

Analysis of the Spatial Distribution of Urban Electronic Services with an Emphasis on Citizen Satisfaction(CaseStudy: Behbahan City)

Abstract

Municipal Electronic Services has an extensive description of performances and capabilities Which provision of benefits Providing innovation and improve service quality(Increased speed, accuracy, and ensure, availability at any time and place) and facilitate urban processes that reduce congestion and environmental pollution in cities led to the realization of citizen-oriented and citizen satisfaction slogan, spatial analysis of urban electronic services with Citizen satisfaction approach is from needs of cities, especially in Third World cities, according to new and important and usability can be Big step for sustainable urban development should be considered. In recent years, Behbahan city residents access to electronic services faces many problems and investigation in this case was necessary and this analysis are discussed with emphasis on citizen satisfaction. The purpose of this study, Identify problems and deficiencies and provide a standard status in this field in a way that satisfaction is provided to all citizens. Present research methodology, based on a libraries, documentation and field studies. In the analysis stage, first, to compare the current situation with per capita standard was discussed and using software ArcGIS10, preparation and mapping of location and distribution of each municipal electronic services in studied limits was performed. In the next step, to measure residents' satisfaction with e-services in urban areas, analytical hierarchy process (AHP) model and expert choice 2000 software was used. The results of the analysis show that spatial distribution of each of the municipal electronic services is not consistent with the per capita standard and most citizens in the study areas, from current situation in spatial distribution any of municipal electronic services not satisfied.

Keywords: *Municipal Electronic Services, Behbahan City, Spatial Distribution*



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