing different opinions. So it could be said that public cooperation gains meaning only in decision making situations.

2-4-Political Concepts and legal framework for Local Units Consultation

State policies should support local associations' consultative efforts and provide more formal logical efforts. However, this theory believes that some State policies and processes tend to complicate social consultation, the same as their possible inflexibility in providing budget, timetables and resources.

Further cooperation by the citizens as a new legal necessity results in integrating small powers. In this regard, new legal demands suggest that citizens must be engaged in strategic planning cycles whose goal is to provide a method for public cooperation in local subjects' management.

Political concepts used for social consultation must be clear and legitimate so that the best outcome could be achieved for local societies. Assemblies must be forced to present a program which indicates the strategic goals and solutions for some years [at least four years] which are designed by social consultation after each election and are re-examined annually. Furthermore, there must be a definition for consultation. And assembly's power and duty

must be specified to prevent deviations and entails that the assemblies present their annual report to the government and the association.

The consultation process with local units must be modified and revised every few years by legislating institutions in order to increase the repetition of general consultative process. Conceptual framework for local units is related to different communicational ways in a bottom-up society. And creates a powerful top-down program with high political commitment which provides socio-economic factors (including political accretion, cooperation, and scientific management) and which is for pursuing sustainability and societal cooperation in carrying out the programs. Governmental models protection is in response to political laws convergence in the field of trust and management application for improving services (Pierre and Peters, 2000:48). The important point is that, our country has experienced a kind of distrust in public organizations, democratic-patterned models and official hierarchy within the past few years. A few people have trust in government and it can surely be said that their numbers has reduced to its lowest level in previous years, which can be a threat to social consultation and society's resistance against governmental plans.

2-5-cooperative citizen characteristics

Democracy and cooperation are two fragile issues. Against these two social processes, there are strong powers which do not have a good relation with law (against democracy). In this situation, the responsibility of the government driven from the national will is much more related to attracting public thoughts toward the Constitution, creating necessary fields for group work, cooperation and effective social interaction.

In order to expand cooperative approaches to different social subjects, society needs in the first

place citizens who possess the necessary characteristics. In order to cooperate, people must be trained and the necessary skills, approaches and information must be created. Cooperation entails necessary awareness, effective skills and productive approaches. Knowledge and skill in defining the subject, analyzing it, goal specification, effective human relationship, decision making, group living and group spirit are the subjects which must be dealt with in individual's training for cooperation (Sarkar Arani, 1999:28).

Cooperative individuals are flexible. Inflexible individuals decide alone, so they are not able to provide necessary arrangements for cooperation within themselves. One of these skills is self-reflection. Teaching cooperation is not the final step. Acquiring these skills needs time for practice and revision. Within a society, we must prepare these chances for children. We must have environments and situations which are as clear as possible, along with adequate knowledge and reinforce the productive skills and attitudes related to cooperation. Surely, these issues must be taught; opportunities must be provided for exercising necessary skills. In most countries, it is done in the period of public education. Enabled citizens must have at least some characteristics like work ability, cooperation with others, group work spirit, ability to confront problems and difficulties as an active member of the society, the ability to consider insight and attitude differences as a natural phenomenon in confronting issues, critical and systematic thinking, solving problems non-violently, improving living situations, participation in social, political, cultural activities paying attention to human rights, the ability to accept defined and confirmed regulations in social relationship which is actually "game regulations", respect to others and accepting democratic frames in group work activities (Cogan, 1997:73).

We need to believe that we need other's experiences. We need to learn how to make use of other's experiences. Cooperation exercises must begin with learning from others. Cooperative approaches link us with other members of the society, and are very effective for the quality and effectiveness of activities. In order to take advantage of this method, all of us need necessary skills for scientific discussion, reasonable thinking, being criticized, active interaction, tolerating other's views, scientific attitude toward issues and accepting natural and reasonable consequences of our behavior. Necessary skills for group work intrigues cooperation, removes the fear of interaction and stimulates active methods, strengthens learned materials, increases recognition power, and makes decisions more effective. In order to use the advantages of cooperative approaches, all of us need to expand necessary skills for living in a group and renovate effectively our attitudes toward cooperative activities.

2-6- Research Questions and Hypotheses

2-6-1- Research Main Question

What are the factors which cause a decline of social cooperation in urban zonemanagement (Zone 3 in Shiraz)?

2-6-2- Research Hypotheses

The research hypotheses have been designed in order to answer reseaes main question. Therefore, subsidiary hypotheses which have been presented with regard to the main question are:

- It seems that the individual's role in the family is among affecting factors the decline of social cooperation in urban zone management.

- It seems that training is among factors affectine the decline of social cooperation in urban zone management.

- It seems that trust in authorities and organizations is among factors affecting the decline of social cooperation in urban zone management.

- It seems that residency (non-nativeness) is among factors affecting the decline of social cooperation in urban zone management.

- It seems that the effectiveness of cooperation is among factors affecting the decline of social cooperation in urban zone management.

- It seems that motivation is among factors affecting the decline of social cooperation in urban zone management.

- It seems that education level is among factors affecting the decline of social cooperation in urban zone management.

3- Research Findings

3-1- Descriptive Statistics

The most appropriate tool for analyzing the data is the use of statistical tests; paying attention to the fact that descriptive data have been utilized in this research. Following are the descriptive data which are analyzed using appropriate statistical tests.

Tables 1 and 2 show the variables in our research which were processed by SPSS software after the data were organized.

Figure1: Descriptive data related to the degree of contribution of people

	N	Minimum	Maximum	mean	Std. Deviation
Q6-1	385	1	5	3.88	1.22609
Q6-2	385	1	5	2.1039	1.044504
Q6-3	385	1	5	3.2545	1.39106
Q6-4	385	1	5	2.9351	1.49250
Q6-5	385	1	5	2.8208	1.49185
Q6-6	385	1	5	3.9065	1.26300
Q6-7	385	1	5	2.5403	1.45919
Q6-8	385	1	5	2.1902	1.39920
Q6-9	385	1	5	1.6987	1.00396
Q6-10	385	2	5	4.2675	.89478
Q6-11	385	1	5	3.2104	1.42883
Q6-12	385	1	5	4.1273	1.09302
Q6-13	385	2	5	4.1273	.92529
Q6-14	385	1	5	4.1740	1.02233
Q6-15	385	1	5	4.2571	1.09395
Q6-16	385	2	5	4.4390	.98533
Q6-17	385	2	5	4.6753	.68923
Q6-18	385	1	5	2.5325	1.41038
Valid N(list wise)	385				

Figure2: Descriptive data related to questions of social contribution barriers

	N	Minimum	Maximum	mean	Std. Deviation
Q7-1	385	1	5	3.290	1.579
Q7-2	385	1	5	2.849	1.464
Q7-3	385	1	5	2.792	1.402
Q7-4	385	1	5	2.654	1.582
Q7-5	385	1	5	3.522	1.376
Q7-6	385	3	5	4.443	.6703
Q7-7	385	1	5	3.870	1.202
Q7-8	385	1	5	3.872	1.309
Q7-9	385	2	5	4.493	.8901
Q7-10	385	1	5	3.857	1.180
Q7-11	385	1	5	3.462	1.308

The questions related to item number 6 are 18 questions which have been shown in Table 1. These questions are related to the rate of individual's social cooperation in urban zone management (Zone 3 in Shiraz). The second table, descriptive statistics and the frequency of questions to social cooperation barriers in urban zone management are reflected which are related to question 7 in our questionnaire. This question includes 11 sub-divisions whose information are presented here.

3-2-Inferential Statistics

In this section, the data are analyzed in order to respond to the research hypotheses.

3-2-1-Statistical Analysis of research Data

3-2-2 Kolmogrov-Smirnov (k-s) Test for Research data Normalization

With regard to the fact that the achieved significance level for individual's role in family is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to first hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

In view of the fact that the achieved significance level for training is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to second hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

With regard to the fact that the achieved significance level for trust in the authorities and organizations is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to third hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

Since the achieved significance level for residency is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to fourth hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

With regard to the fact that the achieved significance level for cooperation effectiveness is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to fifth hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

Since the achieved significance level for motivation is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to sixth hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which relates to this hypothesis.

With regard to the fact that the achieved significance level for education level is lower than research alpha ($\alpha=.05$), thus it can be concluded that the data related to seventh hypothesis do not follow the normal function. So a non-parametric test should be used for analyzing the data which is related to this hypothesis.

Therefore, the gathered data do not follow the normal society, then non-parametric tests such as Wilcoxon's and Friedman's methods are the most appropriate tools for testing hypotheses.

3-2-3 Test Related to Accepting or Refuting the Research Hypotheses

First hypothesis: It seems that an individual's role in family is one of the factors affecting the decline of social cooperation in urban zone management.

Table 3: observed and expected numbers related to the first hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	64	77	-13
Low	63	77	-14
Medium	115	77	38
High	78	77	1
Very high	65	77	-12
Total	385		

Table 4: χ^2 test related to the first hypothesis

Statistical Index	
χ^2 test	25,377
Freedom of degrees	4
Significance level	.000

The observed and expected numbers and their differences have been shown in table 3; the value of χ^2 , degrees of freedom and significance level of the hypothesis have been shown in table 4.

Since the achieved significance level is lower than the alpha value of the research ($\alpha=.5$), thus

the null hypothesis is rejected and the first hypothesis is accepted with regard to the effectiveness of individual's role in family as a barrier for people's cooperation.

Second hypothesis: It seems that training is one of the factors affecting the decline of social cooperation in urban zone management.

Table 5: observed and expected numbers related to the second hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	26	77	-51
Low	39	77	-38
Medium	26	77	-51
High	167	77	90
Very high	127	77	50
Total	385		

Table6: χ^2 test related to the first hypothesis

Statistical Index	
χ^2 test	223,974
degrees of Freedom	4
Significance level	.000

The observed and expected numbers and their differences have been shown in table 5; the value of χ^2 , degrees of freedom and significance level of the hypothesis have been shown in table 6.

Since the achieved significance level is lower than the alpha value of the research ($\alpha = .5$) for training, thus the null hypothesis is rejected and the second hypothesis is accepted with regard to

the effectiveness of training as a barrier for people's cooperation.

Third hypothesis: It seems that trust in authorities and organizations is one of the factors affecting the decline of social cooperation in urban zone management.

Table 7: observed and expected numbers related to the third hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	26	77	-51
Low	63	77	-14
Medium	12	77	-65
High	117	77	40
Very high	167	77	90
Total	385		

Table 8: χ^2 test related to the third hypothesis

Statistical Index	
χ^2 test	217,169
Freedom degree	4
Significance level	.000

The observed and expected numbers and their differences have been shown in table 7; the value of χ^2 , degrees of freedom and significance level of the hypothesis have been shown in table 8.

Since the achieved significance level is lower than the alpha value of the research ($\alpha = .5$) for trust in authorities and organizations, thus the null hypothesis is rejected and the first

hypothesis is accepted with regard to effectiveness of trust in authorities and organizations as a barrier for people's cooperation.

Fourth hypothesis: It seems that residency (non nativeness) is one of the factors affecting the decline of social cooperation in urban zone management.

Table 9: observed and expected numbers related to the fourth hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	26	77	-51
Low	37	77	-40
Medium	39	77	-38
High	142	77	65
Very high	141	77	64
Total	385		

Table 10: χ^2 test related to the fourth hypothesis

Statistical Index	
χ^2 test	181,377
Freedom degree	4
Significance level	.000

The observed and expected numbers and their differences have been shown in table 9; the value of χ^2 , degrees of freedom and significance level of the hypothesis have been shown in table 10.

Given that the achieved significance level is lower than the alpha value of the research ($\alpha=.5$) for residency (non nativeness), thus the null

hypothesis is rejected and the fourth hypothesis is accepted with regard to effectiveness of residency (non nativeness) as a barrier for people's cooperation.

Fifth hypothesis: It seems that cooperation effectiveness is one of the factors affecting the decline of social cooperation in urban zone management.

Table 11: observed and expected numbers related to the fifth hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Low	26	96.3	-70.3
Medium	26	96.3	-70.3
High	65	96.3	-31.3
Very high	268	96.3	171.8
Total	385		

Table 12: χ^2 test related to the fifth hypothesis

Statistical Index	
χ^2 test	419,166
Freedom degree	3
Significance level	.000

The observed and expected numbers and their differences have been shown in table 11; the value of χ^2 , degrees of freedom and significance level of hypothesis have been shown in table 12.

Since the achieved significance level is lower than the alpha value of the research ($\alpha = .5$) for cooperation effectiveness, thus the null

hypothesis is rejected and the fifth hypothesis is accepted with regard to the impact of cooperation effectiveness as a barrier for people's cooperation.

Sixth hypothesis: It seems that motivation is one of the factors affecting the decline of social cooperation in urban zone management.

Table 13: observed and expected numbers related to the sixth hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	88	77	11
Low	63	77	-14
Medium	91	77	14
High	52	77	-25
Very high	91	77	14
Total	385		

Table 14: χ^2 test related to the sixth hypothesis

Statistical Index	
χ^2 test	17,325
Freedom degree	4
Significance level	.0002

The observed and expected numbers and their differences have been shown in table 13; the

value of χ^2 , degrees of freedom and significance level of hypothesis have been shown in table 14.

In view of the fact that the achieved significance level is lower than the alpha value of the research ($\alpha = .5$) for motivation, thus the null hypothesis is rejected and the sixth hypothesis is accepted with regard to the

effectiveness of motivation as a barrier for people's cooperation.

Seventh hypothesis: It seems that education level is one of the factors affecting the decline of social cooperation in urban zone management.

Table 15: observed and expected numbers related to the seventh hypothesis

Indices Dimensions	Observed N	Expected N	Residual
Very low	39	77	-38
Low	37	77	-40
Medium	143	77	66
High	39	77	-38
Very high	127	77	50
Total	385		

Table 16: X^2 test related to the seventh hypothesis

Statistical Index	
X^2 test	147,325
Freedom degree	4
Significance level	.0000

The observed and expected numbers and their differences have been shown in table 15; the value of x^2 , degrees of freedom and significance level of hypothesis have been shown in table 16.

Since the achieved significance level is lower than the alpha value of the research ($\alpha = .5$) for education level, thus the null hypothesis is

rejected and the seventh hypothesis is accepted with regard to the effectiveness of education level as a barrier for people's cooperation.

Table17: Friedman test

Question	Is there a significant difference between the calculated rates?		
Research hypotheses	Null hypothesis:	The difference between the calculated rates is significant.	
	First hypothesis:	The difference between the calculated rates is not significant.	
Statistical hypotheses	Null hypothesis:	$H_0: \mu_1 = \mu_2 = \mu_3 = \mu_4 = \mu_5 = \mu_6 = \mu_7 = \mu_8$	
	First hypothesis:	At least, they are different about two times of the average	
Carried out test	Friedman		
	Ranks		
	Mean Rank		
	Hypothesis 1	2.95	
	Hypothesis 2	4.34	
	Hypothesis3	4.41	
	Hypothesis4	4.30	
	Hypothesis5	5.44	
	Hypothesis6	3.12	
	Hypothesis7	3.44	
	Test Statistics ^a		
N	385		
Chi- square	476.4366		
df	6		
Asymp. Sig.	.000		
a. Friedman test			
Test result	In this test, with regard to this fact that the significance level is lower than 0.05 (above table), there is a significant difference between the calculated rates. Therefore, the null hypothesis is supported. In the following section, it will be fully explained.		

Table 18: Friedman test result

Organized means	The comparison of given factors' rate with social barriers on individual's managing urban zones		
	factor	Hypothesis	mean
	Cooperation effectiveness	Hypothesis 5	5.44
	Trust in the authorities and organizations	Hypothesis 3	4.41
	training	Hypothesis 2	4.34
	Residency(non-nativeness)	Hypothesis 4	4.30
	Education level	Hypothesis 7	3.44
	motivation	Hypothesis 6	3.12
	Individual's role in family	Hypothesis 1	2.95
Test result	With regard to the above mentioned table, it is clear that from the view point of subjects filling out the questionnaire, the cooperation effectiveness level is considered as the major barrier in social cooperation (0.05) and the individual's role in family has the least impact.		

4- Research Results

Having analyzed the gathered data, an attempt is made to provide appropriate answers for research hypotheses with regards to obtained

results of the research. Therefore, because our goal in this research is to identify the factors affecting the decline of social cooperation with regards to attracting social cooperation in urban zone management, questionnaires were designed

and distributed among individuals 18 years old and over who inhabited Zone 3 in Shiraz. The following are the barriers of individual's cooperation in urban zone management which were introduced as the hypotheses of our research.

4-1- Individual's Role in Family. X^2 test has been used in order to reach the answer for the first hypothesis of research. In this test the achieved significance level is lower than 0.5; thus the individual's role in family is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

4-2- Training. X^2 test has been used in order to reach the answer for the second hypothesis of research. In this test the achieved significance level is lower than 0.5; thus training is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

4-3- Trust in the Authorities and Organizations. X^2 test has been used in order to reach the answer for the third hypothesis of research. In this test the achieved significance level is lower than 0.5; thus trust in the authorities and organizations is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

4-4- Residency. X^2 test has been used in order to reach the answer for the fourth hypothesis of research. In this test the achieved significance level is lower than 0.5; thus residency (non-nativeness) is recognized as a barrier to social

cooperation in urban zone management (urban zone 3 in Shiraz).

4-5- Cooperation Effectiveness. X^2 test has been used in order to reach the answer for the fifth hypothesis of research. In this test the achieved significance level is lower than 0.5; thus Cooperation effectiveness is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

4-6- Motivation. X^2 test has been used in order to reach the answer for the sixth hypothesis of research. In this test the achieved significance level is lower than 0.5; thus motivation is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

4-7- Education Level. X^2 test has been used in order to reach the answer for the sixth hypothesis of research. In this test the achieved significance level is lower than 0.5; thus Education level is recognized as a barrier to social cooperation in urban zone management (urban zone 3 in Shiraz).

5. Suggestions

With regard to obtained results, social cooperation of barriers in urban zone management (Zone 3 in Shiraz) the order and effectiveness are contrasted against each other. Paying attention to the following table, it is suggested that the ranking presented here must be the base for long-term decisions if the authorities are seeking to remove the barriers in urban zone management (Zone 3 in Shiraz).

Table 19: Ranking of factors affecting the decline of social cooperation

Priority	Respective barriers
1	Cooperation effectiveness
2	Trust in authorities and organizations
3	training
4	residency(non-nativeness)
5	Education level
6	motivation
7	Individual's role in family

In order to reach a useful consultative process, in the first place, a three-step independent, repetitive consultation current control the process: 1. Focus on public meetings, 2. Being sure that the results of the first stage have been interpreted correctly and possible solutions for the future have been discussed, 3. Giving a chance to the public for testing the substitute future according to a pre-written document.

-social consultation should be utilized in order to form fundamental long term service plans which aim to be accepted by the collective viewpoint of the society and establishing vaster political fields for a society which tends to allocate more resources to local units, more commitment and social capital formation.

- The forming of Assembly management team or reference group for advisory tips.

- Establishing cooperative workshops in some points of the city in order to invite the citizens and civil stockholders to become engaged.

- Calling upon citizens through filling out questionnaires, net questionnaires or writing suggestions.

- Encouraging citizens to discuss the future of substitute city, inevitably including some logistic challenges such as the absence of some groups of people in decision making, or their failure to respond to consultative and commitment strategies – social and economic defects might affect assistance to the official consultative processes. Individuals and groups with different characters might influence the cooperation paying attention to differences, defects or barriers (for example, the disabled or handicad, natives, elderly people, the homeless, immigrants and refugees). Furthermore, communication and consultation with many people can be difficult due to lack of time and motive to the questions of social cooperation workshops. Also, direct and instant suggestions the people's living style and several other instances forces us to seek for structural, operational, developmental changes and staff training in our schedule.

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