

Measuring the level of satisfaction with the quality of the urban environment from the perspective of citizens (Case study: District 5 of Tabriz Metropolitan Municipality)

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Abstract

In recent decades, the issue of the quality of the urban environment has become a specialized and public issue in society, and people's attention from material goals to the nature of life in dysfunctional urban complexes. What is clear is that all urban problems they have an environmental quality component, in other words, many environmental problems will quickly turn into urban problems. For this reason, in recent years, attention to environmental sustainability and the quality of the desired urban environment, quality of life and healthy communities has led to more attention to the quality dimensions in urban environments. In this research, the quality of the urban environment in District 5 of Tabriz Municipality has been assessed. The approach of the present study has been exploratory (at both descriptive and analytical levels) and survey technique. Using Cochran's formula, the sample size of the studied neighborhoods was 380 people. Using one-sample t-test, the quality of the urban environment was measured and in the next step, using the hierarchical analysis method of multiple regression, the indicators affecting the quality of the urban environment were identified. The results of one-sample t-test showed that from the residents' point of view, the quality of the urban environment of District 5 of Tabriz Mayor is not at a high level and there is no high satisfaction with the quality of the urban environment of the region among the residents. The results of multiple regression analysis showed that at the level of physical-spatial characteristics, in District 5 of Tabriz Municipality under the index of the Access and Roads Organization has the greatest impact ($B = 0.518$) on the level of citizens' satisfaction. At the level of functional-service characteristics, the sub-index of social welfare services ($B = 0.531$) have the most impact. At the level of content characteristics, sub-indices of environmental health ($B = 0.680$) and ($B = 0.627$) have the greatest impact.

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