

## **ROLE OF SOCIAL TRUST IN URBAN DEVELOPMENT (CASE STUDY: ZAHEDAN CITY)**

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**ABSTRACT:** *Social trust is one of the most important aspects of human relationship that is the basis for cooperation between members of the community. Social trust will enhance the cooperation in the economic, social, political and cultural fields and will increase the willingness of people to work with different groups of population. The target of the current research is surveying the role of social confidence in urban development of Zahedan. The type of the research is corresponding and in order to analyze data the regression model was used. The population in the research include all of the Zahedan citizens and the population of the sample, based on Cochran formula, is 384 people in which individuals were selected randomly. For collecting the data of the research social confidence and urban development questionnaires were used. The questionnaires' reliability was confirmed by Cronbach's Alpha. The questionnaires were distributed among the sample population and then collected. The collected data was analyzed by SPSS.V20 software. The results show that from the perspective of the citizens of Zahedan city, there is a significant positive relationship between social trust and urban development.*

**KEYWORDS:** social trust, Urban Development, Development, Zahedan

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### **INTRODUCTION**

Social trust is an important factor in interpersonal, professional and abstract relations in the development of society and it is prerequisite for the formation of social ties and treaties. Social trust is the creator of the cooperation and assistance and only in this case, solving the problems and social obligations will be possible while there are differences. However, studies indicate that a crisis is created in the most important index of social capital that is social trust which requires closer and scientific examination. According to Anthony Giddens, Modern societies rely on the specialized trust systems this means that trust is the key to the relationship between the individual and specialized systems (Giddens, 2005, 52). Since the new surveys also show that the lowest level of trust in society is to technical and professional organizations, this indicates that the level of trust in abstract systems such as economic organizations is low (Azimi and Edrisi, 2007, 10).

Mutual trust allows that Interactions will be flowed in the community widely. So trust is one of the most important compound forces within society. Social trust will influence on the accelerated economic growth, the increase of economic efficiencies prosperity, providing of public benefit, creating of social cohesion and cooperation and coordination, the satisfaction level of life, the stability of democracy and development and health and increasing of life expectancy (Newton, 2002, 3).

By regarding of the importance of trust in society and comprehensive development, this concept was considered in development planning so that it was mentioned in the law of development programs (Mansur, 2005, 144).

On the other hand, urban development is one of the concepts that is strongly linked to peoples' lifestyle in a society and in concrete dimensions, it will be more related to raising the level of public life through the creation of optimal conditions in nutrition, health, employment, education and how to spend leisure time. Therefore, urban development seeks to improve the social, economic and cultural conditions of a society that the strengthening of social capital is needed for its formation. Today, in urban communities with abundant physical, human, economic capital, we're slow in the process of urban development and a lack of social capital is felt (Karkonan Nosratabadi, 2006, 222).

The city of Zahedan with a population of 660,575 people is one of the major cities located in close proximity to both Afghanistan and Pakistan and it is faced with various problems in the direction of development. It seems that we will be able to overcome these problems by moving in the direction of development and by strengthening social foundations of social capital and social trust between the citizens and detects weaknesses and recommend ways to strengthen the trust.

### **The history of the research**

Kristen and et al (2007) studied the relationship of cooperation, trust, and justice (fairness) as a component of social capital on a number of job characteristics for staff's physical and mental health. They found that the alignment of component of the social capital and trust and justice have a direct and strong relationship with their employees' health. In addition, they found that in organizations that social capital was low; job satisfaction was extremely low, too.

Yajoun Lee and et al (2005) examined the impact of social capital and social trust on quality of life in the United Kingdom. In their analysis of the results, they concluded that the informal channels of social capital are more important in influencing the public perception of trust and quality of life.

Adhami and Kavianpour (2010) in an article entitled "the Effect of social factors on social trust in the city of Nour" have concluded that social trust is not as Pirbordio assumed but social trust has moral nature and function.

Divson and Go (2011) have studied trust and focus on the intention of publishing of tacit and explicit knowledge in Chinese companies and argued that the type of knowledge have different levels of effects.

Fukuyama (1999) examined the relationship between social capital and the civil society and in his articles points to the development of the concept of social capital through (the radius of trust) and channels of trust.

### **The hypothesis of the research**

There is a direct and significant relation between the social trust of citizens and Urban Development.

## **Theories**

### **Urban development:**

Urban development is the improvement of living standards in different dimensions in order to achieve a better life for all citizens, So that social, economic, political, structural and environmental stability will be provided. As long as the city does not find the concept of community, the concept of city development will not be realized and may decrease the effectiveness of development components. In the first step, all citizens of a city should demand the growth of the city and resolve the troubles and problems until these components are to be effective. Therefore, collective participation is the infrastructure of the component of urban development and if there is no partnership and common aim for the development, there will be no meaningful development (Mirza Abotalebi, 2006, 9).

### **Social trust**

Social trust is one component of social capital that has been an essential element to strengthen cooperation which is achieved through close acquaintance with others in a small community. But in the larger and more complex societies an impersonal trust with an indirect form of trust will be necessary. Fukuyama also knows the trust as an index for social capital within the meaning of the collective values of social networks and cultural ethics that form the foundation of economic growth and stability. From his view, the trust is an expectation that will rise from a society with a regular behavior with friendly relations based on cooperation and participation (Ganji and et al, 2010).

Social capital refers to characteristics of social organization such as networks, norms and trust that makes it easier the coordination and cooperation to achieve mutual benefit (Putnam, 2005, 95).

### **The Situation of the Area under the Study**

Zahedan is located in the province of Sistan va Baluchestan in southeast of Iran. It is bordering Afghanistan and Pakistan. Zahedan is the center of the province with an area of 5771 hectares and 2000 meters above the sea level. The area which Zahedan is situated on does not have identical topographical features. Hence, many urban problems are associated with the topographic of the region. Zahedan's topographic is mainly influenced by the surrounding mountains and vast plains. According to the detailed plan of the city in 1991, Zahedan was divided into 3 regions, 20 Regions, and 85 localities.

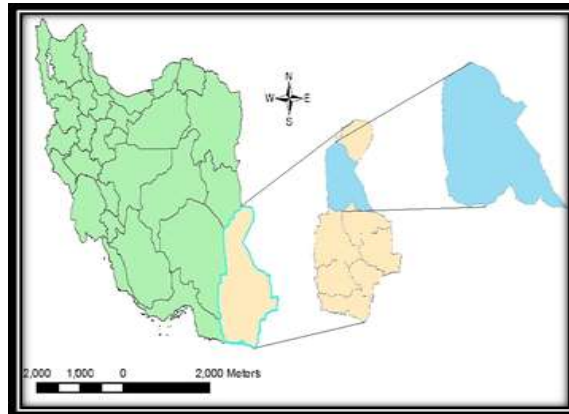


Figure (1): geographical location of Zahedan, Source: search results

## Discussion and conclusion

### The variable situation of the urban development among the citizens of Zahedan city

The components of urban development in the research include municipal health system, good government, a sustainable environment, educational structure and the satisfaction and happiness.

**Table (1): Results of the one-sample t-test in connection with the urban development and its components**

| sig   | t      | Deviation of Mean | theoretical Mean | Experimental Mean | Variable                       |
|-------|--------|-------------------|------------------|-------------------|--------------------------------|
| 0.000 | -17.56 | 0.72              | 3                | 2.30              | Urban health                   |
| 0.000 | -18.66 | 0.82              | 3                | 2.46              | The ideal system of government |
| 0.000 | -12.64 | 0.80              | 3                | 0.33              | Environmental sustainability   |
| 0.015 | -1865  | 0.76              | 3                | 2.90              | Educational structure          |
| 0.000 | -2.43  | 0.68              | 3                | 2.39              | Happiness and joy              |
| 0.000 | -17.11 | 0.59              | 3                | 2.46              | Urban Development              |

Source: research results

As it is seen in Table 1, the significant level of all components is less than 0.05 and because the value of t for all aspects of urban development is negative so the dimensions of urban development in the city of Zahedan are not desirable.

Also according to the significant level of urban development which is less than 0.05 and the value of obtained t equals to (-17.11), it can be concluded that urban development is not desirable in the city of Zahedan.

**The state of social trust among citizens of Zahedan city:**

Social trust in this study includes components of fundamental trust, interpersonal trust and a public trust, political trust, institutional trust and confidence in jobs. Table 2 shows the results of the single-sample t-test to check the status of each of the dimensions of social trust.

**Table (2): single-sample t test results in relation to the situation of social trust and its components**

| sig   | t      | Deviation of Mean | theoretical Mean | Experimental Mean | Variable                             |
|-------|--------|-------------------|------------------|-------------------|--------------------------------------|
| 0/000 | 15/10  | 0/804             | 3                | 3/62              | <b>Fundamental trust</b>             |
| 0/000 | 36.45  | 0/556             | 3                | 4/09              | <b>interpersonal and group trust</b> |
| 0/105 | 1/62   | 0/563             | 3                | 3/05              | <b>Public confidence</b>             |
| 0/000 | 14/33  | 0/617             | 3                | 3/45              | <b>Political trust</b>               |
| 0/000 | -3/93  | 0/920             | 3                | 2/82              | <b>Institutional trust</b>           |
| 0/000 | 4/803  | 0/645             | 3                | 3/16              | <b>Confidence in Jobs</b>            |
| 0/000 | 15/244 | 0/456             | 3                | 3/35              | <b>Social trust</b>                  |

Source: research results

The Study shows that all components of social trust except public trust and institutional trust are in a satisfactory condition with probability of 99% (sig = 0.000,  $p < 0.01$ ) higher than average (experimental Mean more than theoretical mean). As well as public trust has a moderate level because of having the significance level of higher than 0.05 and institutional trust is in undesirable level by a significant level of less than 0.05 and negative t value. In general, due to significant level, the social trust is higher than the average and it is desirable with the possibility of 99%.

**Hypothesis testing**

- There is a direct and significant relation between the social trust of citizens and Urban Development.

The results of correlation test for the first hypothesis is specified in Table 3.

**Table (3): Pearson correlation test between urban development and social trust**

| Sig   | Pearson correlation coefficient | Independent variable | Dependent variable       |
|-------|---------------------------------|----------------------|--------------------------|
| 0.000 | 0.647                           | social trust         | <b>Urban Development</b> |

Source: research results

According to Table 3, since the significant level for social trust and urban development is less than the obtained 0.01 so, in the level of 99%, there is a significant correlation between social trust and urban development which correlation coefficient between social trust and Urban Development is 0.647 and represents a strong relationship between them. Thus the first hypothesis of the research will be confirmed and from the perspective of the citizens of

Zahedan city, there is a significant positive relationship between social trust and urban development.

The significance level is also obtained less than 0.01 between the variable of urban development and six dimensions of social trust so there is a significant correlation between the dimensions of social trust and urban development at the significance level of 99%. As a result of the impact of independent variables on the dependent variable can be examined by using multivariate regression test.

**Table (4). Pearson correlation test between urban development and social trust**

| Sig   | Pearson correlation coefficient | Social trust                  | Dependent variable       |
|-------|---------------------------------|-------------------------------|--------------------------|
| 0.000 | 0.422                           | Fundamental trust             | <b>Urban Development</b> |
| 0.000 | 0.221                           | interpersonal and group trust |                          |
| 0.000 | 0.284                           | Public confidence             |                          |
| 0.000 | 0.431                           | Political trust               |                          |
| 0.000 | 0.507                           | Institutional trust           |                          |
| 0.000 | 0.619                           | Confidence in Jobs            |                          |

Source: research results

To examine multivariate regression test, the correlation between dependent and independent variables should be measured first then if there is any regression equation it should be investigated in fact, the correlation is a prerequisite for multivariate regression test.

As it is determined in Table 5, there is an overall correlation between independent variables of the social trust and the dependent variable of the urban development and this amount equal to  $R = 0.647$  and it represents a high direct positive correlation between the variables. Since the coefficient of determination ( $R^2$ ), is equal to 0.419%, this means that the independent variable has been able to explain a total of 41% of the variance of the dependent variable indicating the high influence of social trust on urban development. And also according to the ANOVA table or significant table (Table 5), F-value indicates whether the research regression model is an appropriate model or not. In other words, can the independent variable explain the dependent variable changes well or not? It is possible to detect this case with significant F in Error level of smaller or larger than 0.05. Since F is equal to 275.025 that in level of error of less than 0.05 is significant, indicates that the independent variable has the high power of explaining and is able to explain the changes and variance of the dependent variable. In other words, the research regression model is a good model and helps us to

explain changes in the dependent variable based on the independent variable. Since the interpretation of the regression coefficients is done based on the coefficient of (Beta) and since, the relative contribution of each independent variable in the model is determined through this statistic therefore, with respect to the amount of Beta, we can say that social trust is an important factor in predicting urban development.

**Table (5): regression coefficients for the impact social trust on the urban development**

| Subscribe factors(Beta) |       | ANOVA |         | Summary Model |       | Variables           |
|-------------------------|-------|-------|---------|---------------|-------|---------------------|
| sig                     | Beta  | sig   | F       | R2            | R     |                     |
| 0.000                   | 0.647 | 0.000 | 275.025 | 0.419         | 0.647 | <b>Social trust</b> |

Source: research results

Multivariate regression test is shown in Table 6. Due to the significance level for this test has been obtained less than 0.05 (sig = 0.000, p <0.05) then regression equation between the independent variables and the dependent variable can be explained. Since the amount of R2 (coefficient of determination) is about 0.419 for regression equation therefore, the independent variables can explain 49% of the variance of the dependent variable.

**Table (6): multivariate regression test results**

| Subscribe factors(Beta) |       | Variables                     | ANOVA |       | Summary Model  |       |
|-------------------------|-------|-------------------------------|-------|-------|----------------|-------|
| sig                     | Beta  |                               | sig   | F     | R <sup>2</sup> | R     |
| 0.000                   | 0.22  | Fundamental trust             |       |       |                |       |
|                         | 2     |                               |       |       |                |       |
| 0.019                   | -0.97 | interpersonal and group trust | 0.000 | 60.70 | 0.491          | 0.701 |
|                         | 7     |                               |       |       |                |       |
| 0.002                   | 0.12  | Public confidence             |       |       |                |       |
|                         | 3     |                               |       |       |                |       |
| 0.014                   | 0.11  | Political trust               |       |       |                |       |
|                         | 4     |                               |       |       |                |       |
| 0.017                   | 0.12  | Institutional trust           |       |       |                |       |
|                         | 1     |                               |       |       |                |       |
| 0.000                   | 0.43  | Confidence in Jobs            |       |       |                |       |
|                         | 6     |                               |       |       |                |       |

Source: research results

According to the output of the regression test in Table 6 shows that the significant level for each dimension of social trust is less than 0.05 which represents the influence of all dimensions of social trust on urban development and the coefficient of each of these dimensions in the regression equation equals to the value of the specified Beta in table 6.

Based on the above mentioned issues, the regression equation of Social trust variable can be expressed as an equation 1-4:

$$y = 0.222x_1 - 0.97x_2 + 0.123x_3 + 0.114x_4 + 0.121x_5 + 0.436x_6$$

According to the beta coefficients in Table 6, the impact of interpersonal and group trust has the greatest impact on urban development with influence Coefficient of - 0.97, it should be noted that this effect is in the negative direction. The component of political trust from the social trust system components has also the minimal impact (0.114) on the dependent variable of urban development.

## CONCLUSION

Social confidence, as an important element of social capital, is one of the pre-conditions of urban development in deferent societies. The main goal of urban development is providing essential needs, improvement of live level, better managing of ecosystems, and some kind of safe future. Evolution and development of modern human societies from the first manner depends on the complexity, the density of social relationships and interaction that the confidence has fueled its expansion. Urban Management and in its specific meaning, the municipal as one of the social organizations can have a higher efficiency and productivity whenever gain the citizens trust as social and spiritual capital and use it in the direction of the organization and urban development.

According to the above issues it can be said that with the increase of social trust among citizens of Zahedan city, urban development will also increase. It is essential to note that the improvement of social trust component is effective in the improvement of urban development of the city of Zahedan and by improving of these components; the improvement of the development of the city of Zahedan can be created.

## SUGGESTIONS

- The education office should attempt to promote trust and eliminate the mistrust in the community from preschool by publications of books.
- Considering to economic level of society, creating of the conditions for jobs and supporting the right of employers to reduce unemployment to strengthen appropriate government system.
- Encounter decisively with people who cause the loss of social trust and distrust spread in society at any positions which they are.
- Creating of the necessary groundwork for greater participation of people in collaboration to create social religious atmosphere in direction of improving of social partnerships.

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