

Performance Analysis the City Services with the Emphasis on Citizens Satisfaction (Case study: 5 Rasht Regions)

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Learn the quality of municipal services, as one of the most important urban management agencies - - is inevitable, the importance of this, in small towns , Iran for monitoring less than mega - cities , the greater . present objective of the study was to determine how perceptions and expectations of the city's residents of Rasht quality of municipal services . For the purpose of this research and application , in terms of the nature of the research method and descriptive and analytical - was to collect data and information the library studies teacher - - and - field advantage to the questionnaire is proportional to the municipal services designed and between one example 384 people who use to determine the scale of the sample volume Cochrane - to simple random sampling method . Factor analysis results in a state of service quality standard estimate showed that the measurement model appropriate service quality and all the numbers and meaningful parameters of the model . Also, between perceptions and expectations of citizens in all aspects of the quality of municipal services , so there is no significant difference in the Rasht municipality has been unable to citizens ' satisfaction in the field of service quality . the results of the questionnaire and documentary findings suggest it was important that the performance of the Rasht municipal services during recent years , with a view to questions posed in the questionnaire in the fields of green and beautification fire late in the desired is evaluated in Section culture and tourism, services and bookkeeping hawkers in desired . Keywords: analysis, performance, the civil service, satisfaction, Rasht

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