



Investigating the role of active citizenship in the relationship between awareness of citizenship rights and accountability and transparency in Rasht Municipality

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Received: 2022/09/20 Accepted: 2022/10/09 Published: 2022/11/01

Abstract

The main purpose of this study was to investigate the role of active citizenship in the relationship between awareness of citizenship rights with accountability and transparency in Rasht municipality. The present study is a descriptive-survey that describes records, analyzes and interprets the existing conditions. The statistical population of the study includes all citizens of the five districts of Rasht municipality, of which 384 were selected based on Krejcie and Morgan tables. Spss24 software was used to collect data from a questionnaire and for data analysis. The results of this study showed that there is a relationship between citizens' awareness of citizenship rights and active citizenship in five districts of Rasht municipality. There is a relationship between active citizenship and accountability in 5 districts of Rasht municipality. There is a relationship between active citizenship and transparency in the five districts of Rasht municipality. There is a relationship between citizens' awareness of citizenship rights and accountability in the five districts of Rasht municipality. There is a relationship between active citizenship and transparency in the five districts of Rasht municipality. There is a relationship between citizens' awareness of citizenship rights and accountability in the five districts of Rasht municipality. There is a relationship between citizens' awareness of citizenship rights and transparency in the five districts of Rasht municipality.

Keywords

Citizen, Citizenship Rights, Citizen Awareness, Active Citizen, Accountability and Transparency.

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Introduction

Living in the city leads to the belonging of rights and the creation of duties towards the city (as a physical and social complex) for human beings and is the basis for transforming the inhabitants of the city into citizens of that city. The patriarchy of the regimes associated with it is determined (Fallah Gilani and Kalantari, 2010). Since the last decade of the twentieth century onwards in the world, with the rapid advancement of science and technology and speed in communication and with the changes and changes that have been made in the environment and the mission of governments, a new approach has been established in public administration. The new model of public administration emphasizes new strategies such as governance theory, entrepreneurial government, responsive and citizen-centered government. In fact, the accountability of government agencies to citizens has led governments to look at people in society from a new perspective, like private sector customers, and try to provide them with maximum satisfaction. As a result, public administration should recognize the social and general dimensions of its profession and be aware of the effects of its organization on its social environment and make the issues of citizens and citizenship a subjective concern, since achieving a developed society depends on moving towards citizenship and adherence to the principles of citizenship (Esmaeilzadeh and Sarafi, 2005). Citizenship is one of the most important socio-political spheres that has been prevalent throughout history in various forms and with different legal, political and philosophical interpretations (Sheyani and Davodvandi, 2010).

Although in different definitions of the concept of citizenship, its legal aspects have been emphasized, citizenship does not depend solely on the individual's legal base and, in addition to rights, includes a set of obligations and obligations (Norouzi, 2006).

Given that rights and obligations must always be together, citizens also have assignments in cities. The foundation of participation in the civility process of society is based on the issue of right and duty. Participation plays an essential and decisive role in individual identification (in relation to society). Participation is the basis for converting a person to a citizen (Pourezat and Partners, 2009). The importance of this issue is because according to this definition, the responsibility of citizenship is the people's self-awareness of citizenship rights and the sense of public need for the implementation of these rights. This means that individuals who are aware of their citizenship rights will not be aware of their duties and will not fulfill it. Because rights imply responsibilities and are not formed in shortages.

Therefore, in order for citizenship rights to be effective, citizens must recognize and respect each other's rights (Norouzi, 2006). Accordingly, a awareness of citizenship rights allows a person to interfere consciously in their own destiny, leading to the exercise of their rights and a better life for themselves and other members of society. Therefore, the awareness of individuals about their rights and obligations and their ways of becoming active in society has an effective role in the realization of citizenship and its promotion, more than it requires discussion of the indicators and components of rights and duties, reflects the necessity of examining the factors affecting people's awareness of citizenship rights (Sheyani & Davodvandi, 2010)

Citizens' awareness of citizenship rights is the basis for the implementation of social justice and only if people are aware of their rights can we hope to establish and stabilize sustainable and continuous security and social welfare. Lack of knowledge of the rights of individuals and neglecting it or devaluing it is one of the most important reasons for people's problems and government corruption (Unesco, 1789). The modern citizen must also accept obligations

regarding his citizenship rights because citizenship has a broader concept than urbanization and inactive citizens are considered to lack civil character, while the expansion of active citizenship increases the accountability of social institutions (Pourezat and Partners, 2009). Therefore, in the present era, the accountability of governmental organizations to citizens is considered as an important and important principle (Shirvani, 2005). The best model of democratic governance are considered to be completely incapable and vulnerable when they fail to hold those in power accountable to citizens. In fact, accountability is one of the main pillars of public administration, which brings to mind a picture of justice, equality, trust and fairness and can be used to improve the conditions and effectiveness of public administration, public accountability is one of the concepts that is acceptable to everyone and is very used in political discourse and policymaking literature. This is because the concept brings to mind a picture of transparency and public trust (Bovens, 2005). Transparency in government functions is one of the most fundamental indicators of democratic and popular governments. Also, government transparency is one of the prerequisites for proper accountability of this institution to the people and other organs attributable to the people (Ahmadyar Molaei, 2012). Increased transparency in the system depends on the existence of freedom of expression, freedom of the press, and the degree of decentrality in the system. When the press has enough of the freedom to publish the right or wrong actions of the authorities, effective governance is enhanced and corruption in particular is reduced, transparency is one of the elements of achieving optimal governance. It is only in a transparent environment that people can freely decide how they behave with a full understanding of the situation (Zamiri & Safiri, 2009). Considering that accountability is necessary to improve transparency and reporting, and the development of this transparency depends on the role of citizens and people (Pourezat & Partners, 2009). On the other hand, awareness of citizenship rights is of particular importance in Iranian society, a society in which the footprint of citizenship can be of particular importance, a society in which the footprint of citizenship can be found in the Constitutional Revolution, but still faces serious issues in awareness and practice of citizenship (Sheyani & Dadvandi, 2010). Consequently, this study aimed to determine the relationship between awareness of citizenship rights and active citizenship, accountability and transparency, determines the relationship between active citizenship and accountability of 5 districts of Rasht municipality and clarifying its performance.

Theoretical Foundations of Research

It is very difficult to understand the importance and complexity of relations between citizens and government in a civil society, and both elements affect the other in different ways. Both are likely to hope that their relationships will be dynamic, balanced and beneficial. Citizens are placed at the head of the pyramid as those who use the services of government agencies, organizations. Considering these concepts and the principle that citizens are the main customers, identifying the needs of citizens and responding to them is the basis for providing solutions in the management of communication with the citizen. Between the government and citizens includes bilateral communication and interaction, and the management of communication with the citizen is a combination of managerial and technological issues that the two should be together to meet the needs of citizens (Rezaei Kelidbari, 2011). Full citizenship, far from any social discrimination, means that all social groups and strata enjoy the rights and obligations of citizenship and their awareness of their rights. Therefore, awareness of citizenship rights requires providing different types of resources and

creating Suitable and open opportunities for the production of general values on the one hand and a proper attitude to these rights on the other hand (Sheyani and partner, 2010). Research shows that citizens' awareness of citizenship rights in developing countries, including Iran, has not improved much.

Thus, it is easy to get policies, programs and legal regulations in the absence of public awareness, will not achieve significant results, and in addition to disrupting the management of cities, citizens themselves will face many problems. In other words, having a suitable life with others and enjoying the benefits of the city without knowing the rights of citizenship, duties and obligations related to it cannot be realized (Mohammadi and Jamal Tabrizi, 2011). Edez (2000) states that the relationship between public service organizations and the public is very important because in this regard, people and citizens have the right to know what public affairs custodians and operators are doing in public organizations, what objectives they pursue and how they consume financial resources, and what international contracts they conclude (Taymurnejad and Faghihi, 2005). Many thinkers consider the existence of a dynamic and efficient accountability system an undeniable necessity for growth and development in today's world. A system achieves growth and progress that establishes a systematic relationship of accountability seeking between citizens and the state (Hues, 2010). In fact, one of the factors affecting the increase in government efficiency is accountability, transparency, predictability and enforcement of laws (Isham, 1997). Transparency is a way to reflect what is going on in society and facilitate any control over public administration. Transparency aims to allow market citizens and groups to hold them accountable for policies and practices. Therefore, transparency can be considered as information disseminated by institutions and makes it easier and clearer to evaluate these institutions (Zamiri & Safiri, 2009). In citizenship analysis, Kogan, Grossman and Liu have listed four individual, social, spatial and temporal dimensions:

The dimension of the person who is the most complex dimension is Lille, which connects internal and private processes to external and public processes.

The individual dimension of citizenship emphasizes on the development of individual ability and commitment to ethics and behavior principles, which are characterized individually and socially by subjective and intellectual characteristics, love and interest and action. The social dimension of citizenship determines that citizens should be able to operate and act reciprocally in different situations as well. They should be able to talk to others in discussions and negotiations, in order to participate in public life and to overcome the issues and problems they face individually, and to respect each other's behavior and provide a platform for new values in a respectful environment in which human beings and social life are always respected and preserved.

On the spatial dimension, each individual, beyond himself and the surrounding community, acts in the domain of several local, regional, national and multicultural communities. The world is increasingly shattering our borders with virtual belongings. The cohesion of the global village in the 21st century is of greater volume and dimension. Then citizenship emphasizes that citizens should not limit themselves too much in the present and neglects the analysis of the past and the future. In the time dimension, the limitation of our view to certain conditions causes us to not understand the extent of time and neglect the scope of time (Fathi Vajargah and Chokadeh Unit, 2009).

Alan Cizre and Van Hebert, in analyzing the dimensions of citizenship, express a different view:

- 1- Civil dimension of citizenship
- 2- Political Dimension of Citizenship
- 3- Socio-Economic Dimension of Citizenship
- 4- The cultural or group dimension of citizenship.

In the civic dimension of citizenship, the basic values of society, the limits of government decision-making in relation to citizens, the rights and interactions of special groups and stakeholders are specified. The civic dimension of citizenship includes factors such as freedom in speech, equality before the law, freedom in interactions and communication in the general sense, as well as the free flow of access to information. The political dimension of citizenship is the issues of suffrage and political participation of citizens, in other words, political citizenship refers to political rights and obligations that are manifested in the form of a political system. The socioeconomic dimension of citizenship refers to the relationship between people in a social situation and also participation in a political open space. The cultural or group dimension of citizens refers to the way in which cultural diversity is expanded which is accompanied by topics such as the ability to embrace other cultures, global migration, increased mobility and variability. Cultural citizenship refers to awareness of the general cultural heritage (Fathi Vajargah and Chokadeh Unit, 2009).

In analyzing the dimensions of citizenship rights, Chimelica and Norman emphasize the three main concepts as follows:

1. Citizenship as a legal position.
- 2- Citizenship as a desirable activity.
3. Identity.

Citizenship as a legal position refers to the full membership of a person in a particular political society. Citizenship as a desirable activity also refers to the fact that the extent and quality of citizenship in each individual is the result of his participation in the interactions of his community. Citizenship in this sense is more of a social and cultural nature. Identity is a multifaceted and multi-formed concept, on the one hand, it can include attitudes that are necessary for knowing others and on the other hand, it can include a wide range of discussions that are formed in different situations and reflect themes such as historical sources, language and culture in which conditions are crystallized. Identity is a dynamic concept that can be formed during a country's attempt to create it (Fathi Vajargah va Vahed Chokadeh, 2009). Kazemi and Hosna Bagheri (2022) investigated the relationship between awareness of citizenship rights and citizenship culture (Case Study: Students of Islamic Azad University of Sirjan). The statistical population of this study was 4500 students of Sirjan Islamic Azad University, of which 351 were selected based on Krejcie and Morgan tables as samples by stratified random sampling method. Two standard questionnaires were distributed among the sample and finally 310 recursive questionnaires were analyzed using structural equation modeling in the form of Lisrel software. The results of this study showed that there is a positive and significant relationship between students' awareness of citizenship rights (political, social and civil citizenship rights) and their citizenship culture. Sangana and partners (2019) in a research investigated socio-cultural barriers to the implementation of citizenship rights in Isfahan province.

The results showed that there is a relationship between attitudes toward the implementation of citizenship rights and the level of familiarity with the laws of citizenship rights and the

criminal procedures and the position of the bailiffs, as well as the age of the judges of the Prosecutor's Office. According to analytical findings from the viewpoints of bailiffs, with increasing social and cultural barriers, the implementation of citizenship rights decreases, so they believe that the existence of social and cultural barriers in the implementation of citizenship rights has a negative impact. These obstacles do not make any meaningful in the attitudes of prosecutors and courts to enforce civil rights.

In a study titled *How Committed Leadership Predicts Organizational Citizenship Behavior in the Workplace*, Han and partners. (2019) stated that a sense of commitment to constructive change fully plays a mediating role between committed leadership and OCBE. The results also show a positive interaction between committed leadership and cordial behavior between supervisor and subordinates on a sense of commitment to constructive change, and then the indirect effect of committed leadership on OCBE became stronger through a sense of commitment for constructive change when employees understood a high level of intimate behavior between the supervisor and the subordinates. In 2006, Grimshaw and partners examined the role of organizational culture in promoting accountability of the organization's employees.

They introduced and expressed four factors as a culture of accountability. Managers' expectations are clear to employees, employees feel that this expectation is reasonable and valid; employees anticipate that financial performance-based outcomes will arise and employees predict that poor performance will have negative consequences.

Research Methodology

This research is based on descriptive-survey method (descriptive-analytical of correlation branch) and based on the purpose of user type. Descriptive research can be used to further understand the current situation or to assist in the decision-making process. Descriptive research involves collecting information to test the hypothesis or answer questions about the current status of the subject. A descriptive study determines and reports how the status quo works. The statistical population of this study includes all citizens of the five districts of Rasht municipality. Rasht city is divided into 5 municipality areas, each region has a population number based on the following table that shows the total statistical population and has a total population of 625,500 people:

Table (1): Population classification of citizens of Rasht city by 5 regions

Population	Municipal Districts
person ۱۲۴,۳۶۸	District 1
Person ۱۲۳,۵۹۹	District 2
Person ۱۲۶,۳۰۷	District 3
Person ۱۲۷,۵۱۷	District 4
Person ۱۲۳,۷۰۹	District 5

In order to determine the sample size of this study, Krejcie and Morgan table has been used which considering the number of people in the community (625,500 people) and in order to make more and better decisions and generalizations, the sample size of 384 clients (clients) has been determined to the five districts of Rasht municipality. In this study, a questionnaire was used to collect field data. The questionnaire was extracted from seven international charters of citizenship rights as well as the citizenship rights and participation questionnaire

used by Ahmadi (2003) transparency questionnaire (Taymurnejad 2003) and individual knowledge accountability questionnaire (2004) based on the desired components of gender (2000). In the questionnaire of this study, to measure the citizenship awareness variable of citizenship rights with 18 years and to measure the active citizen variable with 12 questions, 11 questions were used to measure the accountability variable and to measure the transparency variable of 6 questions, all of which have a five-choice Likert spectrum in a distance scale from very low to very high. In this study, first, 20 questionnaires were distributed and collected by calculating the reliability coefficient of the measurement tool (questionnaire) and then the reliability of the questionnaire was measured using Cronbach's alpha method. In this regard, the alpha value was calculated 0.82 using the data obtained from the questionnaire. Since this value is greater than 0.7, then the questionnaire is reliable. There are different methods for measuring the validity of the questionnaire. In this study, the initial questionnaire was designed to measure the validity of the first questionnaire and was given to supervisors, advisors and experts, so a number of modified questions were finally designed after clarifying and removing the ambiguities.

Table (2): Correlation coefficient of citizenship awareness with active citizen

		Awareness of Citizenship Rights	Active Citizen
Awareness of Citizenship Rights Correlation coefficient Spearman Active Citizen	Correlation Coefficient	1.000	.485
	Sig.(2-tailed)	.	.000
	N	384	384
	Correlation Coefficient	.485	1.000
	Sig.(2-tailed)	.000	.
	N	384	384

Research Findings

In this study, all the analyses were performed by SPSS software.

Testing the first hypothesis:

There is a relationship between citizens' awareness of citizenship rights and active citizenship in 5 districts of Rasht municipality.

H0:

There is no relationship between citizens' awareness of citizenship rights and active citizenship in 5 districts of Rasht municipality.

H1:

There is a relationship between citizens' awareness of active citizenship rights in the five districts of Rasht municipality.

According to table (2) and the results of Spearman correlation statistical test, the severity of the relationship between citizenship awareness of citizenship rights and active citizenship in five districts of Rasht municipality is 48.5%, and since the amount of $0.05 > \text{SIG}$. So the test statistic value is placed in the H1 zone. For this reason, with 95% confidence, the H0 hypothesis is rejected and the H1 hypothesis is confirmed. The research hypothesis confirms the relationship between citizenship awareness of citizenship rights and active citizenship in 5 districts of Rasht municipality.

Test of the second hypothesis:

There is a relationship between active citizenship and accountability in 5 districts of Rasht municipality.

H0:

There is no relationship between active citizenship and accountability in 5 districts of Rasht municipality.

H1:

There is a relationship between active citizenship and accountability in 5 districts of Rasht municipality. The result of this test is presented for the second hypothesis based on correlation coefficient analysis as table description (3). According to table (3) and the results of Spearman correlation statistical test, the intensity of the relationship between active citizen and responsiveness in the five districts of Rasht municipality is 38%, and since the value is $0.05 < \text{SIG}$, then the test statistics are placed in the H1 zone. The research hypothesis confirms the relationship between active citizenship and accountability in five districts of Rasht municipality.

Table (3): Active Citizenship Correlation Coefficient Table with Accountability

		Active Citizen	Responsive
Active Citizen Correlation coefficient Spearman Responsiveness	Correlation Coefficient	1.000	.380
	Sig.(2-tailed)	.	.000
	N	384	384
	Correlation Coefficient	.380	1.000
	Sig.(2-tailed)	.000	.
	N	384	384

Investigation of the third hypothesis test:

There is a relationship between active citizenship and transparency in the five districts of Rasht municipality.

H0:

There is no relationship between active citizenship and transparency in the five districts of Rasht municipality.

H1:

There is a relationship between active citizenship and transparency in the five districts of Rasht municipality. The test result for the third hypothesis is presented as table description (4) based on correlation coefficient analysis method.

Table (4): Active citizen correlation coefficient table and transparency

		Transparency	Active Citizen
Transparency Correlation coefficient Spearman Active Citizen	Correlation Coefficient	1.000	.135
	Sig.(2-tailed)	.	.008
	N	384	384
	Correlation Coefficient	.135	1.000
	Sig.(2-tailed)	.008	.
	N	384	384

According to table (4) and the results of Spearman correlation statistical test, the intensity of the relationship between active citizen and transparency in five districts of Rasht municipality is 13.5%, and since the value is $0.05 > \text{SIG}$, then the test statistics in the H1 zone. For this reason, with 95% confidence, the H0 hypothesis is rejected and the H1 hypothesis is

confirmed. The research hypothesis confirms the relationship between active citizenship and transparency in five districts of Rasht municipality.

Investigation of the fourth hypothesis test

There is a relationship between citizens' awareness of citizenship rights and accountability in the five districts of Rasht municipality.

H0:

There is no relationship between citizens' awareness of citizenship rights and accountability in the five districts of Rasht municipality.

H1:

There is a relationship between citizens' awareness of citizenship rights and accountability in the five districts of Rasht municipality.

The result of this test is presented for the fourth hypothesis based on correlation coefficient analysis as table description (5).

According to table (5) and the results of Spearman correlation statistical test, the intensity of the relationship between citizenship awareness and accountability in the five areas of Rasht municipality is 29.5%, and since the value is $0.05 > \text{SIG}$, then the test statistics are located in the H1 region, so with 95% confidence, the H0 hypothesis is rejected and the H1 hypothesis is confirmed. The research hypothesis confirms the relationship between citizenship awareness and accountability in five districts of Rasht municipality.

Investigation of the fifth hypothesis test

There is a relationship between citizens' awareness of citizenship rights and transparency in the five districts of Rasht municipality.

Table (5): Correlation coefficient of citizenship awareness of citizenship rights with accountability

		Awareness of Citizenship Rights	Responsiveness
Awareness of Citizenship Rights	Correlation Coefficient	1.000	.295
	Sig. (2-tailed)	.	.000
	N	384	384
	Correlation Coefficient	.295	1.000
Correlation coefficient Spearman	Sig. (2-tailed)	.000	.
	N	384	384
	Responsiveness		

H0:

There is no relationship between citizens' awareness of citizenship rights and transparency in the five districts of Rasht municipality.

H1:

There is a relationship between citizens' awareness of citizenship rights and transparency in the five districts of Rasht municipality.

The results of this test are presented for the fourth hypothesis based on correlation coefficient analysis as table description (6).

Table (6): Correlation coefficient of citizenship awareness and transparency

		Awareness of Citizenship Rights	Transparency
Awareness of Citizenship Rights	Correlation Coefficient	1.000	.155
	Sig.(2-tailed)	.	.002
	N	384	384
Correlation coefficient Spearman Transparency	Correlation Coefficient	.155	1.000
	Sig.(2-tailed)	.002	.
	N	380	380

According to table (6) and the results of Spearman correlation test, the relationship between citizenship awareness and transparency in the five areas of Rasht municipality is 15.5%, and since the value is $0.05 > \text{sig}$, then the test statistics are located in the H1 Five districts of Rasht regions approved.

Discussion & Conclusion

By examining the first hypothesis of the research and the results of Spearman correlation statistical test, it is possible to understand the relationship between these two variables. The research hypothesis confirms the relationship between citizenship awareness of citizenship rights and active citizens in five districts of Rasht municipality. The severity of the relationship between citizenship awareness and active citizen in 5 districts of Rasht municipality was 48.5%. By examining the second hypothesis of the research and the results of Spearman correlation statistical test, we can find out the relationship between these two variables. The research hypothesis about the relationship between active citizens and accountability in five districts of Rasht municipality is confirmed. The intensity of the relationship between active citizen and accountability in 5 districts of Rasht municipality is 38%. By examining the third hypothesis of the research and the results of Spearman correlation statistical test, we can find out the relationship between these two variables. The research hypothesis that there is a relationship between active citizen and transparency in five districts of Rasht municipality is confirmed. The intensity of the relationship between active citizen and transparency in the five municipalities of Rasht city is 13.5%. By examining the fourth hypothesis the research and results of Spearman correlation test can be found the relationship between these two variables. The research hypothesis confirms the relationship between citizenship awareness and accountability in five districts of Rasht municipality. The severity of the relationship between citizenship awareness and accountability in 5 districts of Rasht municipality was 29.5%.

By examining the fifth hypothesis of the research and the results of Spearman correlation statistical test, it is possible to understand the relationship between these two variables. The research hypothesis confirms the relationship between citizenship awareness and transparency in five districts of Rasht municipality. The severity of the relationship between citizenship awareness and transparency in the five areas of Rasht municipality is 15.5%. According to the results of the research and the importance of the subject, some suggestions can be presented in order to achieve the research as follows:

Considering the confirmation of the first hypothesis of the research on the relationship between awareness of citizenship rights and active citizenship, and considering that citizens' awareness of citizenship rights was evaluated at a low level, it is necessary that municipalities and other social institutions pay more attention to the issue of increasing citizens' knowledge of their organization's missions and objectives. Obviously, in order to use social capital and increase the level of responsibility and participation of citizens in the affairs of society, efforts should be made to make them aware of the duties and responsibilities of the municipality and their rights and obligations against it. For this purpose, mass media and their educational capacity can be used. Also, the municipality and the city council's attention to informal education for different ages of children and adolescents, young, middle-aged and old groups is recommended.

As the findings show, active citizenship in the five districts of Rasht municipality is not in good condition. The realization of active citizenship and by activating citizens in the city requires a citizen-oriented and citizen-oriented approach and program in which the objectives of the programs are formulated in the interests of all citizens, so that citizens consider themselves part of its agents and supervise the performance of different aspects of the municipality as the rights and duties of citizens. And this supervision is an inevitable necessity given the extent of its powers and its impact on citizens' lives. In this study, the second and third hypotheses of the relationship between active citizen and accountability and transparency were confirmed. Given that the increase in existing accountability and transparency improves the level of trust. It is recommended to improve the level of accountability and transparency in order to strengthen the level of participation. The results of this study indicate that the situation of accountability and transparency of performance in the five areas of Rasht municipality is not appropriate.

Therefore, it is recommended that by informing citizens about the performance of the municipality and presenting the results of the performance evaluation of municipalities to citizens, increasing the councils and citizens' interaction with the city council, and informing about the turnover of municipalities, to strengthen accountability and transparency in the municipality, by increasing the level of popular trust, the possibility of expanding active citizenship and enabling the effective cycle of accountability, trust, active citizenship and accountability and transparency of performance.

Also, considering the confirmation of the fourth and fifth hypothesis of the research on the relationship between awareness of citizenship rights with accountability and transparency and low citizenship awareness of citizenship rights, it is recommended to provide transparent information about the amount and manner of costs in government agencies and answer the questions and complaints of the people and relevant authorities in this regard will be helpful. Also, government managers should be responsive to the questions and ambiguities raised by the representatives of the people, the issues raised in the media and popular criticism, and try to eliminate these ambiguities with timely response. Dear researchers of our country, it is recommended to consider important issues of public administration such as the variables raised in this research more carefully.

In particular, the consequences of public accountability and transparency are widespread, so it is suggested that they try to identify important variables such as accountability and transparency and to investigate and analyze the consequences of such variables with greater scrutiny. It is also recommended that researchers in the future investigate whether the gender and marital variables also have an impact on the four variables of research (citizenship

awareness, active citizen, accountability, transparency), because it is possible that the crisis of indifference, motivation and legitimacy that Habermas predicted in the West will occur and people of all ages and genders have no hope of change and become indifferent. Considering that citizens' awareness of citizenship rights has had a 48.5% effect on the development of active citizenship in this study, it is suggested that other factors affecting this variable be investigated in other researches. Perhaps by interfering with new variables such as public trust, the research model can be developed and the conditions for better integration of social institutions in civil society can be provided. Finally, it is suggested that studies be planned to define the mutual duties of citizens and municipalities in order to strengthen the sense of belonging of citizens to urban society.

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