

ANALYTICAL AND STATISTICAL INVESTIGATION AND ASSESSMENT OF CITIZENSHIP RIGHT IN THE CITY OF ARDABIL Using Excel and spss

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Abstract. The present study is analytical, descriptive, and field work. Library and field methods are used to collect the required data. Finally, Excel is used to draw graphs. Findings of the study suggest that factors such as the lack of a culture of coexistence and respect for the rights of each other in different parts of life, from traffic priority to cleaning of the urban environment, weakness of organizations related to citizens' affairs including the right to have a healthy city, urban welfare, and failure to provide citizens with primary and secondary services such as leisure time and green space have exacerbated the difficult situation of citizenship rights in the city of Ardabil. Therefore, both officials and citizens are recommended to improve the quality of the living environment.

Keywords: rights, citizenship, participation, facilities, culture, Ardabil

1. Introduction

Citizenship rights have had an extensive footprint in the legal literature of Islamic Republic of Iran in recent years. Studies have shown that this issue has its roots in ancient history of Iran and Orient (Esmali, 2011).

Observing citizenship rights in various fields is considered as one of the necessities of life, as a social phenomenon, is one of the necessities of life. Citizens generally act with different tastes and motivations in the community; therefore, social life requires the existence of legal relations between individuals and different groups of the society that should be under legal laws and regulations.

Obviously, in the absence of law and regulation in the community, coercion, extortion, and deception govern the community and cause chaos and disorder. Therefore, governments and public institutions have adopted specific policy toward setting these relations by setting out the relevant rules and regulations in recent centuries (Hashemi, 2005).

The concept of citizenship rights includes a set of rights and obligations. Basically, right and obligation are against each other and right is followed by obligation. Citizenship right is being rooted in historical status and membership in a congregation, which is of particular importance recently (Ismaili, 2011).

Legal documentation of citizenship rights show that on the basis of a general classification, citizenship rights are classified into three groups of civil rights, political rights, and social rights (Jafari, 2003, 20).

In Islam, different rights and duties have been considered for citizens, as elements of the Muslim community. Citizen is a concept based on natural law, divine law, and social rules that regulate urban and citizenship relations. These laws and rules are sometimes written, "law", and sometimes unwritten laws trusted by the majority of people, "norm" (Katoozian, 1998; 370).

To contemplate about citizenship rights and duties, the first questions that arise are: what is citizenship rights? Who can have these rights? And where can it be searched? According to social experts and sociologists, burghers are promoted to citizens when they respect each other's rights and social laws and fulfill their responsibilities toward other citizens and their communities. The concept of "citizen" can not only be defined in urban community, but also it can also be defined in the provincial and national community. Due to advances in

technology and communications, "citizenship" can be also considered for the international community. It can be argued that citizenship rights are a set of duties and responsibilities of citizens for each other and for the city and the state where they live.

Like other major cities of Iran, the city of Ardabil has had a hasty growth, which is due to the phenomenon of rural migration to the cities. Therefore, population of this city, as the capital of the province, is dense with three origins of nomadic, urban, and rural lifestyles with ethnic, economic, social and cultural base differences. Each of these social groups has different perceptions of urban life issues and its laws and regulations, which has created challenges in terms of citizenship rights in this country. Considering the importance of this issue and given the interest of researcher in this important issue of modern urbanization, researcher attempts to qualitatively and quantitatively investigate the status of citizenship rights in the city of Ardabil in this field study.

2. Hypotheses

Based on what was said, the most important questions are as follows:

1. What is citizenship rights and what are different types of citizenship rights and responsibilities of citizens toward each other in city?
2. How is the status of citizenship in Ardabil and in which sector of citizenship laws, the most important challenge of the citizenship rights in the city of Ardabil exists?
3. What are the applied policies and strategies of citizenship rights?

Based on the questions, hypotheses are proposed as follows:

1. It seems that members of citizen family have legal and privacy rights in relation to other citizens and the government, wherever they live.
2. It seems that citizenship rights are in the domain of citizens' responsibilities for each other and the city of Ardebil is faced with serious challenges in the field of culture and citizenship rights like respecting urban traffic.
3. The most important strategies that can be useful to promote citizenship rights are culture building through media and educational centers and being concerned with obligations of Islam about human rights.

3. Research Methodology

Various research methods have been used in this study. Given that the present study is a fieldwork and is descriptive and analytical in terms of methodology and nature, library and filed methods are used to collect data. Reasoning and SPSS software are used to analyze the data and Excel is used to draw charts.

Data and theoretical foundations of the related field are collected through library method, field and concrete data are collected through a questionnaire (based on a Likert scale), interviews with the target groups and organizations involved in the issue, and field review. For actual and field documentations for better analysis of the collected data, image data (video and photo) are prepared and recorded.

The study population consists of Ardabil citizens and sampling method is random sampling. Cochran method is used to determine the sample size based on the number of households in an urban context.

To analyze the data, data are first classified and entered into SPSS software. Then, cause and effect analysis has been done

on qualitative data obtained from interviews and field works. To specify the relationship between variables, Excel software is used to draw charts. Finally, data are analyzed with two descriptive and inferential statistics.

Descriptive statistics: data are described in the form of tables and graphs.

Inferential statistics: relationships between variables are tested using statistical tests and the results are explained. All statistical analyses are performed using Excel software.

4. Objectives and achievements

Any research study pursues certain objectives and researchers hope to achieve these objectives.

The most important scientific goals of this study are:

1. Investigating citizenship rights.
2. Strengthening citizenship structure through the establishment of the system of rights and obligations between citizens and city managers.
3. Strengthening vision of collective life and respecting collective needs versus individualism in Ardabil city.

The most practical objective and achievement of this study could be that investigation, analysis, and pathology of reasons and positive and negative aspects of citizenship rights in Ardabil and its consequences help expand scientific discussion and related studies can be used by state organizations including municipalities, the city council, the department of housing and urban development, police stations, welfare centers, law centers, and social-service providers so that alternatives may be considered to solve these problems in society.

5. Theoretical foundations

5.1 The concept of citizenship rights

Rights is literally the plural form of right and includes powers, abilities, and capabilities that are considered for humans by law, Islamic law, custom, and contracts. Idiomatically, the word rights is principles, rules, and regulations that sets the relationship among people in private law and the relationship between sovereigns and obedience in public law. In fact, it is a set of rights that people having because of their citizenship status. It is also general information that refers to a set of citizens' ratings and a set of rules that refers to their status in the society they live, beyond a concept entitled as nationality, regardless of hierarchies and distinct status of individuals (Ismaili, 2011: 24).

5.2. Foundations of citizenship rights in Islam

In Islam, different rights and duties have been considered for citizens, as elements of the Muslim community. Citizen is a concept based on natural law, divine law, and social rules that regulate urban and citizenship relations. These laws and rules are sometimes written, "law", and sometimes unwritten laws trusted by the majority of people, "norm". Right in terms of positive law is a privilege and interest of the person that is supported by the right of any state in the administration of justice and the person is seized power on the right to prohibit others violating his rights. Foundations of rights in Islam include anthropological and specific world of ideas. Acceptance of man's responsibility before God and obedience relationship is highly effective in the delimitation of human rights. But in terms of jurisprudence, right is a kind of property that especially exists between landlord and tenant. The word right is sometimes against property and sometimes they are synonyms. In both

senses, it is a power for human beings forged for others, which is the lowest level of ownership (Al-Bahralolom, 1982: 14).

5.3. Features of citizenship rights

1. It is universal because it is the right of every member of the human family and every human beings, wherever they may be, of any race, language, gender or religion deserve it (Nasr, 2002, p. 215)
2. It can't be transmitted and it is indivisible from human beings because people can't be called human beings without it.
3. Its elements are interdependent and complement each other.
4. It is a gift of God and no human authority grants these rights.
5. It is intrinsic to human, which is not interpreted as human personality traits and is not dependent on any contract (Nasr, 2002: 215).

5.4. Indices of citizenship rights

5.4.1 Awareness of citizenship rights

The basis of citizenship rights is constitution of Islamic Republic of Iran and awareness of citizenship rights is that what people have in their minds about citizenship rights and how this knowledge is in accordance with reality.

In the constitution of Islamic Republic of Iran, 12 articles are about citizenship political rights, 8 articles refer to citizenship civil rights, 4 articles refer to citizenship cultural rights, and 20 articles refer to gender rights (Hezar Jaribi, 2011, 3).

5.4.2 Social base

In social sciences' dictionary, Allen Biro defines social base as a place where everyone occupies in social structure and also social status or prestige that contemporary people delegate a person in the society that he lives. In other words, the place where a certain person occupies in a certain system and at a certain time is called his base (Sheibani, 2004: 10).

5.4.3 Use of mass media

The use of mass media, including radio, television, press, satellite, Internet and newsletters within the enterprise is in question as follows (Hashemian, 2009: 44)

5.4.6. Presence in public arena

Presence in public arena is measured with the cooperation and membership in associations and civil society. Presence in public arena means cooperation, participation, admission, membership, intellectual assistance, moral support, financial assistance, material support, participation in programs, taking executive responsibilities, and any activities done in connection with the civil society including cultural, social, economic and environmental activities with the assumption that if people are more present in public arena, their awareness of their citizenship rights is more (Shiani, 2004: 30).

5.5 Classification of citizenship rights

On the basis of a general classification, citizenship rights are classified into three groups of civil rights, political rights, and social rights.

- a) Civil rights: that are also known as rights relating to personality in Iran, are rights related to preserving the essence of human. It is also known as public rights because application of all these rights is on the side of the state and government representatives rather than ordinary people (Dashti, 1999: 50). Civil rights are rights related to freedom, equality, and individual's responsibilities.

b) Political Rights: Is the second type of citizenship rights. Political rights are rights whereby the right holder can participate in his national sovereignty. The most important political rights are the right to participate in elections, the right to be selected in political jobs, and the right to have nationality (Tila, 2010: 80).

c) Social rights: are the third type of citizenship rights. These rights are related to the birthright of every person to benefit from a minimum of economic and security standards. In other words, social rights are concerned with welfare services (ibid.). These rights include:

A) Financial and income supports such as providing housing, jobs, paying sufficient salaries and benefits, entitlement to the minimum wage, social security in the event of unemployment, disability, old age, orphanage, accidents.

Freedom consists of the following factors. Freedom rights include:

1) Freedom of individual performance, such as freedom of choice of housing and residence area, freedom of communication, and freedom of movement.

2) Freedom of thought, such as freedom of opinion, freedom of religion, freedom of speech, freedom of the press, freedom of education.

3) Freedom of assembly including freedom of temporary assembly and freedom of organization links.

4) Economic and social freedoms such as freedom of property, trade and industrial freedom, labor freedom, and freedom of union.

5) Rights related to equality such as equality before the law, equality before the courts, equality in taxation, equality in terms of employment, and equality in military service (Dashti, 1999: 78).

B) Enjoying free education

C) Enjoying healthcare, such as the enjoyment of health services and medical care and public health insurance

D) judicial protections, including the right to have counsel and the right to petition the court (ibid).

5.6. Citizenship rights in Iran's 1404 vision plan

According to the vision plan, the society should move toward a developed society to suit the cultural, geographical, and historical needs of the community in the twenty-year horizon, and should rely on moral principles and Islamic, national, and revolutionary values with an emphasis on:

- 1) Religious democracy
- 2) Social justice
- 3) Freedoms
- 4) Maintenance of human dignity and rights
- 5) Benefit from social and judicial security

In 1404, Iranian people should be active, responsible, veterans, pious, and satisfied, and should have the following facilities:

A) National welfare (examples of which include: health, welfare, legal security, social security, and equal opportunities, proper distribution of income, family foundation away from poverty, discrimination and benefited from a favorable environment)

B) National security (secure, independent and powerful with defensive organization, based on multilateral deterrence and connection of people and government)

C) National production (with advanced knowledge, capable in science and technology, relied on the contribution of human resources and social capital in national production) (Sahife Noor, 1993: 229).

6. Research Findings

6.1. Geographical location of Ardabil

Ardabil city is located in northeast Azerbaijan in 38°15' N E. It is approximately 20 kilometers far from the border of Azerbaijan. Neighboring Caspian Sea, it is located on an open plain 1,500 meters above sea level, just east of Mounts Sabalan and Baghroo. The city of Ardabil reaches Garmi city on North, Astara and Talesh forests on East, Khalkhal city on south, and Meshkin Shahr city on west.

6.2. Status of citizenship rights in Ardabil

Lethargy, slight growth, and subtle changes of the face of the city are grievances heard from Ardabil citizens. When the reasons are asked, responses are not pleasant.

During the past decades, the city of Ardabil, as the capital of province, has faced massive problems and concerns. A look at different areas shows that a good conclusion and solution has not been achieved yet.

Different tastes and island performance along with selfishness have caused the development of Ardabil city not to be as much as its counterparts' achievements.

Ardabil has faced significant growth of population, massive migration from rural areas and formation of informal settlements, excessive use of God-given resources, unplanned urban development, traffic problems, and above all cultural problems in recent years. It has also witnessed brain drain because of failures, disabilities, and negligence in solving these problems.

In response to these concerns, most citizens believe that culture is the main reason. In this city, egotism, jealousy and preference of individual rather than collective work have led to the lack of development.

Meanwhile, Ardabil municipality, as an effective and decision-maker institution in urban management, always believes that it is not so free since management of urban units is not governing the current rules; therefore, it has focused on civil affairs.

Focus on civil affairs also has not been so successful because of limited income of the municipality, major mistakes in designs, and weaknesses of engineering tasks. Its achievement, in the words of one of the city council members, is that the face of Ardabil city has not changed for many years.

Managerial changes in the municipality of Ardabil were followed by distresses in the performance of executive sector from the beginning of the current year. Finally, these changes seek comfort by choosing a municipal who has entered non-governmental institution from a governmental body, and is selected by city council members.

Considering municipality's rules and also studies conducted on legal restrictions, implementing Ardabil municipality's rules and regulations about performance of the urban management system of Iran and activities of cities' municipalities gives useful insights regarding features and history of this area. However, considering basic legal challenges of Ardabil municipality's rules, especially with regard to the issue of citizenship, is essential. Such challenges are (Esmaeli, 2011: 257):

1. Not scrutinizing mutual rights of city and municipality
2. Absence of citizens in the process of preparation, review and approval of urban development plans
3. Not specifying mutual rights, obligations and duties of citizens and municipalities
4. Lack of strategies for attracting citizens' participation

5. Lack of modern informing programs for communication between municipalities and citizens

If right challenges of Ardabil municipality, municipalities' restrictions in urban functional activities are considered regardless of environmental challenges around the municipality of Ardabil city and municipality rules, they will be so abstract.

It is because there is a series of causes and effects and forces and also reasons that contribute and are involved in the formation of legal challenges. Therefore, any analysis conducted without considering the context and historical, cultural, and political backgrounds would be an incomplete analysis. Given this methodological and legal principle of the municipality and the municipality rules and regulations, some key points can be mentioned:

1. The rights challenges of municipalities are of two dimensions: internal legal challenges and external legal challenges

2. Internal legal challenges of municipalities are those that deal with the legal logic of rules and regulations of municipalities, i.e. they refer to the nature of developing rules and regulations and their legal content.

3. External legal challenges of municipalities are those refer to the urban environment of the implementation of these laws and regulations.

4. The main factor affecting internal legal challenges of municipalities is legal content that has led to the development of municipalities' rules and regulations.

5. The main factor affecting external legal challenges of municipalities is urban economic, social, political, and cultural environment, where these rules and regulations are to be run.

6. The main underlying elements that affect the formation of internal legal challenges of Ardabil municipality and refer to legal and logical content of municipalities' rules and regulations are as follows:

1. The mismatch between some rules and regulations of municipalities with urban characteristics of the country

2. The existence of legal gaps in some of the activities done by municipalities

3. Not forecasting new rules and regulations for municipalities

4. The lack of legal activities in some municipal laws and regulations

5. The incompatibility of the legal content of some rules and regulations of municipality with the laws of other institutions

6. Not forecasting legal mechanisms suitable for the implementation of relevant laws and regulations of municipalities (Esmaeli, 2011: 259).

Table 1: Observing citizenship rights with regard to distribution of respondents based on gender

Gender	Number	Percent
Female	801	68
Male	383	32
Total	1184	100

Distribution of statistical population shows that the largest group with regard to age includes 1184 people, who were in the age range of 21 to 25 years old (18%) and the smallest group with

regard to age includes people in the age range of 46 to 50 years old (7%) (tables 1 and 2).

Table 2: Observing citizenship rights with regard to distribution of respondents based on educational level

The education level of respondents	Number	Percent
Diploma	495	42
Primary school	181	15
Bachelor's Degree or higher	175	15
Graduate students.	118	10
Guidance school	116	10
high school	58	5
Illiterate	41	3
Total	1184	100

Respondents' level of education, according to statistics contained in Table 5.6, shows that of the 1184 respondents, 42 percent are diploma and 3 percent are illiterate (table 3).

Table 3: Distribution of respondents based on institutions' responsibility for the promotion of observing citizenship rights

Responsibility of the municipality, school, and family in promoting citizenship rights	Number	Percent
Training citizenship rights	450	38
Culture building	217	19
Effective informing and advertising	195	17
Raising public facilities and urban services	167	14
Coordinated and comprehensive planning of all institutions	132	11
I do not know	10	1
Total	1171	100

Based on Table 1, from among the 1171 respondents pointing out the examples of violating citizenship rights in public transportation.

Table 4: Distribution of respondents based on the introduction of institutions affecting the promotion of citizenship rights among the people of Ardabil

According to respondents, which institutions are involved in promoting citizenship rights among the people?	Number	Percent
Family	311	26
Municipality	298	25
Media	273	23
All institutions	212	17
School	109	9
Total	1203	10

Based on Table 4, from among 1253 respondents, 26% believed that family has a significant role in promoting observance of citizenship rights, 25% believed that municipality is effective, 23% believed that media is effective, and 9% believed that school is effective in promoting observance of citizenship rights.

Table 5: Distribution of respondents based on instances of violation of citizenship rights in public transportation

examples of violation of citizenship rights in public transportation from the viewpoint of respondents	Number	Percent
Ignoring turns	487	41
Pushing and overcrowd of ladies	137	12
I do not know	107	9
Other	101	9
Inconstant and unfair calculation of rents	86	7
Travelers abusive behavior towards others	80	7
Drivers' disrespect and disregard toward passengers	74	6
Loud talking on cell phones	62	5
Sitting improperly	50	4
Total	1184	100

Based on Table 6, from among 1184 respondents, the majority and 41% believed that ignoring turns is the most obvious instance of violation of citizenship rights in public transportation. The results are presented in table 6-14.

Table 6: What percentages of citizens observe traffic rules when crossing the street?

	Percent	Number
Yes	15	19
Most of the times	10	10
Sometimes	15	20
No	60	40
Total	100	89

Table 7: Percentage of respondents' answer with regard to the use of pavements

	Percent	Number
Yes	39	40
Most of the times	29	25
sometimes	23	25
No	9	8
Total	100	98

Table 8. Respondents' answer with regard to observance of cleanliness when using public transportation vehicles

	Percent	Number
Yes	36	25
Most of the times	28	25
sometimes	25	20
No	11	20
Total	100	90

Table 9: Percentage respondents' answer regarding throwing trash to trash bin

	Percent	Number
Yes	20	10
Most of the times	20	10
sometimes	13	18
No	47	49
Total	100	87

Table 9. Respondents' opinion of violation of the rights of others

Respondents' feeling, who have violated the rights of others	Percent	Number
I get sad	131	68
I apologize	43	22
I do not care	15	8
I get off	3	2
Total	192	100

Table 10: Respondents' opinion of governmental institutions with regard to the implementation of citizenship rights

	Percent	Number
Yes	70	50
Most of the times	12	13
sometimes	10	14
No	8	10
Total	100	87

Table 11: Respondents' opinion personnel on the observance of citizenship rights in public transportation

Distribution of respondents based on observance of citizenship rights in used public transportation	Percent	Number
Bus	595	48
Taxi	243	20
None	179	14
all items	47	4
Total	1237	100

Table 12: Respondents' opinion of helping those in need

	Percent	Number
Yes	86	80
Most of the times	10	10
Sometimes	3	3
No	1	1
Total	100	94

Table 13: Respondents' opinion of municipality's performance in beautification

	Percent	Number
Yes	75	65
Most of the times	9	9
sometimes	10	10
No	1	1
Total	95	85

Figure 14: Frequency of respondents' opinion of the performance of municipality in beautifying city

Instances of citizenship rights	Number	Percentage
In public transportations	1184	20
Observing traffic rules		28
Considering trashes on streets		47
Helping needy and old people		
Municipality's attention to citizenship rights		
Total		100

7. Conclusion

Citizenship rights have had an extensive footprint in the legal literature of Islamic Republic of Iran in recent years. Studies have shown that this issue has its roots in ancient history of Iran and Orient.

A citizen can have the following features:

1. He is global, meaning that any member of the human family, wherever he is, deserves the rights.
2. These rights are non-transferable.
3. He can have God-given gifts and intrinsic rights.

Applied policies and strategies of citizenship rights include factors such as:

1. Prioritizing executive institutions' programs that are in line with the objectives of staff
2. Monitoring observance of citizenship rights in governmental and public organizations emphasizing the urgency of this issue
3. Imposing laws and regulations necessary for citizenship rights and maintenance of public security and so on.

Citizenship rights are relatively broad concepts that encompass civil, political, economic, social, and personal rights and affairs without political nature. Generally, citizenship rights can be defined as a set of rules that govern individuals' relations in a society. According to Imam Ali, the right of a leader on people and people's right on leader is one the greatest rights in the law of God.

Principles of citizenship rights in Islam are natural law, divine laws and social rules, anthropological ideas, and specific world view.

One of the important functionalities of any government is providing security for citizens. Social security is one of the main

contexts on implementing justice and is the most suitable contexts for the emergence of balance in the society. One of the important rights of citizens is being protected against domestic miscreants and foreign enemies' attack since other affairs cannot be done without being secure. Accordingly, there is a need to an experienced, professional, and committed legion to be under the command of a strong and stable person.

Individuals' presence in civil organizations is related to cultural, social, political, economic, and environmental factors, with the assumption that the more presence in public arenas, the more awareness of citizenship rights.

Social responsibility is a burden borne by private institutions that include tasks such as not polluting, non-discrimination in employment, not doing immoral activities, informing consumers of product quality, and positive contribute to the lives of people. Duties of municipality of Ardabil toward citizenship rights are:

1. The municipality must have the spirit of serving and sincerity more than elsewhere
2. It should address the issue of plant, gardens, trees, and green spaces that have positive psychological and mental effects on urban life.
3. It should stop attacks to forests and agricultural lands and should prevent their land use change to residential and commercial uses.

Ardabil municipality is connected to people on three levels. The first level is serving people, the second level is preserving and developing green spaces, and the third level is culture.

If you throw your trash on streets, you have to pay fine. Based on Article 16 of this law: "preserving, combining, collecting, transporting, buying and selling, disposing, and draining wastes

in environment is allowed based on this rule and its implementation guidelines.”

Otherwise, if people violate the warrant of judicial authorities, they have to pay a fine of about 500 thousand Riyals to 100 million Riyals for ordinary wastes and about 2 million Riyals to 100 million Riyals for other wastes. If they repeat, their punishment will be double their previous punishment.

Legal challenges of Ardabil municipality's rules and regulation about citizenship rights are of particular importance for factors such as:

1. Not scrutinizing mutual rights of city and municipality
2. Absence of citizens in the process of preparation, review and approval of urban development plans
3. Not specifying mutual rights, obligations and duties of citizens and municipalities
4. Lack of strategies for attracting citizens' participation

The most important solutions for observing citizenship rights include:

1. We should do anything that makes the city beautiful, clean, and healthy and encourage others to do so.
2. We should try to maintain and develop green space and encourage others to do so.
3. We should try to understand the culture and urbanization and citizenship rights and contribute to its expansion.
4. We should separate and packaging wastes and put them out at the appointed time.
5. We should not pollute city by throwing trashes on streets and should be committed to the slogan of healthy city, healthy citizens.
6. We should observe urbanization, rules of apartment living, and the rights of our neighbors.
7. We should observe urban traffic rules and make others familiar with them.
8. We should love our city and be responsible with partnership and cooperation and ask others to be the same.

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