

Evaluating the Impact of Integrated Urban Management on the Quality of Life of Citizens in the District 6 of Tehran

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ABSTRACT

The present research was conducted to evaluate the impact of integrated urban management on the quality of life of citizens in the District 6 of Tehran. The statistical population consisted of all male and female citizens of the District 6 of Tehran who were randomly selected from the population. The sample size was 100 people, including 50 male and 50 female. The tools used in this research were: Lifestyle Questionnaire, and Integrated Urban Management Questionnaire. Finally, Kolmogorov-Smirnov tests were used to analyze the data, and to investigate the normality of the data, Pearson correlation coefficient test and multiple regression have been used. SPSS statistical software was used for data analysis. In a general summary of the findings of the present research, it can be concluded that citizens who have experienced more integrated urban management will have a higher quality of life, which is also true in the opposite case; that is citizens who have had less integrated urban management, will have a more inefficient quality of life and lifestyle. Among other findings of this research is that the difference between men and women in relation to the variables under study is insignificant. In explaining this finding, it can be said that as male and female citizens in the fields of education, job characteristics, promotion conditions, in-service courses, communication with colleagues, and so on are in equal conditions and because the quality of life, integrated urban management and the quality of life are not considered as the underlying variables of personality, and environmental and situational factors are involved in them, so the possibility of the lack of difference between the male and female citizens was not expected that this result has been achieved in the present research.

Keywords: Urban management, integrated urban management, lifestyle, quality of life

Introduction

The increasing development of urbanization is one of the significant features of social life in the current era that has had a profound impact on human communities; in accordance with the development of urbanization and the emergence of metropolises, urban management has gradually evolved. Changes in the environment of urban life has become so fast that have forces experts and specialists in various fields to investigate and study continuously to overcome issues and problems facing cities, especially metropolises (Nazemi et al, 2009: 1). Conducted studies indicate the serious concern of urban managers and officials for anticipatory planning in order to deal wisely with future problems of cities and sustainable development along with public welfare (Nazemi et al, 2009; Saeedi Rezvani and Kazemian, 2012, Azizi et al., 2011). In many countries, local affairs and integrated urban management have been assigned to a specific and relatively autonomous governmental category and a unit in the whole state system (Schwedler, 2011), but in Iran it has not been fulfilled and urban management system and

municipality are no longer accountable for urban issues, because today municipalities has not been regarded as a service institution anymore, but they are always referred as a social institution.

On the other hand, it has been specified that urban management does not affect only on physical affairs, but also severely affects more important issues such as the quality of life of citizens. Quality of life has been considered as a subjective concept based on individual values and desires in relation to life satisfaction ratio. Objective indicators are related to the objective and tangible aspects of urban life and can be defined in various dimensions. Quality of life is a broad concept that has various meanings for various individuals and groups. Some have interpreted it as the viability of a region, some others as a measure for the ratio of attractiveness, and others as public welfare, social well-being, happiness, satisfaction, and so on (Epley et al., 2018).

In Iran and its planning and urban management system in which the issue of quality of urban life has been paid little attention, unlike many other countries, there has not been and is not even a specific reference and organization to present and monitor issues, axes, and indicators and to measure the levels of satisfaction and the quality of life of citizens (specially in cities as the main center of life and living of human beings) and issues and problems associated with it (Amini, 2009). Another factor is the lifestyle. Tehran metropolis has undergone fundamental changes in social and cultural aspects, and this issue is not hidden to anybody. One of these cases is the quantitative and qualitative development of citizens' lifestyle that followed by modernity developments in the world and Iran, has taken diverse and various dimensions to itself. If some days, work and job determined the class status of the people of community, today a certain cultural turn has been done in this respect, in a way that the type and ratio of consumption and also the lifestyle of citizens to a great extent is considered as determinant of their class status (Taj Al-Din, 2014). Apart from theoretical considerations and the requirements of upstream documents, urban management should have done necessary measures. Almost in all industrialized and advanced countries, there is a specific reference and organization to measure, monitor, and update the indicators of quality of urban life and lifestyle, but unfortunately, due to the lack of necessary information about the quality of life and lifestyle, an accurate planning has not been performed to increase the quality of life levels of citizens and to create healthy lifestyle both at central government level and nationally and at the level of local governments (that the most prominent and the most significant sample of it in the political system of Iran is municipalities and city councils), and their gap in urban management planning is strongly felt. Failure to pay attention to this issue, not only can cause a lot of financial losses in a long term, but can also affect the cultural aspects and have irreparable consequences. As the investigation of the quality of life measurement experiences in Iran shows the quality of life issue in the conducted studies has been investigated more in relation to the health system and category or more precisely from a medical point of view, while this category is only one of the structural aspects of the quality of life. On the other hand, so far, no clear evaluation of the quality of life status in various cities of Iran has been presented and its relationship with components such as integrated urban management has not been evaluated.

Accordingly, the investigation and research in the field of integrated urban management and its role on social and cultural factors can specify that neglecting it, in addition to the management system, also has a very destructive effect on social factors. In this respect, in this research it is tried to answer this question that whether integrated urban management affects the life quality and style of citizens in the District 6 of Tehran?

Research Theoretical Foundations

1. Integrated Urban Management

Urban management is a broad organization, consisting of formal and informal elements and components effective and relevant in various social, economic, and physical aspects of urban life with the aim of managing, controlling and guiding the comprehensive and sustainable development of the relevant city (Mahmoudi, 2010). Cities work with each other coordinately as members of the country in harmony, and the more this coordination is and the better these members work, we will have a more efficient and more cohesive country.

Urban management, as an organizational framework of urban development, refers to policies, programs, plans, and operations that seek to ensure that population growth is consistent with access to basic housing

and employment infrastructures. All definitions of urban management imply the flexibility of urban management. Because the urban management system consists of interconnected elements and components that must be considered in interaction and relation with each other; and what is particularly important today in guiding this system is its ability in flexibility. Urban management system is a dynamic and open system and is related to numerous types of ultra-systems and subsystems. Therefore, due to the many variables and the heterogeneous and diverse environment in which urban management is located, this system must operate in an open manner and remove rigid and inflexible structures from itself and should have the ability to adapt to its surrounding environment, and while maintaining its totality, exchange dynamically with the environment (Alvandi, 2009).

As mentioned, municipalities are one of the most important local governments. The existence of this organization became necessary when meeting the needs of human beings was out of the reach of each of them and it was necessary for an organization to meet these needs jointly.

Integrated and coordinated urban management with the centrality of the municipalities and related institutions (both public and general) under local policy making, and the supervision of City Council is the desired general model in compiling the duties of municipalities. Without this unity and inter-organizational coordination, the efficiency and effectiveness of the set of measures and spent resources for the administration of the city affairs and its development is highly questionable and suspicious. In the same framework, the spatial and functional comprehensiveness of municipality and urban management in guiding and controlling all spaces of the city and all dimensions of urban life is a principle necessity (Kazemeian and Saeed Rezvani, 2014: 16).

Currently, there are multiple urban management in our cities, and urban service provider organizations, due to the governance of sectoral planning, do not have the necessary and sufficient coordination with each other, and each of them based on organizational policy making plans for urban services, such as water, electricity, gas, telephone, sewage, and so on, and creates numerous problems for the municipality. The experiences of other countries indicate that the management of the city should be in the hands of its trustee, that is the municipality, and other service sectors should be considered as a subset of the municipality. In such a situation, the municipality is in charge of transportation, water, electricity, police, gas, garbage collection and disposal and other urban services. The result is that achieving a unit urban management requires delegating the necessary authorities to urban management. In addition, the necessary measures should be taken regarding the participation of citizens so that through participatory planning in the urban area as an undeniable principle solving urban problems and issues can be overcome.

2. People's Participation in Integrated Urban Management

People's participation in various fields can provide a suitable space and ground for the successful implementation of integrated urban management. For this reason, this important issue is addressed in the following.

Public participation creates a real and genuine sense of collective responsibility and a sense of belonging to society, and this point in turn leads to the active involvement of people in participation and the implementation of projects.

Public participation is often considered as a desirable affair, but creating it at the expanded level of community will not be that much easy, and in practice planners and urban officials face with difficulty to attract and apply the comments of citizens. Opponents of citizenship control have proposed many debates, including that such a supervision by citizens would seriously impede public service delivery; it may also be costly and inefficient, allowing opportunists to abuse. But in the end, it can be acknowledged that the cooperation of the public and private sectors with citizens in urban affairs is a desirable and favorite affair.

3. Integrated Urban Management Challenges

Rapid urban growth in developing countries has created major economic, social and physical problems. Therefore, efficient reaction to the issues and problems of cities is a challenge with which urban management faces. In a general view, the problems of the urban management system and in the southern countries can be classified into the three areas of environmental and general administration system issues, administrative and organizational issues, and economic and financial issues. In summary, the challenges

that exist in relation to the system of spatial planning and urban development management in developing countries can be mentioned as:

- Socio-economic challenges that are widely reflected in urbanization and urban development, such as rapid growth of migration and urbanization development, shortage and high cost of land and housing, environmental and agricultural land destruction in cities, degeneration of historical contexts, pollutions increase, growth of informal settlement and so on.

These factors confront any foresight and planning to guide and monitor the physical-spatial development and organizing urban and rural settlements with a multitude of unknowns and conflicts.

- Challenges of the method of preparing development and construction plans; the process of preparing these plans is from top to bottom and in a centralized manner and with the central role of the government and is contrary to democratic principles and the dynamic nature of cities.

Quality of Life of Citizens

Quality of life can be understood as a concept of what is important, necessary and satisfying in human life. The concept of the quality of life dates back to hundreds of years (Schippers, 2010).

Quality of life is an integrated concept, which combines many previous approaches and concepts such as normalization, comprehensiveness, and being strong with each other, and the growth and development of the quality of life leads to modifications in those approaches. For example, using personal choice in a developmental perspective may lead to restrictions in relation to some surrounding people with whom they are willing to be or feel comfortable with them. Therefore, distinguishing individual and family change is important (Schippers, 2010).

The World Health Organization (WHO) Quality of Life Group (2016) considers those perceptions of a person of his/her life situation and considers the culture and value system in which he/she lives, and the relationship of these perceptions with the goals, expectations as standards, and priorities of the desired individual.

France considers the four factors of family status, physical status, socio-economic status and psychological status as four variables affecting the quality of life, which independently or together affect the quality of life. It should be mentioned that people's perception of their quality of life can affect any of the mentioned variables, so that if people's perception of the quality of life decreases, it will affect their ability in their working and job environment and cause a decline in social and economic conditions (Khosravi Zad, 2010).

Some other specialists believe that the quality of life implies dual dimensions. One is the objective state and conditions of human society and its individuals, and the other is the subjective perceptions of life experiences by social groups and human individuals. Subjective aspects refer to the aspects of one's experience such as frustration, sense of alienation from society and self, feelings of bewilderment, feelings of satisfaction and dissatisfaction with life, human desires, and human perceptions. Almost all those who have defined the concept of quality of life as synonymous with it have believed that the quality of life depends on two dimensions, while the correlation between these two dimensions may not be high, because the relationship between social objective conditions and how they are evaluated by the people of society is not exactly clear. If people's expectations ratio grow faster than their objective living conditions, their satisfaction with their living conditions may decrease (Khosravi Zad, 2010).

Factors Affecting Quality of Life

Many researchers have examined the relationship between individual traits and the quality of life and identified some factors. These factors include the ratio of self-recognition, imposed tensions, achieving life goals, coping styles, and adjustment ratio. One's perception of him/herself, which includes factors such as usefulness, subjective self-image, productivity of taste, attitude towards life, treatment and foresight have a great impact on the quality of life (Hartshone, 1992). Conducted researches have shown the importance of economic status and social factors on the quality of life. From the perspective of social psychology, socio-economic status in relation to one's psychological well-being includes a sense of

security and self-confidence, but politically, socio-economic status means the resources available to the individual for adaptation (Khosravi Zad, 2010).

Research Method

This research is of descriptive survey type and is applied in terms of purpose, and in terms of data collection method is of descriptive type from survey branch.

In this research, there are two statistical populations: 1- Urban system which includes the employees of municipality and affiliated departments of the District 6 (985 people) 2- Citizens living in the District 6 of Tehran.

Morgan table and random sampling method were used to determine the sample size.

Measurement Tool

1. World Health Organization Quality of Life Brief Questionnaire (WHOQOL-BREF)

This scale studies four domains of people's quality of life, which are: physical health, mental health, relationships with others and the living environment (World Health Organization Quality of Life Scale Builders Group, 2018; quoted by Rahimi and Khayer, 2009). To measure physical health seven items, mental health six items, social relations three items, and living environment eight items have been considered. In addition, two additional items are included to study the apparent quality of life and the general symptoms of individuals. One case of the items of social relations dimension was omitted due to cultural incompatibility. A score of one to five has been considered for each item.

Nasiri (2016) has reported the validity of this scale by the convergent validity method. Regarding the scale reliability, in the results reported by the World Health Organization Quality of Life Scale Builders Group, which was conducted in the international center of this organization, Cronbach's alpha coefficient has been reported between 0.73 and 0.89 for the four subscales and the whole scale (Nasiri and Razavieh, 2016).

2. Integrated Urban Management Questionnaire

In this research, to determine integrated urban management, a prepared checklist of integrated urban management indicators in Tehran has been used by Rahim et al. (2017). They have used a mixed research method of survey and documentary type and the collection of information and data has been done through a researcher-made questionnaire and its statistical population is two groups of urban managers, urban experts and specialists in Tehran. By relying on factor analysis method, 5 factors out of 27 studied indices were enumerated, all of which had eigenvalues above one and have totally explained 68.501% of the variance. These components are: legal contexts with a correlation coefficient of 0.805, weakness of information infrastructures for integrated urban management with a correlation coefficient of 0.801, overlap of organizational duties in various organs related to urban management with a correlation coefficient of 0.78, inaccuracy of the position of urban management system in related organizations at the same level with a correlation coefficient of 0.78, and the multiplicity of political attitudes and views with a correlation coefficient of 0.77.

3. Data Analysis Methods

Descriptive and inferential statistical test methods were used according to the requirements. To do this, at first K-S test was performed, and if the inclusive distribution was normal, parametric tests, otherwise non-parametric tests were used.

Results

1.Descriptive Findings

1.1. Descriptive Information of the Research Sample

Table 1: Frequency Distribution and the Percentage of Sample People in Terms of Gender

Variable Indicator		Frequency	Percentage
Gender	Male	50	0.50
	Female	50	0.50
Total		100	0.100

The data in the table above shows the sample people in terms of their gender. According to the data, 50% (50 people) of the research sample were men and 50% (50 people) were women.

Table 2: Distribution of Samples in Terms of Happiness and Overall Quality of Life of the Statistical Sample

Variables	Mean	Median	Standard Deviation	Minimum	Maximum
Quality of Life	69.85	72	8.24	54	81

The table above shows the mean, median, standard deviation, minimum and maximum of the quality of life component of the statistical sample. According to the available data, the quality of life of the statistical sample had (69.85) mean, (72) median, (8.24) standard deviation, (54) minimum and (81) maximum.

1.2. Findings Related to Research Hypotheses

Before examining the research hypotheses, it was necessary to select an appropriate statistical test to analyze the data. In this regard, one of the prerequisites for choosing parametric statistical tests is the data normality distribution. With this approach, Kolmogorov-Smirnov test was first used to evaluate the normality of research variables. In this test, the zero hypothesis indicates that the data distribution is normal and the opposite hypothesis indicates that it is not normal.

Table 3: Kolmogorov-Smirnov Test for Data Normality

Components	Kolmogorov-Smirnov Test	
	Z Score	Significance Level
Lifestyle	0.797	0.549
Quality of Life	0.810	0.527
Integrated Management	1.333	0.068

According to the data in Table (3), considering that the Z value at the level of $\alpha = 0.05$ was not significant in any of the research variables and their components, so the assumption, homogeneity of the data variance was inferred, and using Parametric tests to investigate the research hypotheses was evaluated unimpeded.

2. Investigating Research Hypothesis:

2.1 Integrated Urban Management Affects the Quality of Life of Citizens in the District 6 of Tehran.

2.1

Table 4: Results of Independent T-Test; the Effect of Integrated Urban Management on the Quality of Life of Citizens in the District 6 of Tehran

Variable	Levene's Test Results about Homogeneity of Variances		T-Test Results about the Mean Difference						
	F	P-Value	t	Degree of Freedom	P-Value	Mean Difference	Criterion Error Difference	95% Confidence Level	
Quality of Life	0.85	0.264	4.01	98	0.002	4.16	0.48	11.02	17.57

According to the data in Table 4-9, the results of the independent t-test show the difference between citizens in the quality of life variable. According to this table, the significance level of t-test is less than 0.05 ($p > 0.05$). Therefore, this difference is significant and it can be said that there is a statistically significant difference between the quality of life of citizens who have experienced integrated management and citizens who have not experienced it.

Regression model between the quality of life components and integrated urban management of the citizens of the District 6 of Tehran shows that the components of the quality of life variables explain ($R^2 = 0.44$) of the variance of integrated urban management variable. To investigate the significance of this value, F test has been reported in Table (4).

Based on the F test and the significance level between the quality of life components and integrated urban management of the citizens of the District 6 of Tehran, the F value (9.178) with the degrees of freedom 4.45 is significant, which indicates that the quality of life components explain the significance of integrated urban management of the citizens of the District 6 of Tehran. In Table (5) the contribution of each one of the quality of life components in predicting integrated urban management as well as its significance have been reported.

Table 5: Regression Coefficients of the Quality of Life Components with the Integrated Urban Management of the Citizens of the District 6 of Tehran

Components	Standard Coefficients		t	Sig.
	B	β		
Physical Health	0.494	0.527	4.304	0.000
Mental Health	0.022	0.034	0.259	0.797
Social Relations	0.71	0.183	1.399	0.169
Living Environment	0.097	0.107	0.908	0.369

Table (5) shows that although the quality of life components together show an explanation of the significance ($R^2 = 0.44$) of integrated urban management of the citizens of the District 6 of Tehran, in terms of examining the share of each of these components, only the physical health component has an explanation of the significance of the integrated urban management of citizens, the value is ($\beta = 0.527$) and ($t = 4.304$), which was significant at the significance level of Sig: 0.001. Therefore, it can be said that this component predicts 52% of the variance of integrated urban management in the citizens of the District 6 of Tehran.

Discussion and Conclusion

The aim of present study was to determine the role of integrated urban management in the quality of life of citizens in the District 6 of Tehran.

The results showed that "there is a relationship between the quality of life and integrated urban management of citizens in the District 6 of Tehran working in education", based on the investigation, the correlation coefficients observed between the quality of life components and integrated urban management show a positive and significant relationship among all the quality of life components and integrated urban management. As a result, it can be said: with increasing the ratio of the quality of life components scores, integrated urban management in the citizens in the District 6 of Tehran increases and vice versa. It should be mentioned that although the quality of life components together show an explanation of significance of integrated urban management of citizens in the District 6 of Tehran, in respect of examining the share of each of these components, only physical health component has an explanation of significance of the integrated urban management of citizens. In explaining this finding, it can be said that the city is as a living creature whose citizens are struggling as a cell, so in order to preserve the city and for its development, it is necessary to pay special attention to the citizens and the city should be at the service of citizens, so that security, comfort and tranquility govern the inhabitants of the city. Accordingly, the urban lifestyle in the current conditions and the existing problems should be considered, and increase the efficiency of the measures taken by changing and developing the way of life. Looking at the development and promotion process of urban life, it is specified that the physical body of the city is constantly changing, the appearance and image of the city is developing with many changes, the urban population is increasing every day and urban problems are manifesting themselves in various forms, so with the beginning of the new year, it is necessary for each one of the citizens to adapt him/herself to his/her urban issues and to be a basic factor in directing the actions taken in the cities. Measures to achieve knowledge-based urban development will never reach conclusion unless the behavior and actions of citizens are changed and developed. On the other hand, today the quality of modern urban life and the principles and rules of citizenship and their promotion have become the single and main goal of many policies, programs and actions of city managers and are used as an indicator to evaluate and monitor their performance. The existence of problems such as poor sources of income, shortage of public transportation vehicles, heavy traffic and congestion of cars and wasting time of city dwellers in urban traffics, shortage of suitable job opportunities and situations, shortage of medical centers, expensive and shortage of proper housing, problems and damages due to social inequalities, malnutrition, water pollution, air pollution, environmental pollution, shortage of green space, shortage of cultural, sports and leisure facilities, crimes, insecurity and social harms, and so on, have faced urban life and citizenship with serious challenges and has increased the need to pay attention to the quality of urban life more than ever. The obtained results are in line with previous researches; Mojtaba Zadeh Khaneghahi (2015) conducted a research entitled "The role of urban management in promoting the quality of life of citizens (Case study: District 7 of Tehran)". In this research, the results show that there is a positive correlation with a coefficient of 0.599 between urban management variables and the quality of life of citizens. The results showed that there is a significant difference between urban management indicators and urban services with 51, and compared with other indicators is in a higher rank. Finally, solutions such as on time collection of garbage, attention to the arrangement of urban furniture, improvement and renovation of asphalt, adaptation of roads for the disabled, and so on were suggested in the district under study. Rahmani Firoozjah and Sohrabi (2015) in a research entitled "The sociological investigation of the relationship between urban furniture and the quality of life" showed that , there is a direct and significant relationship between the ratio of access to urban furniture and the dimensions of quality of life, that is physical health, mental health, promoting social relations and satisfaction with the physical environment of the city, and in general the results of research after analyzing the findings indicate that urban furniture among the set of factors affecting the quality of life plays an important role. In another study, Sikercia (2019) tried to present the appropriate environmental region dimensions of the indicators of quality of life measurement and according to a project entitled Quadroter, which was an environmental program in Italy, has introduced important objective and subjective indicators of the quality of life measurement based on

these criteria: land supply and demand, regional capacity, population size limit, balance and overflow of urban systems. In a study conducted by McGranhan and Vojan (2017) by emphasizing and inspiring from the work of Florida, the point that people in the creative class are drawn towards areas with a high level of quality of life has been emphasized. The role of cities in the knowledge economy is the title of a research conducted by Wenden et al. (2017) that points to some of the urban characteristics, conditions and contexts without which the acquisition, creation, dissemination and application of knowledge is not possible. Some of these conditions are: knowledge base, industrial structure, urban desirability, quality of life, accessibility, urban diversity and urban scale. Based on the research findings, it can be said that the managers of various districts should always investigate the mental and emotional status of their clients and try to improve it by creating the necessary conditions, because when a citizen or an employee is happy, has a high quality of life and a more efficient lifestyle, urban management will definitely have more function and productivity.

Suggestions

1. The statistical population of this research was the citizens of the District 6 of Tehran. It is suggested that in future researches, this issue be investigated in other sections of society from other districts.
2. This research has been conducted on male and female citizens of the District 6 of Tehran. In future researches, it is suggested that this research be done in other cities.

Limitations

1. Considering that the variables proposed in this research are not basic characteristics of quality, the obtained relationships can be influenced by other variables and factors that have not been considered in this research.
2. The method of this research has been relational and as self-report; therefore the cause and effect relationships of variables have not been investigated, so due to less control of various intervening variables, the use of results should be done cautiously.

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