The Impact of Construction Projects in the Last Four Years in the Development of Urban Economy Management and Citizens' Satisfaction (Case Study: Qazvin's Citizens)

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Abstract: Today, urban public spaces play a fundamental role in urban development plans. This indicates the importance of the spaces in improving cultural-social aspect of cities. In other words, a culture creates behavioral patterns that determine and reflect how people to use the spaces. Therefore, it is natural that the use of the public spaces varies in different cultures. The nature and manner of activities that take place in urban areas can be related to two basic factors; culture and environment (spatial-local features). Statistical society is all Qazvin's citizens who have taken advantage of the projects in last few years. Sample has obtained by report and interview with 425 Qazvin's citizens. In terms of purpose, this research is applied-developmental and it is descriptive-analytical and survey one regarding method. The method of data analysis has been accomplished by using qualitative methods, particularly criteria and sub-criteria of citizens' satisfaction. The purpose of the research is the study of construction projects in last four years and its impact on management and development of urban economy and citizens' satisfaction. The results have indicated that macro policies, citizens' satisfaction, and giving the cities identity are three basic variables in constructing development projects.

Keywords: space, construction projects, management, urban economy, satisfaction
JEL Classification: R10, M00, H43, R12

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1- Introduction

One of the most important reasons of creating construction projects is development of urban economy and citizens' satisfaction. City of Qazvin has experienced development and concrete construction revolution by planning and implementation of prominent construction projects. Gordon Childe used urban revolution for the first time (Falamaki, 2007); so that the citizens felt the changes in their daily life in the city and construction changes can be clearly observed in each district of the city. Citizens' satisfaction from construction projects, particularly for some activities, depends on degree of understanding and perception of user's individual needs. Geographers always look for optimizing mutual relationship between human and environment in order to accelerate the desirability of human life. Ronald Johnston, a famous geographer, says in our era, the purpose of many geographers in the world is providing constant job, healthy housing, healthcare, education and safety, and in general satisfaction from quality of life for all households by eliminating severe socio-economic inequalities (Shokouyi, 2011). One of the issues that has been entered into the literature of urban planning and lack of attention to it is felt in done interventions in inefficient urban tissues is environment quality and citizens' satisfaction degree from urban environments. Quality of the environment focuses on two issues; personal welfare and quality of urban life that personal welfare relates to the person and so does urban life to the environment. The root of environment term goes back to the seventeenth century taken from the French word Enyiron (Shokuyi, 2008). Environment and place can be considered once they have the property to respond (Abdollahpour, 2012). The rate of environment response depends on its abilities. Quality of urban environment include environmental, social, cultural, economic, and physical-spatial conditions indicating the rate of satisfaction and lack of satisfaction from urban environment (Hekmatniya and Mousavi, 2009). Lansing and Marans (1989) stated that an environment with high quality transfers welfare and satisfaction to the resident population due to features that may be physical, social or symbolic. Fourteen issues of urban problems and the percent of their intensity announced by mayors are respectively as follows: unemployment, poor waste disposal, urban poverty, lack of housing, inadequate garbage collection, lack of water and sanitary facilities, lack of transport vehicles, traffic congestion, poor healthcare service, lack of citizens' participation, lack of training services, air pollution, urban violence, lack of personal security, and discrimination (Razaviyan, 2012). The purpose of this research is the study of last four years' construction projects in Qazvin city and its impact on management and development of urban economy and citizens' satisfaction. Therefore, it has been tried in this research to answer following questions:

Have Qazvin's citizens satisfied about construction projects in last four years?

Can private sector meet the satisfaction of majority of the society in building construction projects?

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2- Literature Review

a. Iranian Researches

Several researches have been done about completed projects in cities regarding economic development and citizens' satisfaction from residential environment as well as urban public spaces. Some of them are as follows:

Rafieian and Khodayi (2009) studied effective indexes and criteria on citizens' satisfaction from urban public places. It has been tried in this research to identify influential variables on citizens' satisfaction from urban public places to assess and examine effective indexes and criteria on it. In addition, definitions and concepts of urban public places, effective factors on the content of urban space, and the function of urban public places have been examined by using documentary method. The results indicated that access to services, social safety, and local identity are three most effective factors of citizens' satisfaction from urban public space. Moreover, access in urbanization relates to distance and time. Cultural management of city, improving information system, and using appropriate urban furniture have been suggested in the research.

Rafieyan et.al. (2009) analyzed indexes and criteria of urban residential environment in order to study citizens' satisfaction from urban residential environment. Their method was based on interview questionnaire, and finally statistical analysis of data. The measurement of citizens' satisfaction from urban residential environments and improvement of social participation are some of the studied issues in the article. The results indicated that citizens' satisfaction, sociability of spaces, and further social supervision in inhabitants' residence have the most relationship with the rate of utility of urban public spaces.

Haji Esmaeili and Khaliliyan (2008) studied the role of citizens' participation on improving city management and the level of citizens' satisfaction and they presented suggestions and solutions to officials in line with citizens' participation. This issue was addressed by using related theories with participation in urbanization. The level of citizens' satisfaction was studied by intended variables and indexes including urban culture. The results showed that the role of people in satisfaction level is very crucial in improving city management and one of the effective indexes on the measurement of citizens' satisfaction is the role of people in city management.

Roshan and Shakibayi (2011) studied urbanists and citizens' approach regarding satisfaction criteria. The research tries to rate and determine the manner and rate of citizen and urbanist's versatility to the concept of satisfaction from residential space. It is qualitative and applied research. They believe that theoretically, identity components have been studied based on three basic factors; human, environment, and culture in residential space and their instances have been assessed and analyzed in the form of three elements including sense of place, meaning and physical properties.

b. Foreign Researches

Fleury Bahi et.al, (2008) studied effective factors on satisfaction rate from the environment. In this research, four

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categories of factors were measured including image of the social environment, access to services, green space, and social relationships. Each of these factors has been divided into indexes; the index of public green space with 0.785 and quality of green space environment with 0.734 had the highest correlation with satisfaction from environment.

Bonnes et.al, (1991) in a different research studied those factors that have negative impact on satisfaction rate including social density in one of the neighborhoods of Rome. Residents' deduction of density concept depends on the following factors: 1. Assessment models of satisfaction from environment in each neighborhood 2. Spatial-physical characteristics of the studied location 3. Socio-demographic characteristics of residents. Three categories of factors have been studied in this research including spatial-social density, social security of the environment, and social facilities.

These mentioned researches have mainly addressed to residential areas or public spaces that were constructed many years ago and the impact of these areas in economic development and citizens' satisfaction. In addition to the mentioned issues, this research analyzes construction projects in last four years and issues affecting citizens' satisfaction positively or negatively. Therefore, these two questions have been answered: Have Qazvin's citizens satisfied with construction projects since last four years? Can private sector meet satisfaction of majority of the society in building construction projects? Proven hypotheses and results indicated that informing was very poor among citizens in the city and they do not have any information about implemented construction projects in the city. This has leaded dissatisfaction among citizens. Moreover, transferring some construction projects to private sector has been successful and it could increase quality and beauty of the city, housing standard as well as citizens' satisfaction.

3- Theoretical Principles

The researches have indicated that the most serious problem is inadequacy of public transport in Eastern Mediterranean and Middle East, cities like Damascus in Syria (population: 1251028), and Nicosia in Cyprus (population 168,800). Infrastructures are the most serious problem in Rafah and Gaza in Palestine (population: 118300). Lack of smooth and ready road has been considered as a serious problem by mayors. The most important problem is traffic congestion in Bussan in Korea (population 3,514,798) (Razaviyan, 2012). The most important problem is traffic in most of European cities like Bologna, Warsaw and Prague. Despite the problems across the world, construction projects can play the most effective role in eradicating the problems. In addition, cities have various and large tourist attractions such as museums, monuments, theaters, sports stadiums, parks, amusement park, shopping centers, areas with historic architecture and places of important events with celebrities absorbing many tourists (Timothy, 1995). Therefore, mentioned issues should be studied more in determining development strategies and urban policies. It is

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necessary to analyze following factors fundamentally in the beginning of each urban planning in developing a strategy and different definitions to be examined:

1. Can selected strategy provide the consent of a majority of urban people and to what extent?

2. How can most people meet their basic needs?

From one hand, planners and city managers' attention and emphasis have been focused on lower levels and concrete aspects of urban life more than ever along with these changes (Friedman, 1993). Complexity of issues and its importance not only confront planners with existing reality of the phenomenon, but it also makes them leave previous methods of city management and economy and deal with these issues with new thoughts and modern methods. Today, development in the management of urban economy and adopting modern management is administrating urban affairs for the purpose of sustainable development of urban areas locally (with considering and following the purposes of socio-economic national policies). The new method of urban economy management emphasizing local societies can be considered as an inseparable part of decentralization in recent years (Fani and Saremi, 2013). On the other hand, sustainability in local scale means each citizen enjoys rights and advantages of life in that neighborhood, and they are responsible for performances and decision-making affecting the destiny of local society in return. The right can include from extensive issues to the smallest ones including safety in residential unit to management in neighborhood units (Barton, 2003).

Public consent can be pandemic among citizens when it is followed by social welfare. Happiness, security, employment, housing, needs and necessities, premiers and preferences, and justice are main components of social welfare (Safari, 2008). Consent has been defined as satisfaction and fulfillment of desires in Dehkhoda dictionary and in general, it can be proposed as a state that individual's expectations are met in a satisfactory condition. The word "citizenship" is one of the most important concepts that have a close relationship with the word city and it makes social and political aspects more visible. Generally, citizenship means nationality of a person in the city-state political unit and its associated rights, but today this concept has expanded in the literature of urban studies (Institude UNESCO, 2004). The concept of citizenship and its separated implications, like participation, requires enjoyment of the right of vehicle, space, opportunity, and if necessary; support for presence, effectiveness and decisions, and involvement in social activities for building a better society (Eryica, 2003).

The importance of knowledge and awareness is obvious to everyone for achieving to optimal condition in every field such as the issues related to management and economic developments of the city. In fact, power is exerted in a place that is accompanied with knowledge and information. In addition, capability, capacity building and participation, as the main pillars of desirable city, emphasize on the importance

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of knowledge and awareness in several fields (Frick et al., 2004). Therefore, improvement of economic knowledge in urban issues can be an effective factor to eliminate the barriers of citizens' participation in administering city affairs. In other words, economic knowledge facilitates the participation by increasing individual and public capacities as well as development of citizens' awareness about how to handle environment in which they live and it provides access fields to development and improvement of quality of life (Butler et al., 2007).

4- Research Method

This research is applied-developmental in terms of purpose, it is descriptive-analytical and survey in terms of methodology and it has qualitative essence. Theoretical framework of the research has been obtained by using library method, field study, and the study of literature related to construction projects. Satisfaction of Qazvin's citizens from recent projects has been studied in this regard and some solutions have been offered for the mentioned issue based on a conceptual framework and available findings. The population is all citizens in Qazvin who taken advantage of these projects in last few years. Statistical sample has been obtained by questionnaire with a sample of 425 people by using Cochran Formula, report, and interview with Qazvin's citizens. Data collection method is based on descriptive-analytical findings and survey research method as well. To analyze data, qualitative methods, particularly dependent and independent variables including criteria and sub-criteria of citizens; satisfaction have been used. This research tries to investigate the impact of building construction projects in last four years in Qazvin through descriptive-analytical findings and survey research method as well. Moreover, it evaluates the impact of the construction revolution on citizens' satisfaction and increase or decrease in the citizens' quality of life and it examines and assesses those factors that can be effective in citizens' satisfaction. Research findings can help city managers to increase citizens' satisfaction and their participation in implementing construction, welfare, cultural projects. The necessity of such researches with these themes is felt more in the city of Qazvin according to the huge volume of construction projects in last four years in the city, their impacts on citizens' daily life, and transforming the city structure.

5- Research Findings

Studied Area

Qazvin province has been located in central region of Iran with an area of 15821 square kilometers between 45 degrees and 45 minutes to 50 degrees, 50 minutes east longitude and 35 degrees, 37 minutes to 36 degree, and 45 minutes of northern latitude. It is limited to Mazandaran and Gilan provinces from the north, from the west to Hamedan and Zanjan provinces, from south to Markazi province, and from east to Tehran province. Qazvin province is surrounded by Central Alborz Mountains and mountains of Helmand and Kharaghani created a wide plain; it is 75 kilometers

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from north to south and 95 kilometers from east to west. Central and eastern areas of the province formed wide plain of Qazvin have a gradient extended from northwest to southeast and it is 1130 meters at the lowest point. The lowest area of the province from sea level has been located with 300 meters in Tarom Sofla area near Sefidrud Dam that created an obvious difference in terms of topography (identity docuent, 2006).

Prominent Construction Projects

Unleveled crossroads: According to the increasing rate of cars and population in city, traffic in streets and necessity to solve related problems, building construction projects is felt more than before. Since all people who want to use crossroads are involved, efficiency, safety, speed, cost of utilization, and capacity should be considered in its designing. One of the most important reasons of constructing unleveled crossroads is facilitating traffic along with security and efficiency. The lack of coordination and balance among different parts of network traffic including capacity of routes or crossroads or inadequacy of required parking lot reduces police power in controlling and managing traffic. Due to growth of urbanization in Iran and the spread of urban culture, increase the level of citizens' willingness to use private cars, and traffic and problems caused by the rise in per capita of car as a result, building different streets in order to facilitate traffic is felt more than before. One of the most important and serious parts of designing process is locating the paths (Ziyari, 2014). Following information is used in designing and planning of locating: land use, population distribution and density, geological structure of the region, industrial, agricultural, residential, or recreational development talents, supply installations and available facilities in the area, photos of limiting and controlling features, and photogrammetric maps of the area.

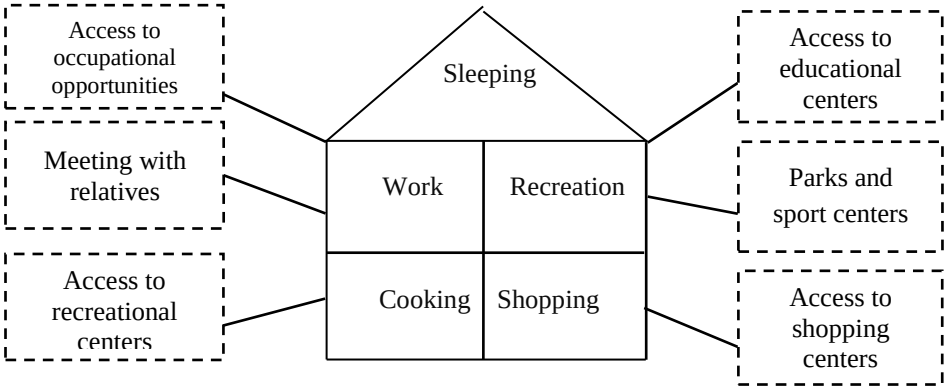
Residential commercial and administrative projects: Housing is an extensive and complex issue with various aspects and a single definition cannot be presented for it. Housing is a physical location considered as a shelter and primary and basic need of a household. Appropriate housing has been defined in the second meeting of Human Settlements (1996) held in Istanbul as follows: appropriate shelter; appropriate welfare, space, physical access, and security, security of tenure, sustainability and durability, suitable lighting, ventilation and heating systems, appropriate basic infrastructure such as water, health, education, waste disposal, environmentally appropriate quality, appropriate health factors, appropriate and accessible location with regard to work and basic facilities that all of them should be provided considering people's ability (Poormohammadi, 2011).

Administrative and commercial per capita: Increasing development of cities and extensive constructions, building administrative and commercial projects to create appropriate space for citizens, and presenting suitable socio-economic services are needed by increase in population. The number and type of offices varies in different countries in terms of distribution and type of

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administrative units and even their branches in the city. The per capita of 1.5-square meter is suggested for types of administrative facilities of cities.



Shape 1. The elements of modern housing with its main components
Source: (Poormohammadi, 2011)

About 5 square meters has been considered for the average standard types of commercial units in the proportion of urban residents (including open, communicative, and parking spaces) and sometimes it is considered to 11 square meters. Considering the diversity and variety of commercial jobs and its different types in cities of Iran, a set of business units can be divided and land per capita can be offered in proportion to them in different levels of city under the headings in table1 (Shieh, 2014).

Table1. Types of per capita of commercial units based on square meter

Type of business unit	Per capita based on square meter 20000 people
Retailing	0.6
Wholesale	0.6
Public service jobs	0.2
Private offices	0.1
Transport services	0.35
Banks	0.2
Industries and small workshops	0.5
Hotels and dining venues	0.25
Total	2.8

Source: (Shieh, 2014)

Ownership and Rehabilitation Projects

Distressed context in different areas of the city made related topics with development and renovation in different physical, cultural, and social aspects be

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proposed. Public participation in renewal plans has very important role in advancing them. However, lack of coordination among people's demands and performed plans is one of the factors forming consecutive problems. One of the important cues of citizenship is their participation in different aspects. Municipalities may have little success without citizens' cooperation and participation in administering city affairs. Today, the burden for providing municipal costs is borne by the citizens all around the world. It is their right to monitor how municipal revenues are spent. If citizens are satisfied completely from performed projects and the cost of different projects, they will pay dues and taxes satisfyingly. Necessity of people's awareness of the functioning of the municipal finance stipulated in article 71 of Municipalities that municipalities are obliged to inform the public comprehensive list of income and expenses of municipalities once every six months leading up to the fifteenth of next month approved by city council (Hosseini, 2006). 330 residential units, cultural complex of Imamzadeh Hussain, commercial complex of Haj Choruk, and traditional garden project can be noted as the other acquisition and rehabilitation projects.

Investment Projects

Currently, one of the best revenue strategies is using private sector's capability in implementation of construction and infrastructure projects of city. If proper management and monitoring are applied by municipalities, implementation of construction projects will be accelerated and the transfer of financial burden will be reduced to all citizens (Mashhadizadeh Dehaghani, 2011). Private sectors' participation in implementation of construction projects and urban services is a great opportunity for custodians of administrating urban affairs to improve citizens' satisfaction from quantity and quality of mentioned projects by using their financial strength and up to date expertise. The main aspect of privatization is strengthening market to stabilize economic position of the government. Generally, privatization means relying on private bodies more and public organizations less for providing the needs of the society (Safari, 2008).

Satisfaction Indexes and Criteria

John Stuart Mill states about citizens' satisfaction: a thing is good, if it provides the consent of majority of society. Generally, city creates a sustainable environment, but we, as citizens, specify and limit only a small part of it in our minds. This sector is our behavioral environment; as if all we have our special behavioral environment influenced extremely by our acceptable attitudes, beliefs, and values (Hosseini, 2006). Criteria and sub-criteria of citizens' satisfaction in different fields have been presented in table 2.

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Table2. Criteria and sub-criteria of citizens' satisfaction in different fields

Criteria	Sub-criteria
Physical	The situation of traffic and transportation network
	Access to city center, local services
	The quality of buildings in the neighborhood
Cultural social	Social security, Social Solidarity
	Social status, identity and belongingness
Economic	Land and housing prices, cost of living and employment
Environmental	Waste collection system
	Comfort and lack of noise pollution
	Sewage disposal, air pollution

Source: (Researchers' findings)

The study among citizens' different attitudes and urbanists requires identifying and developing identical criteria for each of two mentioned groups. This research was completed by interview at first, and then by questionnaire with introduced criteria in table 2 as Pilot by some citizens. The results indicated lack of people's accurate understanding and awareness toward presented criteria. In other words, known criteria in the literature of urbanization and urban planning as well as urban economy were not concrete and realizable for respondents. Therefore, the citizens were asked to express the most important issues and problems of construction projects in the last four years and the most important features of their residence because of change in the process of the research and questionnaire. The issues of offered details were categorized by them in more general way and in the form of four independent variables; physical, social-cultural, economic, and environmental.

On the other hand, theoretical criterion for subsets is based on a survey done at the University of North Carolina in 2003. The most effective factors on citizens and residents' satisfaction in a neighborhood obtained because of private property are dependent variables in the research including suitable physical appearance of streets and buildings, social status and face, the utility of daily services, safety and quality of services, strong relationships among different economic projects.

Jane Jacobs also refers to the suitable patterns of activity, land use mix, permeability and flexibility as factors to improve value and quality of residence and citizens' satisfaction. These factors are replaced by vitality, compatibility, access, control, supervision, justice and efficiency. Finally, they can be counted as effective factors on the issue explained in table 2 as the main dependent variables in the research by concluding existing theories in relation with economy management and citizens' satisfaction.

Cities are such as electricity distribution transformer; they increase transfer power, intensify exchange flow, and improve life cycle continuously. Femand Braudel, famous French historian, expressed mentioned ideas and considered development and evolution of primary cities as a critical point in the history of human civilization (Razaviyan, 2012). Today, need to create public spaces and

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building construction projects is felt more than before because of increase in the population of cities and its annual growth compared to recent years, and rise in urbanization problems such as housing, traffic, unemployment, lack of amusement, problems related to services etc. Cities need to be developed and changed to meets citizens' demands. Anthony King believes that cities are symbols of global change and development and this requires authorities' attention more than ever.

The findings indicate that potentials such as locating transport superhighway in the west of the country and proximity to the capital, industrial and agricultural hubs have created a necessity to change in looking to city. They lead city in line with preparing projects and transformational projects that resulted in presence of more activities, implementation of unique construction projects, absorbing investors, and changing city image into a modern form. The majority of these measures have been begun since 2009. Qazvin hopes to achieve sustainable urban development with approved 3471 billion Rials budget and cultural-social approaches, as the biggest capital of the city, and building trust through attracting citizens' participation. Since prioritization, survey, and satisfaction of statistical sample considered in the research include Qazvin's citizens, urbanists, urban planners, economists, and urban civil engineers in the process of designing and planning for the city, sampling has been done from these societies for feasibility of survey process. Thus, statistical society was selected by using multi-stage cluster sampling with 400 people. One neighborhood in each of urban areas of Qazvin was selected as a sample. 100 of residents were asked and interviewed with some experts. 200 people were randomly chosen in the statistical society of urbanists and civil engineers of Qazvin. The results have been presented in table3.

Table3. The results of survey and citizens' satisfaction in different urban areas

Criterion	Sub-criteria	The frequency of sub-criteria (percentage)	The frequency of criterion (percentage)
Physical	Traffic and transport network situation	34.5	33.11
	Access to city center	28	
	Local services	22.25	
	The quality of buildings in the neighborhood	15.25	
Social-cultural	Social safety	38.48	31.47
	Social Solidarity	26.44	
	Social status	23	
	Identity and sense of belonging	12.08	
Economic	The price of land and housing	31	23.83
	Cost of living	23	
	Occupation	17.7	
	Property	15.7	
	Access cost to work place, activity etc.	9.3	
	Income diversity and diversity of housing in the neighborhood	3.3	
Environmental	Waste collection system	37.5	11.59
	Comfort (no noise pollution etc.)	31.58	
	Sewage disposal collecting surface water	25	
	Air pollution	5.92	

Source: (Researchers' findings)

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As it can be seen, dependent physical, social, and economic variables criteria and variables have a little distance from each other in the first to third rank respectively. On the other hand, traffic and access network situation are the most important factors providing citizens' satisfaction among physical variables. Land and housing price has been introduced as the most important dependent variable in creating utility of residence in implementation of construction projects in last four years from social-cultural, social safety, and economic perspectives. The most prominent factor was related to the way of collecting home waste among dependent variables. According to the results, research questions that were based on two questions are emphasized.

Prominent Construction Projects in the Last Four Years

a. Unleveled crossroads project: Establishing two ministries in Qazvin in future can be the most important reason of building construction projects. The average of annual growth is one percent of the population and the relative density of population is currently 77 people per square kilometer and 74 people in 2006. Increase in citizens' willingness to use personal cars was followed by rise in the number of vehicles in the city, problems caused by the rise in per capita of cars and changing the city context are the most important reasons of creating construction projects. Building 15 bridges in the last four years simultaneously in Qazvin, 6 bridges in the suburbs and totally 21 ones in the province indicate construction revolution. The researches have shown that the highest satisfaction of citizens was about unleveled crossroads compared to other construction projects. Smooth traffic in the city, distribution of vehicles and consequently reduce in environmental pollution, noise, and stress, beautification and giving identity to the city, and appropriate access can be mentioned as the reasons of satisfaction. Roads and communication networks connect various municipal facilities. 25 to 30 percent of the urban per capita usually devote to roads and communication networks (Shieh, 2014). Most of the city's budget with a credit more than 643 billion Rials has been devoted to build 15 bridges for unleveled crossroads.

b. Residential, office, and commercial projects: Housing is one of the acute issues in developing countries. Lack of adequate resources, economic management, comprehensive planning for housing, and other failures affecting economic infrastructures from one hand, and increase in urban population on the other hand resulted in having a problematic and multi-dimensional issue (Poormohammadi). Qazvin city is not also excluded from the above-mentioned problems, but the housing sector has been considered significantly in recent years. Using the strength of private sector is a point that is effective more than other factors in development of housing. Kapilinsky says undoubtedly, new methods of organizational structure in private sector affect executive and administrative system since private sectors' experts that they are often invited to help the government for public sector's production emphasize on using new approaches (Rahnamayi, 2013). According

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to the researches, private sector in Qazvin city has the most important role in building houses and it has led to the development of the city to the north area. Observing engineering principles, 3-4 floors density, appropriate infrastructure, and most important of all using proper view and helping to the beauty of the city are some features of newly built housing. Building governmental houses was not accompanied with citizens' consent because of slow work and the necessity to respect the hierarchy. The features of this type of housing, high-density apartment include small-scale infrastructure, noise pollution, even and inappropriate view, and using cement in façade. They have negative impact on beautification of the city. However, house builders should be obliged to create pretty façade with appropriate strategies.

c. Ownership and rehabilitation projects: The researches have indicated that once citizens participate in construction plans and projects, they will be more satisfied. They also show that distressed areas in the south of Qazvin city require renovation and rehabilitation. Currently, the project of 330 residential units is implementing in one of the neighborhoods of Qazvin city. Public participation is one of the most important and influential factors in achievement or failure of projects. Lack of coordination between public demands and performed plans is factor resulting in repeated problems. Garden ownership project and commercial complex can be noted as the other projects in this field.

d. Garden park projects: Women's park has been considered greatly in last four years because of its healthy, vibrant, and safe environment for sport, hobby, and special activities for women. It has resulted in considerable satisfaction. The major functions used in designing the parks include sporting, administrative, commercial, and servicing and welfare.

e. Investment projects: after private sector's success in implementation of residential projects in the city of Qazvin, other projects such as building amusement Park of Barajin (the biggest one in the area) was performed by private sector with a credit of more than 100 billion Rials and giving 60 thousand square meters with participation of Qazvin Municipality and private sector. According to the condition of the contract, private sector is responsible for investment and the benefits of the complex will be for this sector for five years, and then the municipality will manage it. In addition to recreation, tourism and sport centers, administrative, cultural, and servicing are other land uses of the park. Availability, citizens' sense of belonging, and suitable and mountainous climate are some of its features. These factors increased citizens' satisfaction. Some of the other investment projects are commercial and residential projects, multilevel parking, the massive commercial, hospitality and residential multipurpose project, and Aqua Park. Investment projects can be mentioned as the most successful ones after unleveled (bridge) projects.

6- Conclusion and Suggestion

This research has tried to assess construction projects in Qazvin city in the

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last four years and analyze effective criteria on economic evolution and citizens' satisfaction. According to the studies, the most important factor in creating construction projects in Qazvin city is the presence of two ministries in this city in future. The implemented projects are considered as a kind of anticipation of city's needs in future. These policies at macro level have promoted the role of this city. In addition to industrial and commercial roles, political one would be added to it. This would result in population increase and development of the city in future directing Qazvin in the path of evolution and metropolis. The results have indicated that citizens were informed very poorly. It has been stipulated in Article 71 of municipalities' law to aware people of the functioning of municipal financial affairs. They have also shown that giving some construction projects to private sector has been successful. It could increase citizens' satisfaction, quality and beauty of the city, and standard as well. Moreover, private sector has been successful in completing projects in less time due to division of labor compared to governmental sectors. As a result, combining both public and private sectors in implementation of construction projects can enhance citizens' satisfaction as well as quality life of citizens more than before. In addition, they have shown that citizens pay more attention to time and beauty of project implementation more than any other factors and it goes back to citizens' unawareness. Deadline for constructing seven bridges in Qazvin city is 21 months on average finished 4 months sooner than due date leading to citizens' satisfaction. Some bridges are nearing completion and some of them have been delayed because of coldness and rain or snowfall. According to the researches, government's support has resulted in facilitating in implementation of construction projects and having no financial problems. Many theorists believe if a project is finished sooner than due time, the project will have basic problem. The findings in the field of index of identity to the city indicate that the variable affect citizens' satisfaction through following criteria: a. individual characteristics: revenue, job, and motivation, etc. b. space objectivity: city map, city perspective, type of people, land use distribution c. space subjectivity: behavioral opportunities, aesthetical value, readability, symbolic cultural meaning etc. Obtained results of construction problems from citizens' perspective include concentration of administrative, commercial, and servicing facilities in district two, construction of last four years' construction projects in some regions, discrimination in implementation of distressed contexts, dilapidated infrastructure, frequently used works, lack of parking lots, inappropriate asphalts in some areas, inadequate waste disposal, heavy fines from municipalities because of construction violation, private sector's unwillingness for construction, lack of municipalities' cooperation in issuing construction license and its delay, narrow streets, high price of land and housing in districts 2 and 3, and increasing class gap as a result. The results indicated that macro policies,

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citizens' satisfaction, and making identity to the city were three basic variables in building construction projects while identity and macro policies have not been noted in the others' researches. Implementing construction projects, some important symbols of the city inspired from martyrs were transferred into suburbs from city center and it resulted in citizens' discontent because of their special interests to the martyrs; an issue that was neglected in others' researches. Therefore, following suggestions and recommendations have been presented:

- Equitable distribution of resources in urban spaces
- Using citizens' participation in implementation of projects
- Using private sectors' strength in implementation of projects
- Preventing from transferring symbols to suburbs
- Improvement of informing system among citizens
- Establishing a body for avoiding different façade
- Citizenship empowerment and citizens' participation in ruling the city
- Improvement and representation of local culture
- Creating attractiveness in public spaces

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