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Title:

**Reviewing and evaluating the performance of Zabol
Municipality in the process of urban management**

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Abstract:

One of the characteristics of the present age is the growing trend of urbanization in the contemporary world. It is obvious that a significant part of urban development and urban population growth belongs to developing countries. This dramatic growth has outpaced the capacity of governments and municipalities to expand infrastructure, provide services and create jobs for citizens. The purpose of this dissertation is to review and evaluate the performance of Zabol Municipality in the process of urban management. The research method in this research is descriptive-analytical and its type is applied. The required information is collected through two methods: documentary studies and field studies (questionnaire). The statistical population of the study is 137950 people living in Zabol city according to the last general census of population and housing in 2016. The sample size was calculated based on the Cochran's formula of 358 citizens of Zabol (by simple random method) and 20 managers and experts. Data and information with SPSS, Excel, Amos and Arc GIS software and indicators using various tests such as Kolmogorov-Smirnov, sample t-test, regression, factor analysis and structural equation modeling such as Amos. Has been analyzed. Based on the results, it was found that the performance of the municipality is in an unfavorable situation from the perspective of the public sample and the sample of officials. Also, in terms of structural equations, the biggest impact on urban management was the government-location of municipalities. The factor load for the government-locality dimension of municipalities was 0.93, which indicates that the performance of the municipality in the form of local government has the greatest impact on urban management from the perspective of Zabol citizens. Regarding other dimensions, the factor burden was 0.91 for residents' participation, 0.89 for management and planning structure, 0.86 for urban development plan, and 0.85 for revenue sources. It has been said that the impact of the local government on municipalities has been greater than other dimensions. Regarding the performance of Zabol Municipality in urban management from the officials' point of view, the highest factor was obtained, respectively, ranking for government dimensions - location of municipalities with 0.886, management structure and planning with 0.870 and municipal revenue sources with The rate was 0.835.

Keywords: Function, Urban management, Zabol city, Municipality.