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## SATISFACTION ASSESSMENT OF THE QUALITY OF LIFE OF URBAN FAMILIES AND THEIR ROLES IN THE DEVELOPMENT OF ZABOL

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### ABSTRACT

Urban growth and urbanization is the most prominent feature of socio-economic developments in recent times. Therefore, along with urbanizing of the society of Iran, analysis of its consequences, including the assessment of the quality of urban life is one of the most important needs of urban studies. Accordingly, this study analyze the satisfaction of quality urban life and its role in the development of the city of Zabol. The kind of the research is applied research and its method is descriptive-analytic based on questionnaire. The statistical community is residents of the city of Zabol and the sample community are 195 people living in five districts of Zabol. The sampling method is randomly and sample size has been calculated by the Cochran method. Data and Information have been analyzed by statistical Methods of SPSS software. The overall results showed that the citizens' satisfaction with the quality of life in the city of Zabol with 2/46 of average value is less than average. The social dimension with average value of 2/67 and the Physical environmental dimension with average value of 2/33 have allocated the highest and the lowest of the citizens' satisfaction with the quality of life respectively.

**Keywords:** Quality of life, Satisfaction, Urban development, City of Zabol.

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### Contribution/ Originality

This study for the first time analyze the satisfaction of quality urban life and its role in the development of the city Zabol, That Data and Information have been analyzed by using SPSS software. Results showed that the quality of life in the city of Zabol is less than average.

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## 1. INTRODUCTION

Quality of urban life is one of the main fields of urban studies in various countries which have multiple social, environmental and economic components. Attention to this index has been increased in cities because of its role as an efficient tool in the management and urban planning and generally determining of the livability of the cities. There is a link between citizens' satisfaction and quality of life. The purpose of quality of life is attention to social, cultural, economic and psychological environmental indices and ... in objective (quantitative) and subjective (qualitative) manner in the process of urban planning. Such as conditions for better education, quality, access, quality leisure spaces, creating opportunities for social interaction and social opportunities (employment, welfare, community involvement, etc.), the main essence of the quality of urban life and psychosocial and emotional and social needs of citizens (such as the need for security, beauty, tranquility, social belonging, happiness, recreation, etc.) would be incomplete. Quality of urban life includes psychological aspects such as satisfaction and happiness and security. Therefore, from this perspective, it will also be called social satisfaction. Accordingly, indices of accessing to social opportunities will be considered such as Jobs, wealth and leisure time. Some believe that these words are synonymous with prosperity and well-being which it will be determined by the amount and distribution of public goods (Mirghafori and Shaefie, 2007).

Urban development can be known as the improvement of the quality of life in urban structure that will be also associated with improvement of the environmental quality. Accordingly, the urban development will bring the human development that it will help the formation of social capital and social justice. The need for applying the basic levers of development in design and explaining the strategic lines of decision-making bodies at different levels have been caused deconstruction view revision of the definition that has been followed by different consequences associated with it. It has become very important in the definition of urban development so that the speed of change in this area has been increasing by having unique characteristics. The impact of the above-mentioned approaches are so high that Success or failure in the implementation of development concepts in the process of urban development has become an undeniable criteria in assessing the quality or habitability of cities.

### 1.1. The Hypothesis of the Research

- The families consent from indices life quality in terms of economic, social and physical in Zabol is low.

### 1.2. The Goals of the Research

- Reviewing of the citizen satisfaction of Zabol from the quality of life and its impact on the development of the city.
- Reviewing of the impact of urban development on citizens, satisfaction
- Reviewing of the relation between development and the quality of life.

## 2. THEORETICAL FUNDAMENTALS AND HISTORY OF RESEARCH

Quality of life was limited primarily to the field of health and mental illness, but over the past two decades, this concept has been enhanced to a multi-dimensional concept from the health, environmental, and psychological fields and it has been considered by a large number of fields of studies. Thus, according to the Institute for Scientific Information Database, from 1982 to 2005 more than 55 thousand research has been done on the quality of life.

FO, Quality of life is defined as: "the quality of life in many cases the two sets of objective and subjective parameters is studied.

Das (2008) have proposed methods by which these methods could make Quality of life in the context of selected features or aspects of life should be assessed (Raphael *et al.*, 1996). In other words, quality of life is a multidimensional concept that requires a firsthand analysis of expectations and satisfaction of citizens (Faraji, 2010). Quality of urban life encompasses psychological aspects which indicators such as satisfaction, happiness and security in place. In some cases, also called social satisfaction. Such dimensions that include environmental measures such as housing, access to services and environmental security. Other aspects include attention to social opportunities, the hope of employment, wealth and leisure (Saifadini, 2003). The importance of social aspects in the field of urbanism to the point that one of the characteristics of a sustainable city "social sustainability and quality of life" as is, in the sense that a sustainable city, along with attention to environmental issues, social issues and human needs Note. To create and support the human environment, living spaces and areas that provide high quality for the citizens. Obviously, the definition of a social and environmental dimension and ecological quality is far more important and more difficult. In recent years the use of indicators and criteria of quality living environment in both developed and developing countries has become commonplace (Bahrain, 2000). In light of the influence of the quality of life in the form of a new approach that believes that urban planning should be the psychological needs, environmental, social and economic as well as satisfaction, happiness, security, housing quality, access to services, the hope of employment, social identity, sense of place is given in addition to the functional physical goals (Kokabee, 2006).

## 3. AREA OF STUDY

Zabol is located the geographical coordinates 31 degrees north latitude and 61 degrees and 2 minutes and 39 minutes east. The extent of Zabol is 2084 hectares, which is equal to 0.13 percent of the area encompasses the city. Zabol in term of land distance is 210 km from Zahedan city in southeastern, 1538 km north of Tehran, 366 km North West of Birjand and 834 km from Mashhad and thus be associated with the centers of neighboring provinces and other parts.

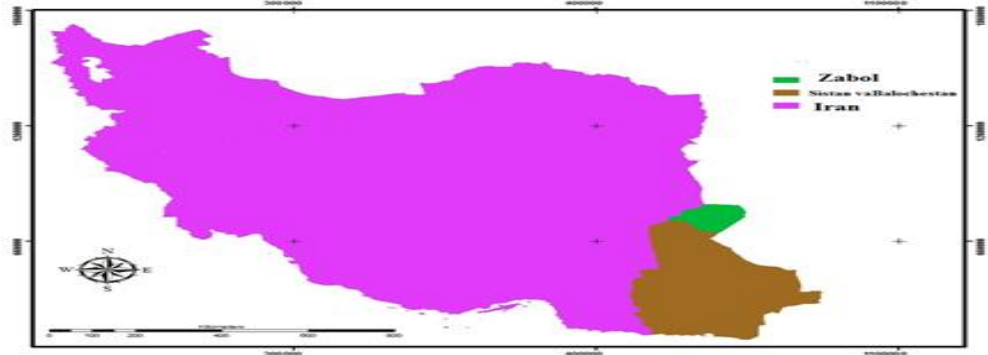


Figure-1. Position in the region, Sistan-Baluchistan province: Source: research results

#### 4. DISCUSSION AND CONCLUSION

##### 4.1. Analytical Data

Inferential statistics have been used in order to answer questions and testing of hypotheses. The test used in this study include one variable T-test, two-sample T-test, analysis of variance, Pearson correlation. It should be mentioned that the basis of analytical results of research is foundations and theoretical background, field studies and questionnaire data that is questioned in a five range (Likert). They are the option of very high (very high satisfaction) with weight of 5, the option of high (high satisfaction) with weight of 4, the option of average with weight of 3, the option of low (low satisfaction) with weight of 2 and the option of very low (very low satisfaction) with weight of 1. This means a higher satisfaction from any index represents a decisive role in improving the quality of urban life. Another point that it is necessary to be mentioned here is that the basis for rejecting or accepting the hypothesis in the statistical tests in this research is 0/05 and the discussable average amount is number 3. On the basis of the one variable T test, since the significant level is less than 0/05 and in one hand the average of community (the average of satisfaction) in all economic, social and physical environmental dimensions is less than average (number 3) and on the other hand the difference between the average and the upper and lower bounds are all negative, therefore satisfaction of quality of life in the city of Zabol is below average (Table 1). Hence we can say that the satisfaction of the quality of urban life in the city of Zabol poor and it is a serious challenge in urban development process.

Table-1. Assessment of satisfaction with the quality of urban life in different dimensions

Test value= 3							Dimensions
95% confidence level		The mean difference	Significance level	The degree of freedom	T value	Average of community	
upper bound	Lower bound						
-0.28	-0.59	-0.44	0.001	195	-5.54	2.56	Economic
-0.19	-0.47	-0.33	0.001	195	-4.75	2.67	social
-0.52	-0.82	-0.67	0.001	195	-8.72	2.33	Physical - Environmental
-0.39	-0.68	-0.54	0.001	195	-7.62	2.46	Total

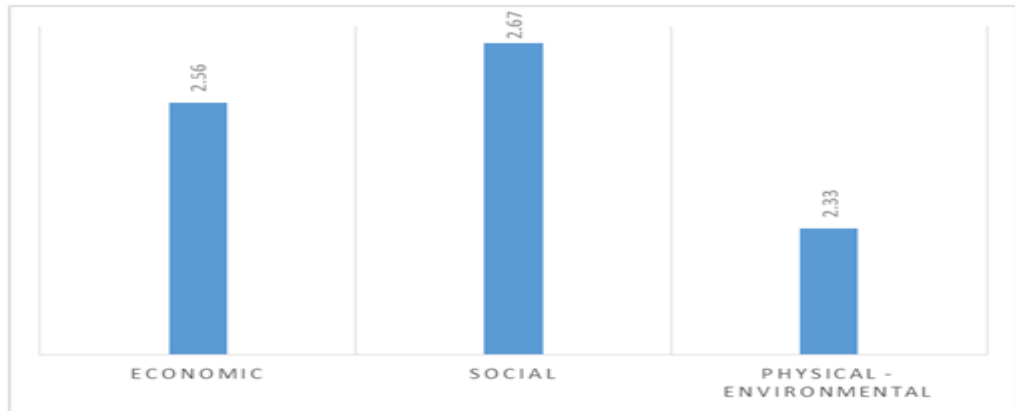


Figure-2. Evaluation of satisfaction with the quality of urban life in different dimensions

In addition to these findings, T-test single group of the study and a separate test of mentioned sub-dimensions indices showed that the satisfaction of quality of life in all indices (income and employment, wealth, housing, education, health, security, leisure, life satisfaction, the natural environment, pollution, transport) which they are composed of several variables are statistically significant. It can be concluded that the quality of life in all parameters evaluated were considered less than average and it is poor.

Table-2. Evaluation of satisfaction with the quality of life according to different indices

Test value= 3							Dimensions
95% confidence level		The mean difference	Significance level	The degree of freedom	T value	Average of community	
upper bound	Lower bound						
-0.23	-0.55	-0.39	0.001	195	-4.88	2.61	Income and employment
-0.39	-0.73	-0.56	0.001	195	-6.64	2.44	Wealth
-0.25	-0.55	-0.39	0.001	195	-5.22	2.60	Housing
-0.17	-0.42	-0.29	0.001	195	-4.65	2.70	Education
-0.10	-0.37	-0.23	0.001	195	-3.50	2.77	Health and hygiene
-0.03	-0.32	-0.17	0.002	195	-2.34	2.82	Security
-0.42	-0.70	-0.56	0.001	195	-7.92	2.44	free time
-0.21	-0.51	-0.36	0.001	195	-4.76	2.64	Satisfaction with life
-0.62	-0.95	-0.78	0.001	195	-9.51	2.21	natural environment
-0.32	-0.69	-0.50	0.001	195	-5.50	2.49	Pollution
-0.68	-0.97	-0.82	0.001	195	-11.48	2.17	Transportation
-0.39	-0.68	-0.53	0.001	195	-7.26	2.46	Total

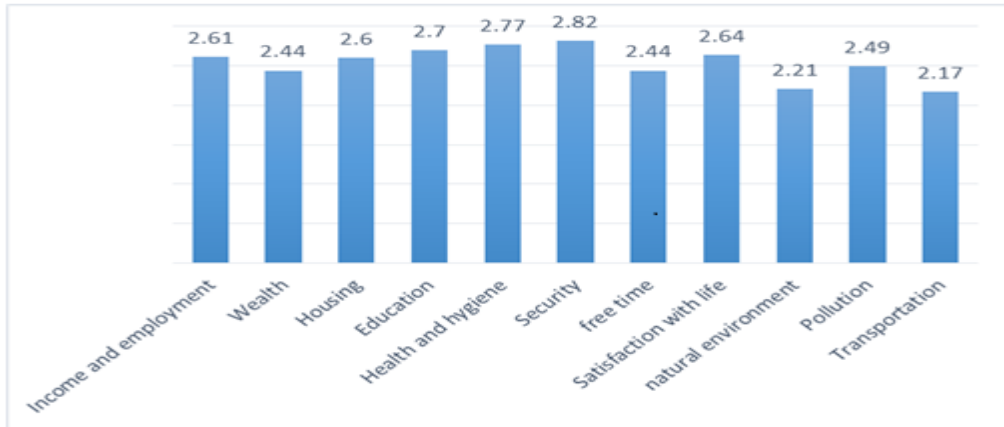


Figure-3. Check the satisfaction of quality of life in Breakdown of indicators

With regard to the mentioned issues and the results of T Single group tests on a 5-point range (Likert), we conclude that Satisfaction in all economic, social and physical - environmental aspects and all indices listed is less than average. This means that the quality of life of its citizens, as it was expected, hasn't been able significantly help in a positive direction and improve citizens' satisfaction and employment income, wealth, education, health, healthcare, facilities and utilities, leisure, environmental protection, promotion of health, environment and pollution control, etc. The situation of quality of life and welfare of the citizens in the present status in studied city can be seen as weak and down.

In addition, evaluation of satisfaction with the quality of life in any urban area by variance analysis test revealed that there is a significant difference between urban areas in the city of Zabol in terms of satisfaction. Based on the findings of research, the district 2 with the average value of 2/93 has the highest satisfaction and the district 1 with the average value of 1/81 has the lowest amount satisfaction (the table above). In this regard, it can be said that the district 2 by having further population than other district has obtained more municipal services and its inhabitants have better access to Municipal services. But the district 1 and 5 have been marginalized and have poor access to Municipal services.

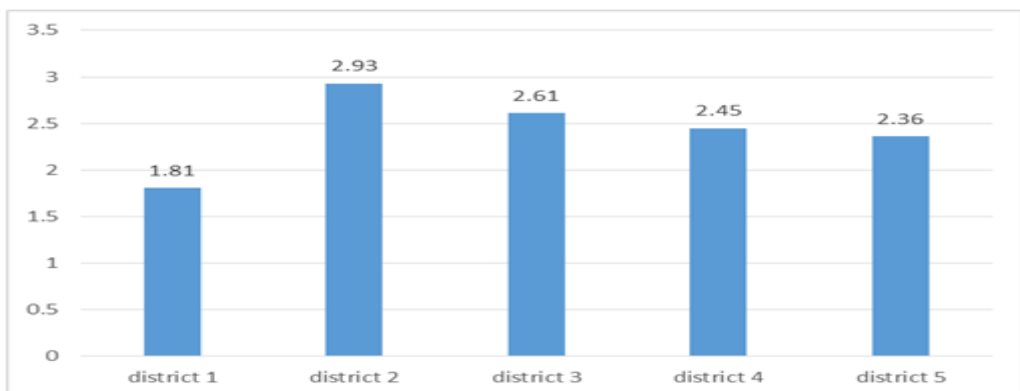


Figure-4. Check the satisfaction of quality of life in different areas of the city of Zabol

The reasons for low satisfaction with the quality of life in the city of Zabol are: high levels of unemployment, lack of job opportunities are varied, low productivity and lack of prosperity for the people, the weak purchasing power of citizens, housing low strength and its vulnerability to natural hazards, lack of proper access to education and health services and good health satisfactory, low quality and lack of recreational facilities and sports facilities for young people, lack of adequate recreational facilities for children and the elderly, tend to be relatively high migration between the citizens and the lack of sense of place, vulnerability, lack of economic activity to most Citizens of social security insurance and insurance protection, environmental contamination and poor in urban transport infrastructure and generally poor economic strength and social welfare as well as the program of life in the city. These factors that are rooted in economic and social conditions in local, regional and national as well as urban management structure, have caused that people be in a low level of satisfaction of quality of life in city.

## 5. CONCLUSIONS

Urban growth and urbanization are the most striking features of socio-economic developments in the recent period. The urbanization of society at the same time, the analysis of its consequences, including the assessment of the quality of urban life is one of the most important needs of urban studies. On the other hand, given that the calculation and estimation of the quality of life need to determine and define an appropriate benchmark index or in recent years, the quality of life measures in different countries in both developing and is developing common.

On the basis of the one variable T test, since the significant level is less than 0/05 and in one hand the average of community (the average of satisfaction) in all economic, social and physical environmental dimensions is less than average with the average value of (2/46) and on the other hand the difference between the average and the upper and lower bounds are all negative, therefore satisfaction of quality of life in the city of Zabol is below average. It should be noted that the statistical significance was confirmed in all dimensions and indices and it can be concluded that the quality of life in all parameters evaluated were considered less than average and it is poor so claimed research hypothesis (H1) will be confirmed and the null hypothesis (H0) will be rejected. Hence it can be inferred that the quality of life of its citizens, as it was expected, hasn't been able significantly help in a positive direction and improve citizens' satisfaction and employment income, wealth, education, health, healthcare, facilities and utilities, leisure, environmental protection, promotion of health, environment and pollution control, etc. therefore the situation of quality of life and welfare of the citizens in the present status in studied city can be seen as weak and down.

## 6. SUGGESTIONS

- The development of service activities with regard to access to suburban roads and with the population center

- Fundamental attention to the production capacity in the development and diversification of the city economy
- Attention to equitable distribution of economic resources in urban areas
- Promote social development by expanding the quantity and quality of urban public utilities with an emphasis on social justice
- The favorable impact of higher education institutions of the city of Zabol in the social structure of the city

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