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Citizens Satisfaction with Urban Furniture (Case Study Bokan)

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Abstract

The aim of this research is to measure citizens' satisfaction with urban furniture (Case Study Bokan). The method of study in this research is based on the nature of work based on descriptive-analytical and survey method. The main orientation of this research is applied. The population living in this region is estimated to be 180,000 according to the statistics provided by the Bukan Municipality Studies and Planning Organization. 383 of them were randomly selected using the Cochran formula, and the research questionnaire was distributed randomly. Became The research questionnaire is an instrument made by the researcher that includes citizens' satisfaction indices of urban furniture, whose validity was confirmed by factor analysis and its reliability was confirmed by Cronbach's alpha coefficient of 0.80. Data analysis was performed using SPSS software. According to research findings, the satisfaction rate of urban furniture in the city of Bukan is very low and citizens of urban furniture are not satisfied. Also, there was no difference in the level of satisfaction with urban furniture between people with different genders, marital status, age, urban texture and different income. Only those with senior degrees were more satisfied with the graduates and the proportion of people living in crowded places People living in places with a low and moderate congestion had less satisfaction. Satisfaction with the neighborhood situation, housing situation is in a favorable situation, and in the remaining cases of dissatisfaction. But things like asphalt of streets, parks and green spaces, the shape and form of city entrances, the number and quality of air bridges, benches and traffic lights are in critical condition, requiring more attention from the municipality.

Keywords: Satisfaction, urban furniture, Bukan municipality

Introduction:

Man is a beautiful creature. Therefore, it is always in search of beautiful designs and enchanting spaces for its environment. In the Charter of Athens, for the physical texture of the city, four types of users are considered, one of the most important of them being leisure time. (Pourmohammadi, 2003, 102). In the township industry and the urbanization of urban spaces, a term used as urban furniture is used to make urban furniture create a creative and educational environment for the people in which they live, in other words, urban planners and urban planners try to adapt to customs. The culture and identity of the citizens will design and decorate their urban spaces, and this is the same as urban furniture. The view of a Western theorist should be addressed to the city's furniture if its urban intelligence is to be understood. The measure of people's satisfaction with the service Urban is one of the most important determinants of the quality and performance of service providers Therefore, without the participation of the public and the needs and interests of the public, only referring to the criteria written in the books cannot achieve the ultimate goals of planning (Shokouti, Hasan, 1391). The main role of urban furniture on the level of streets and urban spaces is the creation of places where the language of the personality of human identity and urban landscape is desirable. In general, urban furniture is an element that has a role in terms of its various characteristics such as color, shape, abundance, proper locating, etc., in improving the quality and quantity of the environment, visual features, serving the public and meeting their needs. Are remarkable. Urban furniture components have three basic features: Functionality, beauty and well-being, which, having all three features, can meet the functional, visual and identity requirements of citizens simultaneously. The most important parts of the city furniture include (bench, sitting platform, railings and urban separators, roadside tower, cellar, urban trash, sanitary ware (urban toilet), shelter for bus stop, waiting and stop location, pedestrian bridge, Taxi station). Experts and managers of urban affairs believe that, beyond the provision of services, urban furniture can also affect the culture and historical identity of a city. Undoubtedly, the implementation of urban furniture requires a strong group of unpredictable motivations.

With the increasing expansion of urbanization and the increasing population of the city population and the resulting problems, providing more facilities for the well-being of citizens is more and more necessary. Urban furniture is an unstable component of urban environments as complementary elements among the spaces between buildings and buildings. Urban furniture plays an important role in defining the functional personality of the spaces and is very effective in how the city and citizens are morale. Today, urbanization is considered as one of the main aspects of lifestyle; due to the rapid growth of urbanization and population growth, the needs of urban community Various forms have taken place. Metropolitan problems are not limited to population growth, traffic, expensive, economics, or environmental degradation, but a variety of behavioral abnormalities, social problems, and psychological pressures due to unpleasant visual conditions themselves are sufficient reasons to raise issues. The urbanized life is the bottleneck of the realm of modern society (Bahmani Kazerouni and Jalali, 1392). This type of problem is directly related to the city and the urban landscape. Therefore, attention to urban furniture is not only an aesthetic approach but also improves the quality of the urban environment and citizens' satisfaction. Urban furniture is considered to be the building element of urban spaces. The quantity, quality, beauty, durability and location of their establishment are very important in achieving a beautiful and healthy city. A city in which citizens feel comfortable and engaging in it. Prefer to sit at home (Zangyabadi and

Tabrizi, 3: 1383), as a result of the ultimate goal of a city, create a pleasant and comfortable environment for the people in which they live (Azad Khani, Yaylaqiyan and Yialaghi, 2011). Urban Furniture And its role in the city from every perspective is important and can be explored, that is, it can be said that the role of urban furniture can be studied from different angles. (Iqbal et al., 2012). But what is under discussion in this book is that in Bukan, a border town and somewhat populous city, there are problems and problems caused by the lack of persistence of arenas, and in the corner of the city of Bukan there are conflicts Which needs to be reviewed, redefined, rebuilt and recreated. In this research, urban furniture plays an important role in promoting the quality of the environment and citizens 'satisfaction. In order to clarify the factors affecting the quality of urban furniture on the quality of urban environment and citizens' satisfaction, appropriate patterns Future plans to be presented. Therefore, if the most important human needs are to be found in the survival and security of the city and the sense of belonging, urban furniture must respond to human needs.

Research Background

Theoretical background and research background

Urban furniture is considered as one of the most important elements of cities, where urban furniture, furnishings or furniture are the common terminology of these facilities and urban facilities. Urban furniture is a collection of structural elements that are related to the cultural characteristics of cities and play an important role in recognizing the city, especially in promoting social welfare (Bulut et al 2007: 23-24). Therefore, urban furniture management is considered as one of the sustainable urban planning approaches that aims to improve the quality of urban environments and meet different human needs. Mohammad Nejad and his colleagues (2008) have considered the location of urban furniture as one of the urban elements and furniture and the types of furniture have been discussed and discussed about the role of furniture in the definition of urban spaces. Zangi Abadi and colleagues (2009) in an article exploring and analyzing elements and equipment that play a very fundamental role in space identity. Aristotle said: a city must be built in such a way that its inhabitants feel safe and secure (Z., 2006, 6).

Satisfaction with the key criteria for assessing the quality of the environment has been raised, thus defining the quality of the environment. "A high quality environment, a sense of well-being and satisfaction with its population with characteristics that may be physical, social, and (Lansing and Marans, 1969: 195-199), and the concept of satisfaction over a wide range of desires and desires to meet the basic or transcendental needs of humans. Many people do not care for things that they do not They may have a tendency and therefore, for different reasons, they should choose their needs from areas that are less inclined to them than they are. Although this satisfaction covers a wide range of issues, there is no doubt that the needs and even the aspirations of a person perceived as a set of both individual characteristics (such as social class, stage of life, etc.) and Satisfaction depends on many factors that this satisfaction from the environment includes factors such as facilities and services for recreation, cultural, educational, security and relaxation and the existence of a space for social interactions. Individual and colleagues in the year 1392 To evaluate the citizens' satisfaction with municipal performance in the sample of urban services: Case of the city of Ilam. Urban furniture or furnishings are objects that are deployed by users in urban spaces for comfort and convenience, information provision, motion control, and protection, and occupation (Dennis & Harris, 1998). These elements have a general function and their presence in urban space does not require the general needs of citizens. (Pakzad, 1379: 78). The removal

of urban furniture from urban organs or inappropriate ones cannot result in the ineffectiveness and disadvantage of urban system functioning and cannot respond to multiple needs (Azhest, 2000, 79).

Urban furniture organizes a large part of the activities in the city and improves the quality of life of citizens from the periphery and increases their welfare in the streets and parks in other urban areas (Amini and Semiari, 2006, 6). Therefore, the purpose of urban furniture is to create an environment for the citizens, so that they can feel physically and emotionally relaxed. According to Bayrex, urban furniture elements have the characteristics that make communication between people, and they give space to the functional meaning. There are various qualities and qualities that give identity to the region and complete it. For this reason, urban furniture elements are of great significance not only for functional purposes, but also beneficial by the effects they have on restoring urban prospects (Bulut & Atabeyoglu, 2003, 2432). Urban furniture is a collection of structural elements that relate to the cultural characteristics of cities and play an important role in recognizing the city, especially in promoting social welfare (Bulut et al 2007: 23-24). The proper use of urban furniture creates a logical connection between the activities of the same type, their access system and the provision of spaces, and results such as an increase in the number of users and the optimal use of the utilities in view of their performance after that (Zangchi Abadi and Tabrizi, 2005, 64).

Sultanpour et al. (2010); in a city-based study of relatively compelling spaces that people go through, the public realms most people experience from home to work everyday, such as streets, Crossings, walkways, parks, and open spaces of this category! Thinking about the space of human existence, which allows human life in relation to nature and the definition of the structure of the place, has focused on elements such as benches, burnout on the stature of urban furniture, and the colorimetricity of urban furniture. The bench in the provision of green spaces and open spaces is the most basic way to feel relaxed and comfortable in the parks. The discussion of the burnout of urban furniture elements in parks is based on simple mechanisms that do not solve the needs of people, especially today's children. In the discussion of color criteria, color is introduced from the elements affecting the visual quality of urban spaces and their correct application in urban environments with a significant role in readability and clarity of the city. In a research entitled "The role of designing and locating appropriate urban furniture in the integration of urban spaces," Morshdi (2011) presented a definition of urban furniture and also considered these elements effective in urban design, and the threefold objectives of painting, identity, And read the environment from the important work of these elements and believes that the use of appropriate and standard urban furniture is one of the factors affecting the improvement of urban environment quality and the division of urban furniture into four main categories of street furniture, park furniture Traffic furniture and informational and promotional structures. Meymourian and Zayyar (1392) in a paper to study the satisfaction of urban furniture standards by using GIS software, SPSS, collecting data through field survey and distributing questionnaires among furniture users Quantitative and qualitative elements of these elements have been addressed. According to the studies, there are many weak points in the planning of these elements at the level of the range, including the lack of proper placement of various elements of urban furniture, excessive density of furniture, peripheral disturbances due to unbalanced distribution of elements, and ... A comparative study of the common standards of urban furniture with the status quo is also part of this research. The results obtained from this review show. Based on field studies, in the form of distribution of the questionnaire, it can be said that the residents' satisfaction from the set of furniture agents is within the desired range at the nazili level. Farajolollahi and Rezaei Aghamirlou (1393) In an

article titled Effective urban furniture performance in the identification and enhancement of urban spaces, they tried to study urban furniture from the urban perspective and urban identity using methods View and library. In the design of urban furniture, the matching between the form and the complementary function is important, and how and in what places design, based on the identity of the city and the community, is an important point of view for the items. We choose urban furniture design. In this regard, it is possible to point out elements of the city and parks which have an effective role in inducing urban identity and strengthening the sense of place of citizens, and should be designed in such a way that their readability is done by citizens and their plans are coordinated. It is compatible with the events and events of that place, and this requires that we take into account points such as stops and pauses, passages, and demographic events in order to comply with the conformance between form and function in design. Asadi, Hosseini and Moradi (1394), in an article on the role of urban furniture in the relaxation of religious tourism of Imam Reza Street, Mashhad, with the aim of studying and analyzing Urban Furniture of Mashhad from the Patient Satisfaction and Traveler's Vision and the Performance of Urban Management, Study of urban furniture in Mashhad metropolitan area. The results of this research, based on studies, observations and questionnaire design of tourism at different time points, indicate that there are some deficiencies and discontent in the field of urban facilities and facilities in the main streets of the city leading to the barracks Imam Reza (AS) is a research area in Mashhad that ultimately causes citizens' discontent and religious tourism from the status of urban furniture and urban management performance. Finally, according to various aspects of the studies, it has been attempted to develop long, medium and short term goals, as well as various researches, to organize the urban furniture of Mashhad.

His project questions

1. Are Citizens Satisfying Urban Furniture?
2. Does the gender affect the satisfaction of urban furniture?
3. Does married people affect the level of satisfaction with urban furniture?
4. Does the age of people affect the level of satisfaction of urban furniture?
5. Do people's education affect the satisfaction of urban furniture?
6. Do people's income affect the level of satisfaction with urban furniture?
7. Does the urban texture affect people's satisfaction with urban furniture?
8. Does the population density of the place of residence affect the satisfaction of urban furniture?

Range of study

Excellent geographic location and relative road safety make Bukan the center of the south and southwest of Lake Urmia. This city is characterized by geographic location and special traffic by way of communication between the three provinces of West Azerbaijan, East Azarbaijan and Kurdistan. Bokan is westward to Mahabad, and is limited to the south from the south and is located in steppe and plain plains and is located between the gorgeous and glacial mountains. The city of Bokan is at 36 ° 31 'north latitude and 46 ° 12' east longitude, compared to the Greenwich meridian, and its height from the open sea is 1 370 m. The Buccane's climate is steep with hot summers and The winter is cold. In the year 1395, the population of the city of Bukan was 193501.

Research methodology

The choice of the research method after the determination of the purpose of the action is necessary, which must be done by the researcher. The method of study in this research is based on the nature of work based on descriptive-analytical and survey method. The main orientation of this research is applied. Theoretical

foundations and research background are developed using library and documentation resources. The statistical population of this research is the inhabitants of the worn, official and unofficial inhabitants of the city of Bochan. The population living in this region is estimated to be 180,000 according to the statistics provided by the Bukan Municipality Studies and Planning Organization. 383 of them were randomly selected using the Cochran formula, and the research questionnaire was distributed randomly. Became The research questionnaire is an instrument made by the researcher that includes citizens' satisfaction indices of urban furniture, whose validity was confirmed by factor analysis and its reliability was confirmed by Cronbach's alpha coefficient of 0.80. Data analysis was performed using SPSS software.

Research Findings

At first, the demographic characteristics of the community were studied. According to the results of Table 1, more than 65% of men and 49% of married people, more than 42% of under-30s, 38% under the diploma and diploma, 32% among 601 Up to 1 million USD, and 42 per cent of the formal and 44 per cent in the medium-range regions have the highest record in the demographic characteristics of the research sample.

Table 1. Describe demographic characteristics

Percent	Abundance	Property	
65.3	250	Man	Sex
34.7	133	Female	
49.3	189	Married	Married
50.7	194	Single	
42.8	164	Under 30	Age
26.1	100	31-40	
31.1	119	Above 41	
38.1	146	Diploma and less	education
32.4	124	Associate Degree	
23.0	88	Bachelor	
6.5	25	Senior and higher	
29.2	112	Under 600	Earned
32.6	125	601 to 1 million	
24.8	95	1 to 2 million	
13.3	51	More than 2 million USD	

32.1	123	Worn out	Texture
42.0	161	Official	
25.8	99	unofficial	
35.8	137	Busy	population density
44.4	170	Average	
19.8	76	Privacy	

According to Table 2, the satisfaction of urban furniture among the citizens of Boukani is in a very low status. Also, due to the degree of slip and elongation in the range (2 and 2). Therefore, research data is normal and parametric tests can be used to compare the variables and to explain the research questions.

Table 2. Satisfaction of urban furniture

	Mean	Std. Deviation	Skewness		Kurtosis	
			Statistic	Std. Error	Statistic	Std. Error
Sex	1.3473	.47672	.644	.125	-1.593	.249
Married	1.5065	.50061	-.026	.125	-1.010	.249
Age	1.8825	.85264	.227	.125	-1.589	.249
education	1.9791	.93483	.525	.125	-.772	.249
Earned	2.2219	1.01318	.318	.125	-1.019	.249
Home	1.9373	.75975	.105	.125	-1.258	.249
Demographic density	1.8407	.72949	.255	.125	-1.091	.249
satisfaction	1.8112	.48616	.889	.125	1.126	.250

Independent t-test was used to assess the effect of gender and marital satisfaction on urban furniture. The descriptive results in Table 3 and the results of t-test are shown in Table 4.

Table 3. Describes the status of the variables

		N	Mean	Std. Deviation	Std. Error Mean
Sex	Man	247	1.7818	.47462	.03020
	Female	133	1.8658	.50414	.04371
Married	Single	189	1.7973	.47453	.03452
	Married	191	1.8249	.49826	.03605

Table 4. Describe the comparison of the groups with the t test

		Levene's Test for Equality of Variances		t-test for Equality of Means			
		F	Sig.	t	df	Sig	Mean Difference
Satisfaction with gender	Equal variances assumed	.571	.450	-1.611	378	.108	-.08408
	Equal variances not assumed			-1.582	256.690	.115	-.08408
Satisfaction with Marriage	Equal variances assumed	.521	.471	-.554	378	.580	-.02765
	Equal variances not assumed			-.554	377.449	.580	-.02765

Also, one-way ANOVA was used to assess the effect of education, age, income, urban texture and neighborhood volatility on citizens' satisfaction. The results of Table 5 show that there is a significant difference between education and population overcrowding in order to determine the difference between Tukey's test Which is shown in Table 6.

Table 5. ANOVA ANALYSIS

Groups		Sum of Squares	df	Mean Square	F	Sig.
Age	Between Groups	.662	2	.331	1.403	.247
	Within Groups	88.914	377	.236		
	Total	89.576	379			
education	Between Groups	2.514	3	.838	3.619	.013
	Within Groups	87.061	376	.232		
	Total	89.576	379			
Earned	Between Groups	.168	3	.056	.235	.872
	Within Groups	89.408	376	.238		
	Total	89.576	379			
urban	Between Groups	1.041	2	.520	2.215	.111
	Within Groups	88.535	377	.235		
	Total	89.576	379			
Overcrowding	Between Groups	2.753	2	1.376	5.976	.003
	Within Groups	86.823	377	.230		
	Total	89.576	379			

Table 6. Tukey test results

(I) variable	(J) variables	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Under the diploma	Diploma and diploma	.08038	.05876	.520	-.0713	.2320
	Bachelor	-.03330	.06494	.956	-.2009	.1343
	Senior	-.27123	.11005	.067	-.5552	.0128
Diploma	Under the diploma	-.08038	.05876	.520	-.2320	.0713

and diploma	Bachelor	-.11368	.06707	.328	-.2868	.0594
	Senior	-.35161*	.11132	.009	-.6389	-.0643
Bachelor	Under the diploma	.03330	.06494	.956	-.1343	.2009
	Diploma and diploma	.11368	.06707	.328	-.0594	.2868
	Senior	-.23793	.11470	.163	-.5339	.0581
Senior	Under the diploma	.27123	.11005	.067	-.0128	.5552
	Diploma and diploma	.35161*	.11132	.009	.0643	.6389
	Bachelor	.23793	.11470	.163	-.0581	.5339
Busy	Average	-.15375*	.05532	.016	-.2839	-.0236
	Privacy	-.21100*	.06864	.006	-.3725	-.0495
Average	Busy	.15375*	.05532	.016	.0236	.2839
	Privacy	-.05725	.06640	.664	-.2135	.0990
Privacy	Busy	.21100*	.06864	.006	.0495	.3725
	Average	.05725	.06640	.664	-.0990	.2135

*. The mean difference is significant at the 0.05 level.

According to Tukey's test results, urban furniture satisfaction varies among senior people with graduate and postgraduate students, with senior executives more satisfied with urban furniture. Also, crowded neighborhoods had less satisfaction than urban furniture than those in moderate and low-density neighborhoods.

Table 7 ranked the satisfaction level of each urban furniture item using the Friedman test. The results show that satisfaction with the neighborhood situation, housing situation, location of waste bins, play and sports spaces, appearance and The decoration of the gyms and parks, the correct number and positioning of the gun and the location of the firefighters are relatively higher than the rest of the higher satisfaction and such as street asphalt, parks and green spaces, the shape and shape of the city entrance, the number and quality of the bridges Air, bench and traffic lights have very little satisfaction.

Table 7. Friedman test results

Items	Average rating
Neighborhood status	21.36
Housing situation	21.75
Quality in the drinker	17.72
W.C	16.19
Bench	15.43
Bus stop shelter	16.50
Number of trash bins	15.59

Trash bins	16.76
Number of phone kiosks	16.33
Locate the post box, its shape and form	16.82
Traffic lights	15.58
Sidewalks	16.33
Street lighting and street lighting	16.34
Paving roads	15.95
Asphalt streets	14.13
Quality of public transport vehicles	16.28
Parks and green spaces	15.13
Brochures and promotional paper for the city	15.77
Sewage disposal system	15.95
Facade of buildings	16.21
Play and sport spaces	16.85
Appearance and decoration of stadiums and parks	16.84
Type and shape of blockade of neighbourhoods and buildings	16.61
The number and correct location of the power line	16.83
Locating fire extinguishers	16.82
The number and correct layout of the waterfront and fountain	16.43
View of crossings and city crossings	15.79
The shape and appearance of the city's squares	15.90
Shape, form and number of trees	16.34
The quality of the streets and alleys	16.26
Shape and form of city entrance	15.34
Number and quality of air bridges	15.89

Conclusion:

According to research findings, the satisfaction rate of urban furniture in the city of Bukan is very low and citizens of urban furniture are not satisfied. Also, there was no difference in the level of satisfaction with urban furniture between people with different genders, marital status, age, urban texture and different income. Only those with senior degrees were more satisfied with the graduates and the proportion of people living in crowded places People living in places with a low and moderate congestion had less satisfaction. Also, the satisfaction of each of the city furniture items shows that satisfaction of the neighborhood situation, the housing situation, the location of waste bins, play and sports spaces, the appearance and decoration of the gyms and parks, the number and correct placement of the shotgun and the location Fire extinguishers are relatively less satisfying than the rest of the higher satisfaction and such as street asphalt, parks and green spaces, shape and form of city entrance, the number and quality of air bridges, benches and traffic lights. Of course, only satisfaction with the situation of the neighborhood, the housing situation is in a favorable situation, and in the remaining cases of dissatisfaction. But things like asphalt of streets, parks and green spaces, the shape and form of city entrances, the number and

quality of air bridges, benches and traffic lights are in critical condition, requiring more attention from the municipality.

Therefore, recognizing variables, familiarity with the functions and the role and possibility of raising them, indicates the importance of the role of urban furniture on improving the quality of urban environment from the viewpoint of citizens. On the other hand, the improvement of the role of urban furniture will have significant beneficial effects on improving the performance of urban elements, improving the quality of the urban environment, increasing the level of citizens' satisfaction, developing the dimensions of furniture and other common indicators in the quality of the environment. In today's world, the importance of designing urban furniture and equipment is so much that even the most prominent architects in the field of industrial design for the design and implementation of furniture and urban equipment are invited.

Practical suggestions:

If people can participate more willingly with the municipality, such as awareness of the efforts and organizational activities and work of the staff, sharing in the interests of the organization and ... it will also increase the level of satisfaction of the people. People in many cases, with comparisons of two or more situations, experience a feeling of relative deprivation (dissatisfaction), this comparison can be applied to the functioning of the municipal organization at two times (more than attention to feedback and after attention to feedback). Therefore, it is possible to compare the current status of the organization with the past situation, the opportunity to upgrade to a higher level of satisfaction provides.

The performance of the municipality is weak and the basin of its activities should be increased. Asphalt of the streets has the lowest satisfaction, because it may never find the development of the street as well as even the private sector investment. When the mayor is one-dimensional and understands the development and development only in the implementation of construction projects and is not beautiful, the city's face does not need to be improved. It is better for the municipality to strengthen the private sector to beautify the city.

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