



## Article Review

## Residents' satisfaction analysis of the urban environment quality case study the worn-out texture of Esfarayen

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## ARTICLE INFO

## ABSTRACT

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The participation and involvement of people in urban plans and planning and the satisfaction of residents in any context is a guarantee of the success of urban plans. Citizens' satisfaction with the quality of the environment during the implementation of construction projects is considered the most important achievement of citizens' participation. This research aims to evaluate the level of satisfaction of the citizens of Esfraini with the implementation of the improvement and renovation plan for the worn-out tissues of this city. The current research is applied in terms of purpose and descriptive and analytical in terms of research method. The statistical population is the residents of the worn-out fabric of Esfrain city, who were selected by the simple random method as a sample size of 384 people using Cochran's formula. The findings show that the economic quality index plays the least role with an average of 2.12 in the level of satisfaction. The social quality index has the highest average with an average of 3.32, and the average of the physical quality index and the environmental quality index are also lower than the average level with 2.85 and 2.78. In total, the average of all indicators with a value of 2.71 and an error of 0.001 indicates that to strengthen the satisfaction level of residents, all environmental quality indicators should be strengthened to reach a higher average. Also, in terms of residents' participation in improving environmental quality, the highest average is related to physical participation and the lowest average is related to financial participation. Also, the results showed that the correlation coefficient between the variable of satisfaction with implementation and the variables of financial participation ( $r = 0.407$ ), mental participation ( $r = 0.318$ ) and participation ( $r = 0.325$ ) was positive and significant. The results have shown that by increasing the variables of financial participation, mental participation and participation, satisfaction with the simple.

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## Extended Abstract

### Introduction

The issue of environmental deterioration of neighborhoods has become a more pervasive phenomenon than the depreciation of the building, poor quality construction, instability of the building, the deterioration of infrastructure, and the lack of services and green space. Because it has covered all the different aspects of the city, from social harms to the body and dissatisfaction of the residents, etc., and has caused the decline of various aspects of the quality of the environment in these textures. The study of environmental quality indicators in worn-out structures is critical because the reasons for the satisfaction or dissatisfaction of its residents with the environment depend on it. Satisfaction is an essential criterion for evaluating environmental quality. Therefore, recognizing residents' preferences in relation to environmental qualities and values has a fundamental impact on planning and decision-making on environmental quality improvement plans. Esfarayen, as one of the cities adjacent to the border cities in the east of the country and far from development and central programs, faces the challenges of unplanned growth. The horizontal expansion of the city and the lack of attention to the inner city textures have caused many of the old textures of the city to face significant limitations in terms of environmental quality indicators. As a result, the quality of the urban environment has declined. In the present study, citizens' satisfaction with the environmental quality of worn-out structures was assessed using statistical methods (correlation) and various dimensions of citizen participation in the improvement and renovation of urban structures and various problems of worn-out structures. This research seeks to answer the following question:

- What is the level of satisfaction of the residents of Esfarayen with the environmental quality of this city?

### Methodology

The present study is applied in terms of purpose and descriptive-analytical in terms

of research method. Data collection method is one of the two dominant documentary methods - library and field and research tool is a questionnaire. The statistical population of the present study is the total population of dilapidated neighborhoods in Esfarayen, which includes 11590 people. Cochran's formula was used to determine the sample size, which according to the statistical population, 384 people were obtained as a statistical sample. The validity of the questionnaire was formal, so it was done by 20 professors and doctoral students who have studied and researched in the field. The reliability of the questionnaire was 0.749 with Cronbach's test, which indicates the reliability of the questionnaire. The method used for data analysis was in SPSS software based on correlation coefficient tests.

### Results and discussion

The analysis of the collected data shows that the economic quality index plays the lowest role from the residents' point of view, with an average of 2.12 in the level of satisfaction. The social quality index with an average of 3.32 has the highest average, and the average of physical quality and environmental quality index with 2.85 and 2.78 is less than the average level. In total, the average of all indicators with a value of 2.71 and an error of 0.001 indicates that in order to strengthen the level of residents' satisfaction, all environmental quality indicators should be strengthened to reach a higher average.

According to the results of skewness test, among the components of participation, the highest average is related to "physical participation" equals 3.525 and the lowest average is related to "financial participation" and is equal to 2.593. The skewness and elongation coefficients for all indicators are in the range (2 and 2-), so the assumption of normal data for these indicators is confirmed according to the skewness and elongation coefficients. Also, the correlation coefficient between the variable of performance satisfaction with the variables of financial participation ( $r = 0.407$ ), from mental participation ( $r = 0.318$ ) is positive and significant. The