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THE FACTORS AFFECTING THE INCREASE IN MIGRATION TO TEHRAN AND ITS RELATIONSHIP WITH URBAN SERVICES' QUALITY: A CASE STUDY OF IMMIGRATION SCOPE OF TEHRAN PROVINCE

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Abstract
Migration especially international migration has been analyzed in many theoretical schools. The amount and method of providing urban services can play an effective role in spatial population displacement and demographic changes in urban areas. In this study, the role of factors leading the increase in immigration to Tehran and its relationship with the urban services' quality (Case Study: Immigration Scope of Tehran Province) have been investigated. Cultural and religious, research and educational, political, social, economic and geographical and climate factors have been studied here. The statistical population includes all people who migrated to Tehran. The data were gathered using the questionnaire and the research hypothesizes were tested using SPSS vs. 21. Results indicated that there is a significant relationship between the studied factors and the urban services' quality at a significance level of 95%.
Keywords: Urban Services' Quality, Migration, Religious and Educational Factors, Political Factors, Social Factors, Economic Factors, Climate and Geographical Factors

1. Introduction

Any building or space can't completely meet all people's needs and demands. A broader range of opportunities for an interaction with environment can make it more appropriate for meeting demands of the people who use it, therefore, increase the environmental capability for facing different needs. Throughout history, human always have made many changes in his environment in order to achieve the ways to meet these demands. But these changes were not always desirable and sometimes resulted in environments in which human conditions have been deteriorated in biological settlements worldwide, and small and big cities' environment has increasingly become unattractive and useless for the residents of urban areas and sometimes rural areas. One of the factors that are directly related to the political, security, economic, cultural and social situation of the world is migration. Sociologists believe that migration refers to population mobility from a geographical point to another. Also, migration can be defined as movement of people form a point to another for working or living. Migration depends on various factors including poverty, unemployment, natural disasters, war and insecurity, lack of facilities such as education, health services, suitable habitats and political and

social/cultural freedom. Therefore, this study aims to investigate the factors affecting the increase in migration to Tehran and its relationship with the urban services' quality. After talking about the problem statement in this chapter, we will investigate its necessity and significance. Also, the research objectives will be expressed here. The theoretical framework as the principal foundation for expressing the questions and the research topic has been investigated here followed by a review on the research hypothesizes and analytical model.

2. Problem Statement

A new era of the community development has been accompanied by improving the life and health indicators and accelerating population growth around the world, and simultaneously, economic and social motives and fields, various factors affecting population displacement and migration were emerged as a more convenient alternative. Therefore, migration was emerged as a necessary and distinctive factor at different levels in all countries, as it was irrational and impossible to ignore it in most cases. Most of the theorizations about expanding the capitalist mode of production and Iran's integration into the world capitalist order have been made in particular in relation to the political economy of oil and the state's transition to a new era and in general in relation to the importance of rural-urban migrations (Irandoust et al., 2013). In order to strengthen the foundations of development and remove and moderate the imbalances, many societies, especially in developing countries, require planning and distinguishing their potential resources and facilities as well as understanding the level of inequalities among the development indicators in the areas under their influence more than ever (Qanbari, 2011). Urbanization and immigration are two twin and synonyms in the different texts and theories about migration. In this sense, there is a significant relationship between urbanism and migration theories. Contemporary urbanization coincided with a fundamental transformation in residential and social structure, as it originated in the Industrial Revolution and its central point is migration. The fact is that a new phase of human civilization was made in a new structure of the global economy in which production and overproduction were not defined as a traditional concept originated in the agriculture and farmlands, but they originated in industrial, commercial and services' activities. According to this new structure, city plays the main role in the concentration of capital and the reproduction of capitalism. Due to its polyhedral effects on the source and target communities' population on the one hand and its impacts on social, cultural and economic structure and parameters of the proposed societies on the other hand, immigration is one of the most important and attractive issues for the sociologists, demographers, economists and generally in the field of social sciences (Teifouri et al., 2013).

Immigration exists in developed and developing countries, but its type and nature is different between them. The landmark of immigration in Europe is Renaissance and in most cases, it was accompanied by useful effects because of its compatibility with the social structure. But in developing countries, immigration was emerged in a different way, because its constituent elements were not originated in these societies and thus resulted in undesirable economic, social and environmental effects. Although immigration is considered as a positive phenomenon, its unplanned development can lead to several spatial problems in origin and destination (Nourbakhsh & Saraskanroud, 2011).

An increase in urban population and also continues migration of people from villages to cities puts a heavy pressure on urban infrastructures and prevents most of them from playing a desirable role in development process and results in a focal point for the problem of underdevelopment in developing countries. Accordingly, the need for urban infrastructures and services is rapidly increasing. While most states lack the financial resources for meeting this demand. The inability of local authorities for financial issues and administrative capacity, an increase of the problems of underdevelopment and international recommendations all consider applying non-government organizations and private sector as a strategy to solve the problems and respond a society's challenges. Although privatization

has been more focused in the last few years, its concept is neither new nor unique for developed countries (Radmanesh, 2013).

Following the expansion of employment opportunities in the new sector, migration of people who seek a more income will be continued. Increasing population density in cities, the land prices in urban areas, housing costs, foodstuffs transportation and the other urban facilities will be increased. This issue will tighten the gap between rural and urban income levels, and thus urbanization changes and immigration process will be slower. Continuing development process, the diversity of the new economic sector's activities will be increased and urban area will become an integrated system independent of the different cities, which each of them will be developed in order to specialize an aspect of economic activities. In this way, urbanization process will affect all aspects of development by attracting human resources toward the activities with more economic efficiency. Migration to cities especially Tehran is very important in Iran and also many studies and research have been conducted in this field. Due to a boarder geographical area, centers of gravity accumulation, installation and manpower, cities have always been threatened. The current study aims to answer this question "There is a relationship between the factors affecting the increased migration to Tehran and urban services' quality?"

3. The Necessity for Research

Now many studies have been conducted on the rural-urban migration and many theories have been expressed about it. In this field, the authors such as Theodore Louis, and so on, have proposed some theories and also there are some perspectives including functionalism, attachment (dependence), economic duality, etc. Some of the theories mentioned above are explained with emphasizing the reasons for migration from villages to cities, so that we can achieve a comprehensive perspective in this field. Functionalists believe that all social needs can be trained in the social systems' framework. The activities in each system have some needs that can't be met in that system. Therefore, it is possible to create the necessary developments for decreasing the inconsistency between feeling the need and the possibility of meeting it in an activist or a system or both of them. Understanding these inconsistencies between individual features and social system resulted in a person migration in order to reduce the structural imbalances. Using the aforementioned theory to explain the reasons for villagers' migration to Tehran, Azmipour said, "Since people's social needs can't be met in rural areas and their proper responses may be found in some cities, an imbalance will be created among the rural and urban societies and villagers have to migrate to cities for meeting their demands."

According to the dependence theory, immigration is a result of the structural transformation of villages from a traditional system (landlordism) to an industrial system and integrating them into a dependent capitalist system.

Thus, in the aforementioned theory emphasizes on making the global economy, nor an individual development of a country. The proponents of this view believe that two groups of factors can affect the migration growth: Modifier Factors and Recession Factors. A modifier factor represents the technological and agricultural mechanization-based transformations which lead to farmers' unemployment or underemployment and subsequently force the villagers to migrate to cities. The recession factor which called the demographic factors in this study is effective when the population growth overtakes the traditional agricultural products due to a relative improvement in healthcare and work force would have to also be moved. Michael Todaro has sought to explain the rural-urban migrations. The main assumption of Todaro's model is in a manner in which every potential immigrant chooses to emigrate city or not based on the increase in the expected income. There are two underlying economic factors affecting this decision making: the first factor is related to a real difference between wages in cities and villages, which has been created due to different skills and training courses held for workers. In fact, the difference between the wages paid to the urban workers and the rural skilled workers' wages has been identified as the permanent factor for immigration. The second principal factor and most important part of the aforementioned model that there is not in the

other rural-urban migration patterns is an immigrant's success likelihood to access a job in a city (Qasemi Ardahaei, 2006).

Migration to big cities is one of the fundamental problems for different countries especially developing countries. This issue is of interest to economists and sociologists. For many decades ago, at least in terms of economy, migration was considered as a desirable phenomenon since a manpower migration from the low-yielding areas to the high-yielding areas increased the economic growth and efficiency, but due to an uncontrolled migration growth, the desirability of this phenomenon was being questioned despite a considerable unemployment rate in urban areas as well as social problems. Many informal jobs, undesirable immigrant settlement, environmental pollution and the emergence of social problems such as delinquency and robbery are some of the outcomes for migration to the big cities especially Tehran. According to the past decades' literature, the highest migration rate belongs to Tehran and this issue has resulted in significant concerns for the state, especially given that many cities near Tehran have become a dormitory for the people working at Tehran leading to different problems (Seyyed Alipour et al., 2007). The final result of migration from villages to cities is the complete destruction of national prosperity and the loss of liberty because a rural degeneration is like the degeneration of the civilization, a civilization that supports the citizenship law and the sanctity of human freedom. In developing countries such as Iran, the migration from villages to cities is one of the most important economic and social issues. These immigrants create many problems including the disorders resulted from the pressure on the limited urban resources and facilities, unemployment and underemployment, a lack of educational and living space, air and environmental pollution, senility and feminization of agricultural labor force, village evacuation, and so on in both the origin and the destination (Qasemi Ardahaei, 2005).

Michael Todaro is one of the most famous theorists in the field of immigration whose fundamental discussion is about rural-urban migration. Todaro's main assumption has been provided as a model in which a person chooses to migrate in terms of a "possible income" based on an economic objective or avoid it. According to Todaro's model, migration will be more done to response the difference between rural and urban expected income than a real income. Two economic factors play an important role in this decision making: the first is a relal difference between the wages in villages and cities, the second and more important factor is an immigrant's success likelihood for finding a job or a better job with a more income in a city (Irandoust et al., 2013).

Immigration is a phenomenon that exists in both developed and developing countries, but the type and the nature of these migrations is different. Except the force migrations resulted from the political problems or natural disasters, all evidence indicates that the youth tend to migrate more than the other age groups and their migration can lead to a decreased generation in the society in the long term (Qasemi Siani, 2009). With respect to the discussions mentioned above, it is necessary to conduct a study on the immigration to Tehran and its relationship with urban services' quality.

4. Research Objectives

Ideal Objectives:

An analysis of the factors affecting the increase in immigration to Tehran and its relationship with urban services' quality

Overall Objectives:

Measuring the relationship between the increased immigration to Tehran and the quality of urban services provided to the immigrants

Practical Purposes

- Measuring the relationship between the cultural and religious factors effecting the migration to Tehran and the quality of urban services provided to immigrants

- Measuring the relationship between the education and research factors of Tehran and the quality of services provided to immigrants.
- Measuring the relationship between the political factors of Tehran and the quality of services provided to immigrants
- Measuring the relationship between the economic factors of Tehran and the quality of services provided to immigrants
- Measuring the relationship between the climate and geographical factors of Tehran and the quality of services provided to immigrants

Research Applied Objectives

The results obtained from this research can be useful in the following cases:
- **Companies:** They can use these results for choosing a suitable strategy to develop their market
- **Companies' managers:** These results can practically be applied by companies' managers and the other users.
- **Universities and Scientific & Research Centers:** They can use these results for conducting more specialized studies and the future researches in this field and developing scientific theories.
- **Students and Researchers:** As the future builders of a society, they must always have enough information about the factors affecting the increased migration to Tehran and its relationship with urban services' quality (Case study: Immigrants of Tehran Province in the Scope of Immigration). Therefore, these kinds of researched can help them conduct more studies.

5. Research Questions

Main Question:

Is there any relation the increased migration to Tehran and the quality of urban service provided to the immigrants?

Minot Questions (Secondary Questions):

- Is there any relation between the religious and cultural factors of Tehran and the quality of services provided to the immigrants?
- Is there any relation between the educational and research factors of Tehran and the quality of urban services provided to the immigrants?
- Is there any relation between the political factors of Tehran and the quality of urban services provided to the immigrants?
- Is there any relation between the social factors of Tehran and the quality of urban services provided to the immigrants?
- Is there any relation between the economic factors of Tehran and the quality of urban services provided to the immigrants?
- Is there any relation between the climate and geographical factors of Tehran and the quality of urban services provided to the immigrants?

6. Research Hypothesizes

Main Hypothesis:

There is a relationship between the environmental factors of Tehran and the quality of urban services provided to the immigrants.

Subsidiary Hypothesizes (Minor Hypothesizes):

- There is a relationship between the religious and cultural factors of Tehran and the quality of services provided to the immigrants.

- There is a relationship between the research and educational factors of Tehran and the quality of services provided to the immigrants.
- There is a relationship between the political factors of Tehran and the quality of services provided to the immigrants.
- There is a relationship between the social factors of Tehran and the quality of services provided to the immigrants.
- There is a relationship between the economic factors of Tehran and the quality of services provided to the immigrants.
- There is a relationship between the climate and geographical factors of Tehran and the quality of services provided to the immigrants.

Research Variables' Operational and Conceptual Definitions

Migration: The U.N. Multilingual Demographic Dictionary defined migration as "a form of geographical mobility of spatial mobility between one geographical unit and another, generally involving a change in residence from the place of origin or place of departure to the place of destination or place of arrival. Such migration is called permanent migration and should be distinguished from other forms of movement which do not involve a permanent change of residence.'' (Seyyed Alipour et al., 2007).

Urban Services Quality: A 25-item questionnaire with a 5-point Likert scale was used to measure the urban services quality. The aforementioned questionnaire was extracted from Tehran Municipality Site.

Table (1): The Assessment Questionnaire for the Citizens' Perspectives on the Urban Services Quality

Questionnaire	Question No.
Urban Services Quality	1-25

A 48-item questionnaire with a 5-point Likert scale was used in order to measure the factors affecting the migration and its dimensions (Noushin, 2013). The questionnaire's dimensions are as follows:

Table (2): Assessment Questionnaire for the Factors Affecting the Migration to Cities

Questionnaire	Dimension	Question No.
Ieasuring the factors affecting t igration to the cities	eligious & Cultural Factors	-2-3-4-5-6-7-8
	esearch & Educational Factors	-10-11-12-13-14
	olitical Factors	5-16-17-18-19-20-21-22
	ocial Factors	3-24-25-26-27-28-29-30
	conomic Factors	1-32-33-34-35-36-37-38-39-40-41-42
	limate & Geographical Factors	3-44-45-46-47-48

7. Literature

Domestic Researches:

Ibrahimzadeh and Kamasi (2014) investigated and analyzed the urban services' quality according to the SERVQUAL model (Case study: Sanqar Municipality). The current study aims to determine the level of Sanqarian citizens' perceptions and expectations from the urban services quality. This is an

applied study in terms of objective and a descriptive-analytical one based on the nature and research methodology. Library and field studies were used for gathering data. In this regard, a SERVQUAL questionnaire was designed according to the urban services and was distributed among the 384 Saqezian citizens- who were selected using Cochran sample size formula- with a simple random sampling method. LISREL 8.5 and SPSS were used for data analysis (SPSS included Wilcoxon and Friedman tests). The results from the factor analysis on the services' quality based on a standard estimation mode indicated that the measurement model of service quality is suitable and all the numbers and parameters for the model are significant. Also, there is a significant difference between the citizens' perceptions and expectations in all the dimensions of the municipality services. Therefore, Sanqar Municipality couldn't meet the citizens' satisfaction in terms of the service quality. Also, the five dimensions for the quality and services were not in a same level from the perspective of Sanqarian citizens. Then, the reliability with the 3.29 average is in the first rank, followed by the dimensions of accountability, empathy, confidence and tangible factors with the averages of 3.05, 2.98, 2.91 and 2.85, respectively.

Amanpour et al., (2013) investigated the level of development of the cities in Kermanshah Province in terms of enjoying the urban services' indexes. Using a analytical-descriptive methodology, the current study has been conducted in order to assess the level of development of the cities in Kermanshah Province in terms of the urban services' indexes. In this regard, 8 urban services' indexes including the fire stations, the number of public libraries, the number of public parks, the number of public hospitals, the number of oil stations, the number of universities, the number of passenger terminals and the number of communication service s offices were selected and investigated according to the general statistical book of Kermanshah Province on 2012. The models such as Specification Coefficient, class difference solution, Shannon Entropy Coefficient, TOPSIS and coefficient of variation were used for the data analysis. Findings indicate that there is a significant difference between Kermanshah as the province's capital and the other cities in this province in terms of enjoying the urban services' indexes. According to the results of specification coefficient model for the city of Kermanshah with the specification coefficients more than 28 and 1170, there is a significant difference between this city and the second city of this province in terms of enjoying the urban services' indexes (i.e. the specification coefficient of Hersin is 21.51). According to the general results of the specification coefficient model for classifying the province's cities in the class difference solution model, just the city of Kermanshah has been classified as the fits place and 13 others have been under classed (i.e. the 5th class). Likewise, the results of TOPSIS model show a significant difference between the city of Kermanshah and the others as this city is in the first rank with the shortest distance to the positive ideal of 1 and the cities including Salas Babajani, Javan-Rood, Dalahoo, Ravansar and Qasr-e-Shirin have been under classed. The results of the coefficient of variation computations for a distribution analysis of these eight indexes also indicate that the index of enjoying communication services with the average of 3.49 has an unequal distribution among Kerman province's cities. Emphasizing the urban migrations, Bouchani and Toulaei (2013) analyzed the changes in the domestic migration pattern. Using an analytical-descriptive method and relying on the documentary studies, the study seeks to analysis and assess the situation of and the changes in the domestic migration process and its fundamental developments especially over the last decade. Although the migration and urbanization development resulted from the migration have been more significant during the decade from 5431 to 5631 and most of the state's political-social developments have been made during the decade of 5531-75, the highest migration rate in Iran is related to the decade from 1996 to 2006. This development is significantly related to the urbanization and the development of the settlement pattern and urban life. In fact, due to a change in Iranian economic and social structure and the emergence of rural-urban migration, the decade from 5431 to 5631 are considered as determining eras. But the decade from 1996 to 2006 were unique in terms of the migration process. On the other hand, this decade faced with a change in the migration pattern, as the

city-to-city migration pattern was increased and became a dominant migration pattern with increasing the population growth and the numbers of cities. It was in a way that the city-to-city migration pattern is the state's main patterns today. Geographically, this pattern is changing under the influence of the cities' regional differences, economic and social attractions and a transformation in their relative benefits. The research shows that the interprovincial city-to-city migration rate has gradually been decreased during 15 years ago and the city-to-city migrations have largely been become the regional ones. Rural-urban migration has less contributed the total migration and has been more made within the cities. This pattern has significantly been increased during recent years. In contrast, the interprovincial village-to-city migrations have considerably been decreased. Totally, in addition to a more trend to the city-to-city pattern, the migration has become the short and interprovincial ones in recent years.

Nourbakhsh and Sarasekanroud (2011) investigated the strategies for facing the rural-urban migrations using SWOT technique (Case study: the village of Kouhsar, the city of Hashtroud). The literature for the development in developing countries shows that the rural-urban migrations have many negative impacts on the origin and destination. Therefore, many attempts have been made in order to identify these outcomes and find the strategies for decreasing it during the past decades, but unfortunately due to a lack of strategic and integrated vision, these efforts have not been very successful. According to the strategic where the sustainable development has been emphasized, one of the methods to decrease the migration from villages to cities is to stabilized the villagers' life quality, which includes achieving equality, keeping cultural diversity, increasing collective sense (sense of community) and sense of citizenship, achieving and increasing the life quality and any change in economic activities leading to an improved life quality. In the current study, (**Gilaninia, S Matak 2012) also present that** internal strengths and weaknesses and the opportunities and threats out of rural settlements of Kouhsar Village, central district of Hasjtroud, have seamlessly been explained using SWOT technique and it have been proposed some strategies to solve the problems for the migration in the studied villages. Results show that with respect to an awareness of internal aspects (strengths and weaknesses) and external aspects (opportunities and threats), using an offensive strategy is the most effective way for decreasing rural-urban migrations.

Foreign Researches

Strzelecka (2008) investigated the urban development as compared as the sustainable development in Poland. This study aims to examine the degree of sustainable urban development in Poland according to the urban space (cityscape) and the necessary rules for designing the urban space. In this study, the sustainable urban development has been investigated using the development instructions. Findings indicated that it is necessary to identify the main obstacles of a legal urban space development for the sustainable urban development. One of the main obstacles for the sustainable urban development is regional conditions and the major strategies for the sustainable development.

In a study titled "The Changes in Municipal Services: Toward the Quality of Public Sector", Rodrigues et al., (2009) investigated the service quality in municipalities. Gronroos model was used for measuring the service quality. Results indicate that there is a direct and strong relationship among each dimension of technical quality, the quality of performance and the citizens' impression of the services provided and their satisfaction with the service quality. Generally, these variables play an important role in the services management and the popular belief is that they can sufficiently affect the citizens' perceptions and finally have ling-term advantages in creating the public value.

Giolitti et al., (2012) investigated the self-employment of rural-urban immigrants in China. This study aims to investigate the factors affecting the villagers' migration and self-employment. Results showed that there is a positive and significant relationship between people's wage differential and self-employment.

Chenet et al., (2013) investigated the migration from the rural areas to the urban areas with changing the endogenous policy. This paper aims to answer this issue "The labor migration from the villages to the cities in China and the impact of discrimination on the urban services." Results indicated that the endogenous policies and an inequality of providing the services can affect the rural-urban migration process.

Patino (2015) investigated the information systems of an alternative for renovation and achieving a management control in the urban public services. In this study, the information systems of the urban services and the urban services control were investigated using a survey on 196 statistical samples of municipalities. Results show that an improved quality control can meet the cities' population needs.

Upadhyay et al., (2015) conceptualized and investigated the researches and policy for the relationship between climate changes and migration. This study aimed to conduct a critical investigation of climate changes and migration through the concept of and the relationship between the climate changes and a tendency to migration in China's villages. This research was conducted in order to investigate the evidence and definitions provided for the climate changes and migration. The research findings show that the environmental stresses affect the people's migration. It also will investigate the impact of the endogenous policies and facilities on the urban services and the villagers' migration using a multidisciplinary approach. Assiamah (2015) studied the private sector's participation in urban health services, potential challenges and precautionary measures. This paper aimed to use the models and theories about the perspectives and challenges related to the private sector's involvement in providing the environmental and health services in African developing countries' towns. This study analyzed this issue by investigating the Owner-Broker model. This was a qualitative and retrospective analysis (Gilaninia, 2015). Results show that privatization is a necessary tool for increasing the quality of public health services and urban services consisting of a mechanism to prevent its potential challenges. This study believes that the same problems for the private sector can be moderated through people participation and increasing their responsibility with some key measures.

Nielsen (2015) investigated the characteristics of strategic urban planning and supervision of using lands in the urban services' management using the geographic data and the close and far routes measurement in the urban services' quality. In this study, the urban features and independent textures were classified using Spot 5 satellite images.

A summary of the previous literature has been provided in the following table:

Table (3) Domestic & Foreign Literature

Author	Year	Subject	Result
Ibrahimzadeh & Kamasi	2014	An investigation and analysis of the municipal services' quality according to the SERVQUAL model (Case study: Sanqar Municipality)	The standard results indicated that the service quality measurement model and all numbers and parameters are suitable and significant. Also, there is a significant relationship between the citizens' perceptions and expectations and all aspects of the municipal service quality. Thus, Sanqar Municipality couldn't meet the citizens' satisfaction with the service quality. Also, the citizens of Sanqar believed that the five dimensions of the quality and services are not within a same level and the reliability with the average of 3.29 is at the first rank followed by accountability, empathy, confidence and tangible factors with the averages of 3.05, 2.98, 2.91 and 2.85, respectively.

Amanpour et al.	2013	An assessment of the development rate of Kermanshah Province's cities in terms of enjoying the urban services index	The results from the coefficient of variations for analyzing the eight indexes' distribution also show that the index of enjoying communicational services with the average of 3.49 has an imbalanced distribution among the province's cities. Obtaining the highest weight for this index, this issue has been approved when computing the Shannon Entropy Coefficient.
Nourbakhsh	2011	The strategies for limiting the rural-urban migrations using SWOT technique (Case study: Sarasekan-Rood, Kouhsar Village, Hashtroud	Internal strengths and weaknesses and opportunities and threats out of the rural settlements of Kouhsar Village, Central District of Hashtrood, were integrally explained using SWOT technique and the strategies to solve the problems for the migration of the studied villages have been proposed. Results show that with a full awareness of internal aspects (strengths and weaknesses) and external aspects (opportunities and threats), the offensive strategy is the most effective method for decreasing the rural-urban migrations in this region.
Strzelecka	2008	He investigated the urban development versus the sustainable development in Poland. This paper aimed to investigate the degree of Poland's sustainable urban development in terms of the cityscape and the necessary rules for urban space design	The research findings indicated that it is necessary to identify the main barriers for the urban space development and draw up a rule for the urban sustainable development. One of the main obstacles for an urban sustainable development is regional conditions and the major strategies for the sustainable development.
Rodriguez	2009	The changes in municipal services; Toward achieving the quality in the public sector; Investigating the service quality of municipalities	The research results show that there is a direct and significant relationship between the technical quality and operational quality and the citizens' perception and expectation of the provided services and their satisfaction with the service quality. Generally, these variables play an important role in the service management, and the public belief is based on this fact that it significantly affect the citizens' perceptions and finally results in long-term advantages for the public value.
Giulietti et al.	2012	Rural-urban immigrants' self-employment in China	Analyzing the factors, this research indicated that there are positive and significant relationship between the wage differential and people's self-employment.

Chenet et al	2013	Migration from the rural areas to the urban areas with changing the endogenous policy	Results showed that the endogenous policies and providing imbalanced services can affect the rural-urban migration process.
Patiño	2014	Information systems as an alternative to innovation for achieving the urban public services control and management	The research results show that an improved quality control can affect the response to the urban population's demands.
Upadhyay et al	2015	Conceptualization and investigation of the researches and policies for the relationship between the climate changes and migration	The research findings show that the environmental stresses affect the people migration. This study will investigate the impact of the endogenous policies and facilities on providing urban services and villagers' migration using a multidisciplinary approach.
Assiamah	2015	The private sector's participation in providing urban health services; Potential challenges and discretionary measures	The research findings show that privatization is a necessary tool for increasing the public health services and the urban service quality and a mechanism for preventing its challenges. This study believes that the similar problems for the public sector can be moderated through the public participation and an increase of their accountability with the key measures.

Migration as a factor affecting the population can lead to the significant changes in the population creation and distribution. Not only as a phenomenon but also a meta-phenomenon (an event that will be happened due to a bed or condition where people live), migration has originated from the economic, social and cultural factors. In this research, with respect to the conceptual model of Noushin's thesis (2013), the reasons for the immigration and the urban service quality are investigated by reviewing the principles and the literature. The research's schematic model is as follows:

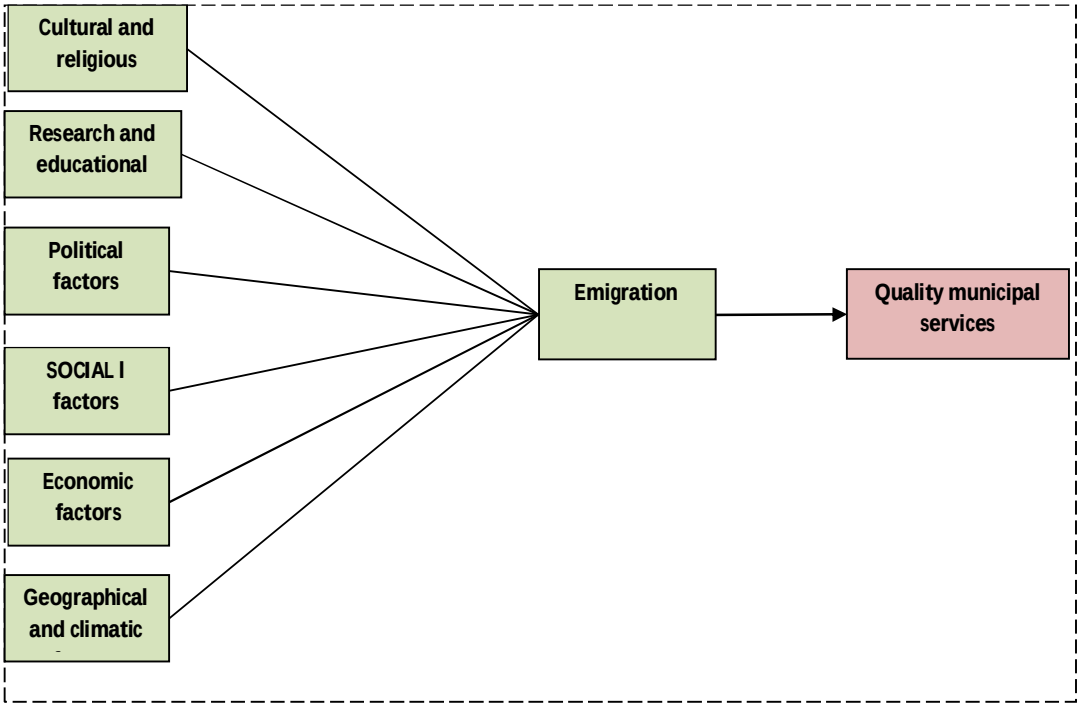

Diagram (1): IMPROVEMENT MODEL OF (Noushin's 2013 ,Gilaninia, 2015)
(Religious and Cultural Factors- Research and Educational Factors- Political Factors- Social Factors- Economic Factors- Climate and Geographical Factors ,Migration → Urban Service Quality)

8. Research Methodology

The foundation of every science is its method of recognition and the legal value of every science depends on the methodology it uses. Some of the definitions provided by the research methodology are as follows:

1) A research methodology referring to the ontology approach
2) A research methodology referring to the schools of thought and the social and natural research methodology (e.g. Empiricism, Refutationism, Naturalism, Behaviorism, Hermeneutics, Conceptualism and Phenomenology)
3) The research methodology as a systematic process,

These research methodologies are used for finding an answer to a questions or a solution to a problem (Khaki, 2008)

A research will be conducted for two different reasons: First, solving the problems available in the location. Second, adding to the human knowledge in a given field that the researcher is interested in. When a research is conducted for using the findings and results to solve the problems for an organization, it is called an applied research. But when we conduct a study for improving our perceptions of the specific issues which commonly happen in organizational environments and also finding a method to solve them, it will be a fundamental research or pure research. The findings resulted from these researches help increase the knowledge in different management areas (Ouskaran, 2006).

The overall objective of this study is to investigate the role of increasing migration to Tehran and its relationship with the urban services' quality (Tehran Province, Immigration Scope). The reason for choosing this research methodology is to determine that what kind of method must be used in order to realize the research's objectives in a faster, easier and less costly manner, which it depends on the purposes, the nature of the research topic and the researcher's facilities. The current study is an applied research in terms of objective, because its findings and results are used to solve the problems within

the organization. It is a descriptive/ correlational study in terms of the data collection. It is also a survey research, because it attempts to obtain a statistical sample using the questionnaire and the required information for the current situation. Also, it is a cross-sectional and quantitative research in terms of time and type of data. It is a correlational research in terms of the study method. In these kinds of researches, the relationship among the variables will be analyzed according to the purpose of study.

Statistical population

It includes a number of considered components with at least one similar characteristic; common characteristic is similar among the elements of statistical population and differentiates between statistical population and other kinds of populations. (Azar and Momeni, 2011)

The definition of statistical population should be comprehensive, i.e. it should be revealed in a way to encompass all the studied units from spatial and temporal point of view and due to that, the inclusion of units that should not be studies and it must be prevented.

Gathering the required data for the non-descriptive (non-experimental) researches that is done with a survey and correlational method is possible in two ways.

A. Complete census of people of studied population

B. Sampling and sample choosing that is the indicator of population

The statistical population of research is immigrants to Tehran city and statistical samples in that will be available in an improbable way. The number of this statistical population is 384 persons.

Statistical Sample

The following sample is a set of population that people of some parts of society form it as its members, so that the characteristics of the members of sample group indicate the greater population (Khaki, 2008, p-273). There is mentioned an important question in programming each study and research that says how much the size of sample should be. This question should not be underestimated. Choosing a sample that is greater than required range for achieving the expected results will waste the resources, while choosing very small samples often leads the researcher to results that have not scientific use (Azar and Momeni, 2011). When we have not the variance of population or its percent error, we can use Morgan table in order to evaluate the sample size. The following table shows the maximum number of samples. Due to the number of statistical population that is 384 persons, 185 ones are chosen as the sample and in an improbable and available way.

Table 4 – Morgan table (Naderi and Seif Naraqi, 2011)

Sample	Populati	Sample	Populati	Sample	Population	Sample	Population	Sample	opul atio n
338	2800	260	800	162	280	80	100	10	10
341	3000	265	850	165	290	86	110	14	15
246	3500	269	900	169	300	92	120	19	20
351	4000	274	950	175	320	97	130	24	25
351	4500	278	1000	181	340	103	140	28	30
357	5000	285	1100	186	360	108	150	32	35
361	6000	291	1200	181	380	113	160	36	40

364	**7000**	**297**	**1300**	**196**	**400**	**118**	**180**	**40**	**45**
367	**8000**	**302**	**1400**	**201**	**420**	**123**	**190**	**44**	**50**
368	**9000**	**306**	**1500**	**205**	**440**	**127**	**200**	**48**	**55**
373	**10000**	**310**	**1600**	**210**	**460**	**132**	**210**	**52**	**60**
375	**15000**	**313**	**1700**	**214**	**480**	**136**	**220**	**56**	**65**
377	**20000**	**317**	**1800**	**217**	**500**	**140**	**230**	**59**	**70**
379	**30000**	**320**	**1900**	**225**	**550**	**144**	**240**	**63**	**75**
380	**40000**	**322**	**2000**	**234**	**600**	**148**	**250**	**66**	**80**
381	**50000**	**327**	**2200**	**242**	**650**	**152**	**260**	**70**	**85**
382	**75000**	**331**	**2400**	**248**	**700**	**155**	**270**	**73**	**90**
384	**100000**	**335**	**2600**	**256**	**750**	**159**	**270**	**76**	**95**

The Method of Data Gathering

Gathering the required data of research is one of its basic and important levels and it is called sometimes 'research method' wrongly because of its importance. The level of data gathering is a process during which the researcher gathers the field and library findings and compresses them through categorizing and analyzing in an inductive method and then assesses his codified theories and finally announces his report and finds the results of research question based on them; in other word, the researcher discovers the reality and truth based on the gathered data as they are; therefore the validity of information is so important because invalid information prevent discovering reality and truth and the question and unknown case of researcher won't be cleared exactly or an inappropriate or distorted image of it is presented. The methods of data gathering can be categorized in two following levels (Khaki, 2008):

1. Library method
2. Field method

-Questionnaire method
-Interview method
-Observation method
-Voice and audio method
-Mixed method

Library method: the researcher will become more familiar with research subjects, its goals and aspects through studying books, articles and others researches. Due to these opinions, the results of research are evaluated scientifically and some suggestions are offered in accordance with that. Likewise, the required data are gathered in order to complete the second chapter that includes literature of research and analyzes domestic and foreign researches through referring to libraries and studying articles and different books and also analysis of scientific articles published in journals and magazines and monthly magazines about the current research and also the required data is gathered by using internet.
B. Field method: It has been used of a research-made questionnaire in order to gathering the data in this research.

Tools of Data Gathering

One of the important subjects that are considered by researchers during the process of research is making decision about choosing the proper method and tool for gathering the data of research. These tools are different due to the kind of document and the goal of researcher about data gathering. One of the most common methods in gathering field data is questionnaire method that enables data gathering in a vast domain. This method is often used in descriptive researches and the ones that have a vast geographical range or have a great number of statistical people and sample. (Hafiznia, 2008)
It has been used researcher-made questionnaire in field method in order to gather considered data and evaluate variables. For designing questionnaire, at first the articles and different books are analyzed

and the indexes of evaluation are prepared from several resources and experts' opinion for each studied variables in this research that includes following items:
Municipal services: it has been excluded the online questionnaire of Tehran municipality website in order to measure the quality of municipal services.
Immigration: in order to measure the immigration and its effective factors, it has been used a questionnaire that is taken from Noushin thesis (2013) based on 6 aspects and 48 questionnaires. These aspects are defined as follow:
-Religious and cultural factors: 8 questions
-Educational and research factors: 6 questions
-Political factors: 8 questions
-Social factors: 8 questions
-Economic factors: 12 questions
-Geographical and climate factors: 6 questions

Validity of Research Measuring Tools
This word is a definition of a degree that a measurement tool can evaluate a variable due to a special definition. In other word, positivity degree of answers is considered due to this question that whether the measurement tool measures the thing that we want. In order to measure different types of validity, following methods are used:
1. Prediction validity: it is equal to correlational coefficient between subjects' scores in which measuring the validity is considered and has been done with the scores that subjects will gain after implementing considered change in future.
2. Adaptability validity: it equals correlational coefficient between subjects' scores in the test and the ones in the measure whom scores are emerging.
3. Content validity: in order to measure this validity … We can use the average and standard deviation of mentioned people in order to gain the summary of comments in these cases (Zohouri, 2008)
The meaning of validity is that whether the measurement tool can measure the characteristic or feature of the tool that is designed for that. The importance of validity is related to this fact that improper measurements can make the scientific research invalid and worthless. There are several methods for determining the measuring tool. It has been profited from content validity in this research. This kind of validity often is used for analyzing the components for measuring tools and depends on the questions forming it. The test will have content validity if the questions indicate specific skills that the researcher intends to measure them. The content validity of a test is often determined by experts about the studies subject. Therefore, the content validity is depend on the judgment of arbitrator (Zohouri, 2008)
It has been used face validity method for validity testing in this research and the questionnaire is confirmed or modified due to the comments of experts and professors. The face validity asks this question that if experts confirm this fact that the tool measures what should measures or not.

Questionnaire Reliability
Reliability is one of the technical features of measuring tools. The mentioned conception is deal with this fact that how much the measuring tool may result similar results in similar situations. It has been used of several methods in order to calculate the reliability coefficient and some of them are defined as follows:
A. Retest method
B. Parallel method (peer method)
C. Bi-section method (split-halve method)
D. Cronbach's Alpha

It has been used of Cronbach's Alpha in order to evaluate the reliability. This method is used for calculating the inner correlation of measuring tool.

Cronbach's Alpha Method

This method is used for inner correlation of measuring tool such as questionnaires or tests that measure different characteristics (Sarmad et al. 2014, p-p 166-167). It has been used Cronbach's Alpha in order to evaluate the reliability. This method is used for calculating the inner correlation of measuring tool.

It has been used of Cronbach's Alpha method in order to calculate the reliability. It should be noted that the best method for determining the reliability level of research is Cronbach's Alpha method. The coefficient of Cronbach's Alpha is a number between zero and one that is calculated due to the following formula:

$$r_\alpha = \left(\frac{k}{k-1}\right)\left(1-\frac{\sum_{j=1}^{k}\sigma_j^2}{\sigma^2}\right) \qquad (1-3$$

r_α : Coefficient of Cronbach's Alpha or reliability coefficient of the entire test

k: Question numbers of the test

σ_j^2 : The variance of scores of j-nth question

□٢: The variance of total scores of test questions

The questionnaire of research includes following aspects and questions that its' Cronbach's Alpha has been shown in table below:

Table 5: Assessment questionnaire of immigrating factors to cities

Questionnaire	Dimension	Question No.
valuating factors of immigration ties	ultural and religious factors	-2-3-4-5-6-7-8
	ducational and research factors	-10-11-12-13-14
	olitical factors	5-16-17-18-19-20-21-22
	ocial factors	3-24-25-26-27-28-29-30
	conomic factors	1-32-33-34-35-36-37-38-39-40-41-2
	eographical and climate factors	3-44-45-46-47-48

Table 6: Assessment questionnaire of citizens' opinion about the quality of municipal service

Questionnaire	Question No.
uality of municipal service	to 25

Table 7: Cronbach's Alpha of questionnaire for evaluating the immigrating factors to cities

Question No.	Cronbach's Alpha
3	899

Table 8: Cronbach's Alpha of questionnaire for the quality of municipal services

Question No.	Cronbach's Alpha
5	844

The calculated alpha coefficient through software of statistical analysis is for assessment questionnaire of immigrating factors to cities is 0/899 and it is equal to 0.844 for the questionnaire of municipal service quality.

So it can be noted that mentioned questionnaire has the adequate validity, i.e. the answers were not gained by chance and accident, but they were caused by the impact of the variable which has been tested, because firstly it has evaluated properly the issue that researcher has taken into consideration and secondly the perception of all respondents of it was similar.

The major goal of data analysis is to evaluate the events and the relationship between the subjects of research properly. Data analysis and interpreting the results and hypothesis testing are two major steps in this route. Likewise, applying several tools in analysis can be effective in the accuracy of analysis method, i.e. it should be used with the most proper tool beside using the best methods because choosing the tools and method have a high importance and the results of analysis are completely depend on methods and tools. (Ezzati, 2007)

The results of gathered data of research have been offered in current chapter. It has been used descriptive statistical techniques in order to analyze the demographic characteristics of population. The normal test data is done by the use of Kolomogorov-Smirnov Test. After confirming the used scale, the research hypothesis has been tested through binominal technique. Then, the situation of relationships of aspects and research variables from respondents' opinion has been analyzed by the use of correlational test. Other treatments have been done regarding demographic information at the end.

Table 9: Assessment questionnaire of immigrating factors to cities

uestionnaire	imension	uestion No.
valuating factors of immigration to cit	ultural and religious factors	2-3-4-5-6-7-8
	ducational and research factors	10-11-12-13-14
	olitical factors	5-16-17-18-19-20-21-22
	ocial factors	3-24-25-26-27-28-29-30
	conomic factors	1-32-33-34-35-36-37-38-39-40-41-42
	eographical and climate factors	3-44-45-46-47-48

Table 10: Assessment questionnaire of citizens' opinion about the quality of municipal service

uestionnaire	uestion No.
uality of municipal services	to 25

Description of Research Variables

Descriptive statistics of assessment questionnaire of immigrating factors to cities has been shown in table below.

Table 9: Descriptive statistics of assessment questionnaire of immigrating factors to cities

	ultural a ligious factors	ducational a search factors	olitical facto	ocial factors	conomic factors	eographical a imate factors
umber	35	35	35	35	35	35
verage	2131	5777	4935	2580	7442	1762
andard deviation	60789	69101	70401	86617	62652	74605
ariation range	86	00	00	75	17	83
inimum	14	00	00	13	58	00
laximum	00	00	00	88	75	83

Research Hypothesis Testing

Before each test that is done with the assumption of data normality, we should make sure of data normality. So the normality test has been done at first for considering the possibility of using parametric inferential statistics tests and then the research hypothesis have been tested.

Test of Data Normality

It has been used Kolmogorov-Smirnov test for testing data normality in this research. It can be used inferential statistics tests if the data distribution is normal. In order to analyze the data normality, the null hypothesis is depend on this fact that the data distribution is normal. This test is at the error level of 5 % of test. If the higher amount of significance is calculated equals to error level of 0/05, there will not be any reason to reject the null hypothesis. Therefore, the data distribution will be normal. The statistical assumptions are configured as follow in order to testing the data normality:

H0: The data distribution that is related to variables is normal.

H1: The data distribution that is related to variables is not normal.

Results of data normality test have been shown in table 10.

Table 10: Data normality test (Kolomogorov-Smirnov)

imensions	ultural a ligious factors	ducational a search factor	olitical ctors	ocial ctors	conomic ctors	eographical nd clima ctors	nmigration ctors to cities	uality unicipal servi
umber	35	35	35	35	35	35	35	35
verage	2131	5777	4935	258	7442	1762	5793	6082
andard deviation	60789	69101	70401	86617	62652	74605	62738	48306
olomogorov-mirnov	131	07	098	077	117	084	073	067
gnificance	00	27	00	09	00	03	40	18

Due to the results of Kolomogorov-Smirnov test, the significance amount is lower than error level that is the reason for rejecting null hypothesis and the data distribution is not normal. Based on the binominal and correlation test of Spearman following regression and the Friedman test is used for ranking.

Ranking the Factors and Indexes Situation

It has been used Friedman test in order to rank the importance of research variables. This test is equal to parametric method of two-way analysis variance in which the 'k' of treatment is dedicated accidently into the 'n" of block. The null hypothesis in this test reveals that distribution of observations is similar an repeated evaluations, in other word there is no difference between made distributions caused by repeated measures on a group or between peer groups about dependent variable. The results of Friedman test for determining the priority of measures and their indexes have been shown in following table.

Table 11: Ranking of main variables of research

Research variables	Friedman rank	Priority
ultural and religious factors	31	
ducational and research factors	35	
olitical factors	16	
ocial factors	65	
conomic factors	15	
eographical and climate factors	38	

Table 12: Test statistic

Number	185
hi-square	09.735
egree of freedom	
gnificance level	000

Since the significance level is lower than 0.05, the H_0 hypothesis is rejected and the claim of equality of ranks of these variables is not accepted, i.e. there is a difference between ranks in variables of the test. Due to the ranking of main studied factors, the cultural and religious factors have the best situation with the rank of 5/31 and geographical and climate factors are at the last rank with the rank of 2/38.

The Relationship between Variables of Model

After analyzing the situation of research variables, it has been used correlational technique in order to analyze the relationship between variables. It has been used Pearson Product-Moment Correlation Coefficient for evaluating the relationship between normal data. The results of evaluation have been offered in a categorized way.

Correlation coefficient is a statistical tool for determining the type and degree of the relationship between a qualitative variable and quantitative one. Correlation coefficient is one of the used scales for determining the correlation of two variables. The goal in correlation studies is to analyze pairwise relationship of available variables in the research. Since it has been used interval scale with presupposition of normal distribution for measuring variables in most of pairwise correlational researches, the calculated correlation coefficient in these kind of researches is Pearson correlation coefficient or Spearman coefficient. It has been used Pearson correlation coefficient for normal data. The correlation coefficient considers the intensity of relationship and the type of relation (direct or reverse). This coefficient is a number between 1 and -1 and it is zero in the lack of relationship between two variables. In the table, if the significance amount is lower than 05/0, we reject the null hypothesis and conclude that we have not any reason for rejecting the research hypothesis with these evidences or documents. In other word, there is a linear relationship between studied variables of correlation, but if the numerical amount of significance be higher than 0.05, we cannot reject the null hypothesis and conclude that we have no reason for correctness of research hypothesis. In other word, we conclude that there is not a linear relationship between the analyzed variables of correlation. Generally, the results of analyzing correlation between research variables have been shown in following table.

Table 13: Correlation coefficient of research variables (Spearman)

		Cultural and religious factors	Educational and research factors	Political factors	Social factors	Economic factors	Geographical and climate factors	Quality of municipal services	Immigration factors to cities
Cultural and religious factors	-Correlation coefficient Significance -Number	1 - 185	0.537 0.000 185	0.343 0.000 185	0.386 0.000 185	0.278 0.000 185	0.045 0.545 185	0.378 0.000 185	0.536 0.000 185
Educational and research factors	-Correlation coefficient Significance -Number	0.537 0.000 185	1 - 185	0.648 0.000 185	0.473 0.000 185	0.429 0.000 185	0.232 0.001 185	0.532 0.000 185	0.728 0.000 185

Politica l factors	-Correlation coefficient Significance -Number	0.343 0.000 185	0.648 0.000 185	1 - 185	0.497 0.000 185	0.554 0.000 185	0.350 0.000 185	0.641 0.000 185	0.782 0.000 185
Social factors	-Correlation coefficient Significance -Number	0.386 0.000 185	0.473 0.000 185	0.497 0.000 185	1 - 185	0.456 0.000 185	0.328 0.000 185	0.763 0.000 185	0.754 0.000 185
Econo mic factors	-Correlation coefficient Significance -Number	0.278 0.000 185	0.429 0.000 185	0.554 0.000 185	0.456 0.000 185	1 - 185	0.543 0.000 185	0.726 0.000 185	0.790 0.000 185
Geogra phical and climate factors	-Correlation coefficient Significance -Number	0.045 0.545 185	0.232 0.001 185	0.350 0.000 185	0.328 0.000 185	0.543 0.000 185	1 - 185	0.666 0.000 185	0.578 0.000 185
Quality of municip al services	-Correlation coefficient Significance -Number	0.378 0.000 185	0.532 0.000 185	0.641 0.000 185	0.763 0.000 185	0.726 0.000 185	0.666 0.000 185	1 - 185	0.887 0.000 185
Immigr ation factors to cities	-Correlation coefficient Significance -Number	0.536 0.000 185	0.728 0.000 185	0.782 0.000 185	0.754 0.000 185	0.790 0.000 185	0.578 0.000 185	0.887 0.000 185	1 - 185

Table 14: Results of hypothesis testing

Subsidiary hypothesis	**Test result**
1. There is a relation between cultural and religious factors of Tehran city and quality of provided services.	confirmed
2. There is a relation between educational and research factors of Tehran city and quality of provided services.	confirmed
3. There is a relation between political factors of Tehran city and quality of provided services.	confirmed
4. There is a relation between social factors of Tehran city and quality of provided services.	confirmed
5. There is a relation between economic factors of Tehran city and quality of provided services.	confirmed
6. There is a relation between Geographical and climate factors of Tehran city and quality of provided services.	confirmed
Main hypothesis	Test result
There is a relation between environment of Tehran city and quality of provided services.	confirmed

The resulting part is the last part the research in which the researcher can conclude and comment on the studied research due to the gained statistical information. This conclusion should also infuse the last impact with respect to writing style and content. Conclusion is a belief based on reasoning and evidences of research that the researcher share with research readers who interested in implementing upcoming researches due to current research and finally functional users.

(Gilaninia S, N Delafrooz, R Tohidi,2013) analyzed the statistical findings of research in previous chapter and considered the results of research hypothesis. In this chapter, these findings and the relationship between research variables are described and interpreted with more detailed. The structure of this chapter is in such a way that at first, the subject of research and the running procedure of it are reviewed and then the results of confirmation or hypothesis rejection are presented and after that, the test results of these hypotheses are described. Then the findings are concluded. Likewise, the limitations of research and suggestions in line with research results are offered.

9-Reviewing Research Subject

Discussion and Conclusion

The goal of this research is to analyze effective factors in increasing immigration to Tehran city and its relationship with the quality of municipal services. The case study is the immigrants of Tehran province at immigration area, so there have been asked some questions in order to achieve the goals of research. In second chapter, research literature through separating the subject and basis of research was described in detail. The method of research and method of testing were revealed in chapter three and data analysis was done by the use of SPSS software ver.20. Then, required data for hypothesis testing was gathered by the use of proper tools. After that in chapter four, we concentrated on hypothesis testing with appropriate statistical methods. In this chapter, the analysis of gathered results has been measured and the suggestive results for upcoming researches have been offered.

Analysis and Interpretation of Research Hypothesis Results

After processing data through some tools and statistical software, the following results have been obtained that can be indicative of confirmation of rejection of research hypothesis. The results showed that:

Main Hypothesis: there is a relation between Tehran city environment and the quality of provided municipal services to immigrants

Due to the mentioned table, it has been considered that the reported significance level is lower than 0/05. Therefore, the impact and relationship is significant. The reported numbers in the columns of estimation and standard estimation show the amount of impact and relationship. The positive values of these amounts indicate positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that immigrating to Tehran city has significant relationship with quality of municipal services. The issue of immigration has been always taken into consideration by economists and sociologists. Because immigrating to city has consequences like decreasing the production and high costs of agriculture products, lack of basic products such as wheat and threatening food security and unemployment, social and cultural disorders in municipal communities. The goal of this study is to analyze the effective factors in immigrating to Tehran city. For this issue, it has been used system estimation method. Strzelecka (2008) showed that recognizing the main obstacles of municipal and legal environment (space) are necessary for sustainable development of city. One of the major obstacles for sustainable municipal development is regional situations and main strategies for sustainable development. Rodriguez et al. (2009) also noted that each one of aspects of technical quality, functional quality and imagination has strong and direct relationship with perceived services of citizens and their satisfaction from service quality. Generally, these variables have significant role on service management and popular belief think that it has sufficient impact on citizens' perception and finally long-term benefits on making general value.

First Hypothesis: there is a relation between cultural and religious factors of Tehran city and the quality of provided services to immigrants

Due to the table 4-13 and 4-14 it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that culture and religious factors have major impact on immigrants' satisfaction. The culture is one of the most important determinant factors of all behaviors. Most of researches such as Lee et al. (2004) believe that people's immigration from a geographical area to another one leads to some problems and lack of satisfaction of immigrants from immigration flows. Tompson et al. (2002) suggested in their researches that mutual connections such as cultural entity, language and similar interests can be effective in compatibility and mental health of Philippian immigrants to Australia. Autumn et al. (2005) showed that cultural attitudes are effective in predicting mental and social compatibility of Dutch immigrants.

Second Hypothesis: there is a relation between educational and research factors of Tehran city and the quality of provided services

Due to the mentioned table it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that immigration phenomena in the third world countries is a social problem and it has different outcomes. Iran is a country among them and most of researches about immigration with concentration on its negative outcomes seek a solution in order to decrease that. However, immigration is to be continued because of its application for immigrants. The level of satisfaction or dissatisfaction of immigrants from immigration indicates a positive or negative application of it for immigrants. Mahjourian (2002) showed that economic, social and demographic factors have effects on immigrants' satisfaction. Potter and Cantarero (2006) also suggested that due to results, there is a significant relationship between stressors factors and cultural-social issues and satisfaction of residents of a country and it can be effective in immigration.

Third Hypothesis: There is a relationship between politic factors of Tehran city and the quality of provided municipal services to immigrants

Due to the table 4-17 and 4-18 it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that political instability, successive crisis, rapid change of laws and principles, threatening the foreign and domestic wars, lack of intellectual security and improper behavior with intellectuals and lack of democracy are the most important political factors of immigration. The major part of immigrations has been done in domestic domain and in terms of domestic territories of countries and has less economic, official and political barriers. Due to the determinant historic, social and political revolutions like expansion of capitalism relations, increasing the role of oil in national economic, more economic concentration in cities, Islamic Revolution of Iran and Imposed War and experiencing the highest rate of population growth, backgrounds of relocating the vast part of population of the country.

Forth Hypothesis: There is a relationship between social factors of Tehran city and the quality of provided municipal services to immigrants

Due to the mentioned table it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates

the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that social factors can be effective in immigration. Giulietti et al (2012) who analyzed self-employment of rural immigrants to city in China found that infrastructure factors have an important role in immigration. Chenet et al (2013) also suggested that endogenous policies and inequality of service providing are effective in immigration process from village to city. Patino (2014) showed that improving quality control and responding the population needs of cities are so important.

Fifth Hypothesis: there is a relationship between economic factors of Tehran city and the quality of provided municipal services to immigrants

Due to the table 4-21 and 4-22 it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that economic factors may have an important role in immigration. Qaffari and Turki Harchagani (2010) in a study analyzed the effective factors of immigration of rural youth to city at Sadeq Abaad village in Chaharmahal and Bakhtiari province. The results show that there is a significant relation between the amount of immigration and employment, reaching job security, income and better job, reaching recreational and sports facilities, reaching educational facilities and plurality of municipal facilities.

Sixth Hypothesis: There is a relationship between geographical and climate factors of Tehran city and the quality of provided municipal services to immigrants

Due to the mentioned table it can be noted that the reported significance level is lower than 0/05, so the impact and relationship is significant. The reported numbers in estimation and standard estimation columns show the amount of impact and relationship. The positive value of these amounts indicates the positivity and directness of impact amount. Due to the results of the research with other researches, it can be concluded that geographical and climate factors can be effective in immigration. In this regard, Upadhyay et al (2015) analyzed the relation between weather changes and climate situation and immigration. The results showed that environmental tensions are effective in people immigration. Assiamah (2015) showed that providing health and environmental services in the towns of African developing countries is effective in immigration. Jalalian and Mohammadi (2002) showed that Zanjan province has been faced an intense rural-municipal immigration and the most important reasons of rural immigration in this province include these items: lack of water and land, deprivation and poor services, unemployment and low income.

Suggestions Based on Results of Research Hypothesis Testing

The following suggestions are offered in two aspects due to the gained results from research findings.

Suggestions in respect of the results of hypothesis:

Socialists define immigration as moving population from a geographical place to another place. It can be also defined as relocating from one region to another one for working or living. Immigration has several factors such as poverty, unemployment, natural disasters, war and insecurity, lack of facilities like standard training, health service, and proper living place, political, social and cultural freedoms. Immigration has existed since ancient times and there was no legal principle for it. However, during recent centuries and along with creation of states, this phenomenon took on a new order and stimulated a new type of sensitivity. Due to the strong differences that have been created in developed and undeveloped countries, the immigration has been increased; rules and regulations in countries and different conventions have been approved regionally and globally and have been revealed as the major rights of humans. Scientists and politicians have suggested different attitudes about this phenomenon. Some believe that not only immigration is a kind of regional but a worldwide

threat and it is introduced and analyzed in the chapter of globalization and current era. However, some believe that immigration is a kind of opportunity. The public belief towards immigration is negative and mentions it as a kind of threat for the nation-state. This attitude comes from this fact that the phenomenon of immigration is expanding and it increases day by day from one country to another. Mighty managers and politicians believe this fact that if the phenomenon of immigration were managed in a proper way, not only this challenge can be solved, but also there will be an opportunity that has many benefits and advantages. Now, due to the results of hypothesis testing the following suggestions are offered:

-Comparison between the amounts of service quality of Tehran city with other provinces

-Analyzing the level of provided services of Tehran Municipality with other cities' services in attracting and maintaining the citizens

-Analyzing the ethnic cultures and the amount of different nations to Tehran

-Analyzing the level of education of immigrants on immigrating to Tehran

-Analyzing the effective factors on the phenomenon of immigration and the quality of municipal services by the use of phase methods

-Implementing the research in a vaster range and more long-term period of time

-Applying different tools for recognizing the effective factors on the phenomenon of immigration

Research Limitations

-Many theoretical foundations about the subject of research, data gathering, in cyberspace and other places are faced problem.

-Lack of interest of organizational managers in presenting information related to research variables.

Suggestions for Future Researches

-They should avoid extensive studies that make them confused in the field of urban management.

-They should make sure of the potential of respondents and data gathering before choosing the subject in the field of urban management.

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