



UNIVERSITI PUTRA MALAYSIA

***RELATIONSHIPS BETWEEN PERSONAL, ENVIRONMENTAL,
ORGANISATIONAL FACTORS AND CITIZEN PARTICIPATION IN
NEIGHBORHOOD COUNCIL TEHRAN, IRAN***

ZEINAB BARATI

IPSS 2012 5

**RELATIONSHIPS BETWEEN PERSONAL,
ENVIRONMENTAL, ORGANISATIONAL FACTORS
AND CITIZEN PARTICIPATION IN NEIGHBORHOOD
COUNCIL TEHRAN, IRAN**

ZEINAB BARATI

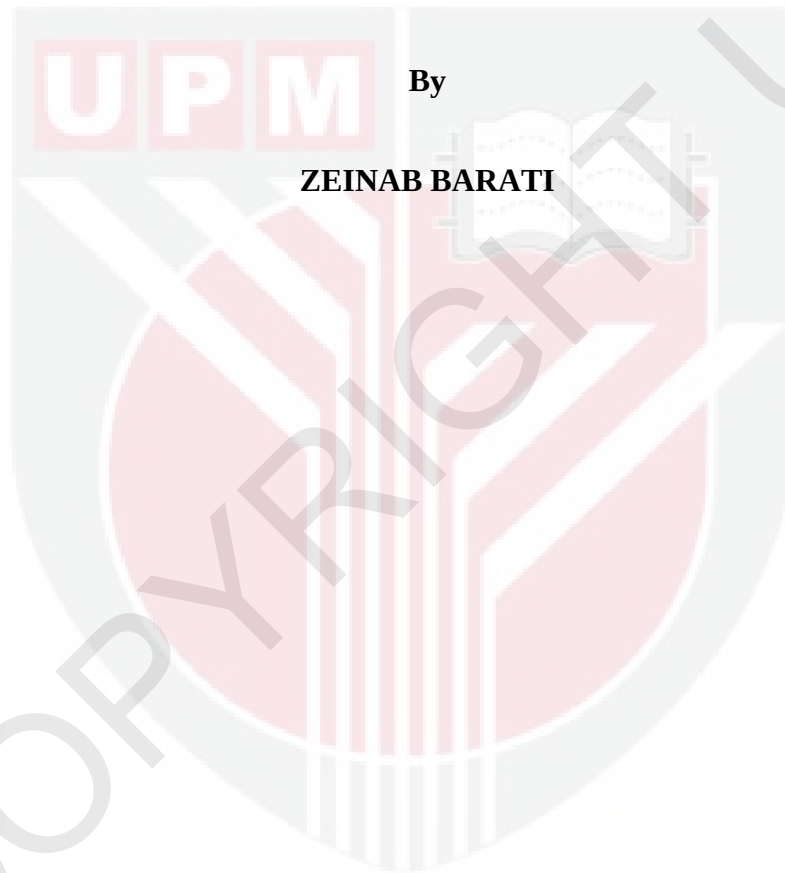
**DOCTOR OF PHILOSOPHY
UNIVERSITI PUTRA MALAYSIA**

2012

**RELATIONSHIPS BETWEEN PERSONAL, ENVIRONMENTAL,
ORGANISATIONAL FACTORS AND CITIZEN PARTICIPATION IN
NEIGHBORHOOD COUNCIL TEHRAN, IRAN**

By

ZEINAB BARATI



**Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia
in Fulfillment of the Requirements for the Degree of Doctor of Philosophy**

June 2012

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfillment of the requirement for the degree of Doctor of Philosophy

**RELATIONSHIPS BETWEEN PERSONAL, ENVIRONMENTAL AND
ORGANISATIONAL FACTORS AND CITIZEN PARTICIPATION IN
NEIGHBORHOOD COUNCIL TEHRAN, IRAN**

By

ZEINAB BARATI

June 2012

Chairman: Associate Professor Bahaman Abu Samah, PhD

Institute: Institute of Social Science Studies

The study was designed to determine the relationship between personal, environmental and organizational factors and citizen participation in neighborhood councils in Tehran, Iran. Citizen participation play a relevant role in many community settings, but the major puzzle was the lack of resident participation which threatened potential success of efforts at the local level. A conceptual model was developed to identify relationships between personal, environmental and organizational factors that contribute to citizen participation. Each of the factors included several variables.

In order to achieve the goals of study, a cross sectional survey design was applied and the data were gathered through personal interviews using a set of questionnaires. The data were collected from 250 respondents which were randomly selected from five neighborhood councils in Iran. Descriptive analysis,

Pearson product moment correlation and structural equation modeling (SEM) were employed for analyzing the data.

The findings of descriptive study showed that the majority of the respondents were female (57.2%) and single (60.8%). Mean of the respondent's age was 36 years and the average total monthly income was 3.5 million Rials per month. The study showed that 43.6% of respondents had completed or obtained a bachelor's degree. More than three quarter (64%) of respondents had a job, while 35.2% of respondents were unemployed. The average duration of participation in neighborhood councils was two years and four months. Only 41.6% of respondents stated their position as active participants in neighborhood councils. The most important residents' sources of knowledge on neighborhood council activities were through their friends/neighbors (48.8%). The study also showed that the level of citizen participation in neighborhood councils was moderate; however, citizens preferred greater involvement in social and environmental rather than economical activities.

Pearson's correlation analysis showed that there was a high positive correlation between perceived knowledge, organizing skills and sense of community with citizen participation; while there was a medium positive correlation between self-efficacy, perceived trust, organizational factors and norms for activism with citizen participation; and finally there was a small and positive correlation between neighborhood problems and citizen participation.

The results of hypotheses testing with the structural model showed strong relationships between perceived knowledge, organizing skill, perceived trust, and sense of community and citizen participation. The results of the overall model showed that there were no significant relationship between self efficacy, perceived neighborhood problems and organizational factors. The result also showed that norms for activism cannot mediate between sense of community and citizen participation.

Based on the structural equation model the between individual factors, perceived knowledge and between environmental factors sense of community had the most significant contribution in predicting citizen participation.

The results of this study also provided some theoretical and practical implications on citizen participation in neighborhood councils. The study recommends social cognitive theory is appropriate to explain factors influencing citizen participation. Several recommendations for improvement with respect to policy and practices of neighborhood council to increase citizen participation are suggested.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

HUBUNGAN ANTARA FAKTOR INDIVIDU, PERSEKITARAN DAN ORGANISASI DAN PENGLIBATAN PENDUDUK DALAM MAJLIS KEJIRANAN DI TEHRAN, IRAN

Oleh

ZEINAB BARATI

June 2012

Pengerusi: Profesor Madya Bahaman Abu Samah, PhD

Institut: Institut Pengajian Sains Sosial

Kajian ini bertujuan untuk menentukan hubungan antara faktor individu, persekitaran dan organisasi dan penyertaan penduduk dalam majlis kejrangan di Tehran, Iran. Penyertaan penduduk memainkan peranan yang penting dalam kebanyakan persekitaran komuniti, namun persoalan utama adalah berkaitan kurangnya penyertaan penduduk yang boleh menjejaskan potensi usaha dalam mencapai kejayaan di peringkat kejrangan. Model konseptual telah dibangunkan untuk mengenal pasti hubungan antara faktor individu, persekitaran dan organisasi yang menyumbang kepada penyertaan penduduk. Setiap faktor dikaitkan dengan beberapa pembolehubah.

Bagi mencapai matlamat kajian, reka bentuk kajian berasaskan keratan rentas (cross-sectional) telah digunakan dan data dikumpulkan melalui temubual peribadi dengan menggunakan satu set soal selidik. Data yang dikumpulkan daripada 250 responden yang telah dipilih secara rawak daripada lima majlis kejranaan di Iran. Analisis deskriptif, korelasi Pearson dan permodelan persamaan struktur (SEM) telah digunakan untuk menganalisis data.

Hasil analisis deskriptif menunjukkan bahawa majoriti responden adalah perempuan (57.2%) dan bujang (60.8%). Min umur responden adalah 36 tahun dan purata pendapatan bulanan adalah 3.5 juta Rials sebulan. Kajian menunjukkan bahawa 43.6% daripada responden mempunyai ijazah Sarjana Muda. Lebih daripada tiga perempat (64%) responden mempunyai pekerjaan, manakala 35.4% daripada responden tidak bekerja. Purata jangka masa penglibatan dalam majlis kejranaan ialah dua tahun empat bulan. Hanya 41.6% daripada responden menyatakan kedudukan mereka sebagai peserta aktif dalam majlis kejranaan. Sumber pengetahuan penduduk yang paling penting mengenai aktiviti-aktiviti kejranaan majlis adalah melalui rakan / jiran mereka (48.8%). Kajian juga menunjukkan bahawa tahap penyertaan penduduk di majlis kejranaan adalah sederhana, namun, penduduk lebih suka penglibatan yang lebih besar dalam aktiviti sosial dan persekitaran berbanding aktiviti ekonomi.

Analisis korelasi Pearson menunjukkan bahawa terdapat korelasi positif yang tinggi antara persepsi pengetahuan, kemahiran organisasi dengan penglibatan

penduduk; manakala korelasi positif yang sederhana antara kecekapan diri , melihat kepercayaan, faktor organisasi dan norma-norma untuk aktivisme dalam penglibatan warganegara; dan akhirnya terdapat korelasi positif yang kecil antara masalah kejuruan dan penglibatan penduduk.

Keputusan ujian hipotesis dengan model struktur menunjukkan hubungan yang kuat antara persepsi pengetahuan, sikap masyarakat dan penglibatan penduduk. Hasil daripada keseluruhan model menunjukkan tiada hubungan yang ketara antara kecekapan diri, masalah yang dihadapi di kawasan kejuruan, serta faktor-faktor organisasi. Hasil kajian juga menunjukkan bahawa norma untuk aktivisme tidak bertindak sebagai pengantara antara sikap masyarakat dan penglibatan penduduk.

Berdasarkan kepada model persamaan struktur antara faktor individu, persepsi pengetahuan dan sikap masyarakat dalam faktor persekitaran merupakan sumbangan yang penting dalam meramalkan penglibatan penduduk.

Dapatan kajian ini juga menyediakan beberapa implikasi teoritikal dan pratikal ke atas penyertaan penduduk dalam majlis kejuruan. Kajian ini mencadangkan teori kognitif sebagai teori yang paling sesuai digunakan untuk menjelaskan faktor-faktor yang mempengaruhi penglibatan penduduk. Beberapa cadangan untuk penambahbaikan terhadap dasar dan amalan majlis kejuruan bagi meningkatkan penglibatan penduduk adalah disarankan.

Dapatan daripada kajian ini juga menyediakan beberapa implikasi praktikal dan teoretikal oleh penyertaan rakyat dalam majlis-majlis kawasan kejiranan. Kajian mencadangkan teori kognitif sosial adalah sesuai untuk menjelaskan faktor-faktor yang mempengaruhi penglibatan penduduk. Beberapa cadangan untuk penambahbaikan terhadap dasar dan amalan-amalan majlis kawasan kejiranan bagi meningkatkan penglibatan penduduk adalah disarankan.

DEDICATION

Especially for My beloved father, my kind mother, my loving husband, my sons Sadra & Sane and my daughter Leileya for their continuous support, patience and encouragement



ACKNOWLEDGEMENTS

All praise is to almighty ALLAH, The Exalted.

The project presented in this thesis was carried out during my Doctor of Philosophy journey at University Putra Malaysia; there has been so much support and encouragement which made this dissertation possible. I would like to express my deepest appreciation to Associate Professor Dr. Bahaman Abu Samah, the Chairman of the Supervisory Committee and head of Institute for Social Science Studies, for his invaluable supervision, productive discussion, constructive criticisms and continuous encouragement throughout the study. I am much grateful and indebted to Associate Professor Dr. Khairuddin B Idris and Dr. Nobaya Binti Ahmad, members of the supervisory committee, for their constructive suggestions and guidance in all phases of this research project. I express my deep sense of respect to the entire lecturers and professors department of Community Development for their valuable suggestions and constructive comments. I acknowledge to Prof. Saleh Hassan and all staffs of IPSAS, specially Hilyana, Inani secretary of IPSAS for her kindness and cooperation.

My completion of this degree and research would not have been possible without the contributions of my fellow graduate students. I express my deepest sense of respect to the entire lecturers and professors department of Human Ecology for their valuable suggestions and constructive comments.

I would like also express my sincere gratitude to City Council of Teheran, all staff of Neighborhood Council center Dr. Elahian chairperson of Neighborhood Council center of Tehran Mr. Yari, Mrs. Taati and Mr. Alipour and chairperson of each selected Neighborhood Council, especially to Mr. Jamshidi chairperson of Tarasht's Neighborhood Council, Mrs. Mohammadiyan chairperson of Sharegh Gharb's Neighborhood Council, Mr. Khoda Bakhsh chairperson of Hoshiyar's Neighborhood Council, Mrs. Norozi chairperson of Shokofeh's Neighborhood Council, Mr. Tafreshi chairperson of Ferdous's Neighborhood Council and Mrs. ommati chairperson of Taiyeb's Neighborhood Council for their assistance in the data collection and pilot study.

My special thanks go to my husband Dr. Alireza Saberi for his many sacrifices and constant devotion. He kept me going when I was about to quit, and assisted me during all phases of the research and preparation of the thesis. I would like to thank my sons Sadra and Sane and my daughter Saina for their kind patience during the period of my study. My special appreciations also go to my mother, father, sister, brothers and parents' in-law in Iran for being a source of encouragement and moral support.

Last but not least, my most profound thanks go to my friends especially Dr Babaei, Dr Mohammad Badsar for their unequivocal support in helping me to continue and my graduate study.

The love and encouragement of my friends and family provided me with constant support and the ability to persevere through difficult times in my life and study.

I certify that a Thesis Examination Committee has met on 1 June 2012 to conduct the final examination of Zeinab Barati on her thesis entitled "Relationships between Personal, Environmental, Organisational Factors, and Citizen Participation in Neighborhood Council Tehran, Iran" in accordance with the Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U. (A) 106] 15 March 1998. The Committee recommends that the student be awarded the Doctor of Philosophy.

Members of the Thesis Examination Committee were as follows:

Haslinda binti Abdullah, PhD

Associate Professor
Faculty of Human Ecology
Universiti Putra Malaysia
(Chairman)

Asnarulkhadi bin Abu Samah, PhD

Associate Professor
Faculty of Human Ecology
Universiti Putra Malaysia
(Internal Examiner)

Azizan bin Asmuni, PhD

Associate Professor
Faculty of Educational Studies
Universiti Putra Malaysia
(Internal Examiner)

Kuah Pearce Khun Eng, PhD

Associate Professor
Department of Sociology
University of Hong Kong
Hong Kong
(External examiner)

SEOW HENG FONG, PhD

Professor and Deputy Dean
School of Graduate Studies
Universiti Putra Malaysia

Date: 23 July 2012

This thesis was submitted to the Senate of Universiti Putra Malaysia and has been accepted as fulfillment of the requirement for the degree of Doctor of Philosophy. The members of the Supervisory Committee were as follows:

Bahaman Abu Samah, PhD

Associate Professor
Institute for Social Science Studies
Universiti Putra Malaysia
(Chairman)

Khairuddin B Idris, PhD

Associate Professor
Faculty of Human Ecology
Universiti Putra Malaysia
(Member)

Nobaya Ahmad, PhD

Associate Professor
Faculty of Human Ecology
Universiti Putra Malaysia
(Member)

BUJANG BIN KIM HUAT, PhD

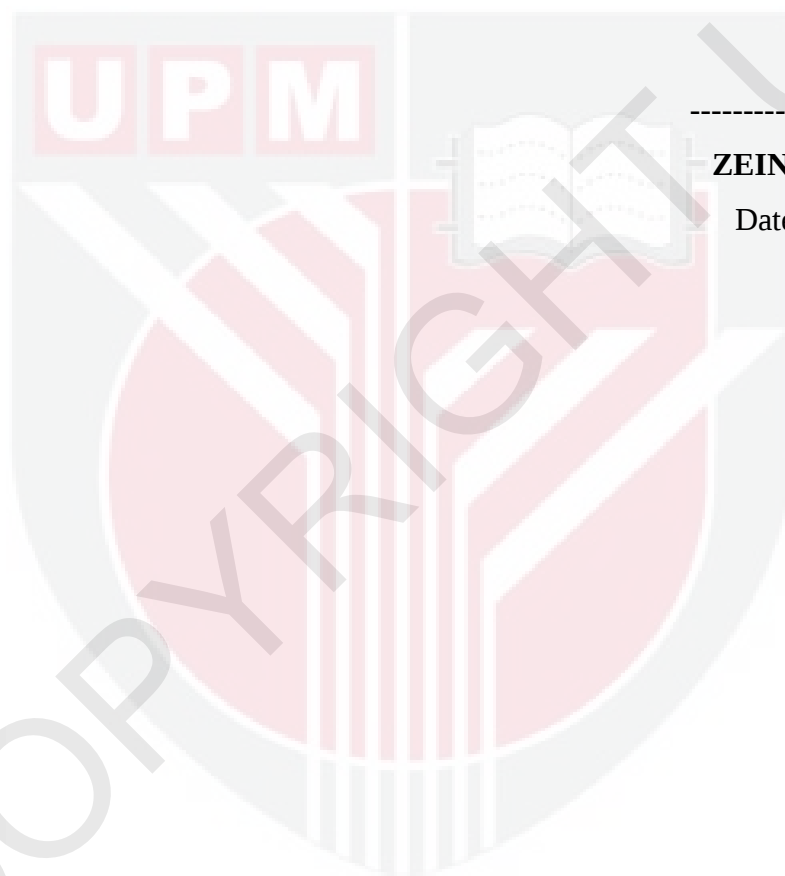
Professor and Dean
School of Graduate Studies
Universiti Putra Malay

Date:

DECLARATION

I declare that the thesis is my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously, and is not concurrently, submitted for any other degree at Universiti Putra Malaysia or at any institutions.

.



ZEINAB BARATI

Date: 1 June 2012

TABLE OF CONTENTS

Page

ABSTRACT	ii
ABSTRAK	v
DEDICATION	ix
ACKNOWLEDGEMENTS	x
APPROVAL	xii
DECLARATION	xiv
LIST OF TABLES	xviii
LIST OF FIGURES	xx

CHAPTER

1. INTRODUCTION	1
1.1. Background of study	1
1.1.1. Neighborhood Council in Iran	3
1.1.2. Citizen Participation in Iran	9
1.2. Problem statement	12
1.3. Research objectives	16
1.4. Significant of study	16
1.5. Scope and limitation	18
1.6. Definition of terms	18
Chapter summary	22
2. LITERATURE REVIEW	23
2.1. Citizen participation	24
2.1.1. Important of citizen participation	26
2.1.2. Citizen participation and community development	27
2.1.3. Approaches to community development and citizen participation	29
2.1.4. Typology of citizen participation	31
2.1.5. Factors influencing citizen participation	35
2.2. Theoretical framework of study	39
2.2.1. Social cognitive theory	41
2.2.2. Model of citizen participation	45
2.3. Study variables	47
2.3.1. Individual factors	50
2.3.2. Environmental factors	61

2.3.3. Organizational factors and citizen participation	73
3.3.4. Neighborhood norms for activism and citizen participation (mediation variable)	74
Chapter Summary	77
3. METHODOLOGY	78
3.1. Research design	78
3.2. Research framework	79
3.3. Research hypotheses	84
3.4. Research instrument development	85
3.5. Validity and reliability of instrument	93
3.6. Population of the study	97
3.7. Sample size	98
3.8. Sampling procedure	100
3.9. Data collection	102
3.10. Data analysis	104
Chapter summary	126
4. RESULT AND DISCUSSION	127
4.1. Demographic characteristics of the respondents	127
4.1.1. Level of individual factors	133
4.1.2. Level of environmental factors	135
4.1.3. Level of organizational factors	137
4.1.4. Level of mediator factor (norms for activism)	139
4.1.5. Level of citizen participation	140
4.2. Relationship between independent variables and citizen participation	147
4.2.1. Relationship between individual factors and citizen Participation	147
4.2.2. Relationship between environmental factors and citizen Participation	149
4.2.3. Relationship between organizational factors and citizen Participation	151
4.2.4. Relationship between mediator factor and citizen Participation	151

4.3. Structural equation modeling (SEM) approaches	153
4.3.1. Structure Model	153
4.3.1.1. Test of the direct model	154
4.3.1.2. Test of the Mediation Model	156
Chapter summary	165
5. SUMMARY, CONCLUSION, IMPLICATION AND RECOMMENDATION	167
5.1. Summary	168
5.2. Conclusion	175
5.3. Implication	179
5.3.1. Theoretical implication	179
5.3.2. Practical implication	180
5.4. Limitation and recommendation	181
5.4.1. Recommendation for future studies	181
5.4.2. Recommendation for polic	183
REFERENCES	185
APPENDICES	201
BIODATA OF STUDENT	251
PUBLICATION	252