

Original Article (Mixed)

eISSN:

Identifying and prioritizing obstacles to citizen participation in urban services (Case study of Shadegan city)

Fouad Makvandi¹, Hossein Sedaghat², Ali Khanafereh³

1- Assistant Professor, Department of Public Administration, Faculty of Humanities, MSc, Ph.D., Public Administration, Shoushtar Branch, Islamic Azad University, Shoushtar Branch, Iran.

2- Member of the Faculty of Islamic Azad University of Babol

3- Master of Public Administration, Faculty of Humanities, Shushtar Branch, Islamic Azad University of Shushtar, Iran

Receive:

23 August 2024

Revise:

30 September 2024

Accept:

10 December 2024

Abstract

The aim of the present study was to identify and prioritize the barriers to citizen participation in urban services in Shadegan city. The research method is applied and exploratory-mixed in terms of purpose. Purposeful sampling was used, and 13 members of the city council, former and current mayors of Shadegan city, and their deputies were identified as experts. After identifying the barriers through content analysis of the research background, a questionnaire was prepared based on the Likert scale and distributed in 3 rounds using the Delphi technique, with a number of components being eliminated. The results of this research showed that four factors of urban structure and characteristics, urban management, rewards and expectations of rewards from participation, and participation structures were identified as barriers to citizen participation in urban services. After drawing a decision tree, a paired comparison questionnaire was prepared, which was obtained through Expert Choice 11 software to prioritize the barriers to citizen participation in urban services in Shadegan city.

Keywords:

Barriers to citizen participation, participation structures, urban management, public services

Please cite this article as (APA): Makvandi, F., Sedaghat, H. and Khanafereh, A. (2024). Identifying and prioritizing obstacles to citizen participation in urban services (Case study of Shadegan city). *Journal of An Approach in Sociology and Development*, 1(1), 60-76.



Authors retain the copyright and full publishing rights.

Published by Research Center of Resource Management Studies and Knowledge-Based Business. This article is an open access article licensed under the Creative Commons Attribution 4.0 International (CC BY 4.0)

Publisher: Research Center of Resource Management Studies and Knowledge-Based Business

Corresponding Author: Hossein Sedaghat

Email: rcmk.jasd@gmail.com