

PUBLIC PERSPECTIVE AS A FRAMEWORK TO MANAGE URBAN
HERITAGE IN THE CITY OF SHIRAZ, IRAN

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To my beloved Parents, Family and my respected Supervisor

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ABSTRACT

Since the last two decades, citizen participation (CP) has become a global phenomenon of mobilising untapped human resources, and it has spread into the field of Urban Heritage Conservation (UHC). There have been many issues on conducting CP in UHC programmes in the city of Shiraz. They include overlooking CP in the process of planning and executing urban projects as a contributing variable by relevant organisations, and, as a result, the tremendous loss of cultural heritage in the urban historic districts. This study explores the issues and deficiencies related to UHC programmes in Shiraz and establishes strategic planning guidelines to resolve the issues, and the connection with evaluating CP in the UHC plans in the city. The study uses mixed methods including site visit observation, a review of all plans and reports, and interviewing 27 experts. The experts were interviewed to establish strategic planning guidelines for resolving the issues. Finally, the study uses a survey to evaluate views of 384 local residents to confirm the impact of 15 factors of CP on the residents' willingness for participating in the UHC programmes in Shiraz. The data were analysed using descriptive and inferential statistics, and Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis. Results revealed the different percentage of experts' agreement on the issues regarding CP in urban historic districts in Shiraz. They referred to the quality of life (24.74%), the lack of public awareness (21.77%), lack or low participation (20.08%), gentrification (19.03%), and the influx of low-income family (14.37%). The experts' view analysis offers four key SWOT strategies for conducting CP in UHC programmes in Shiraz. They consist of the need to enhance an effective CP mechanism, to develop an integrated heritage conservation approach in urban projects, to develop economic sustainability within local people, and to enhance public services quality in historic districts. Finally, results of evaluating factors of CP in UHC programmes in Shiraz emphasise that residents' willingness to repeat their experience for participating the group discussion depends on the fair and agreeable interactions among the participants. The findings demonstrate that out of 15 factors, only 3 factors of the evaluative factors of CP including reciprocity, networks and influence got less than 30% agreement based on residents' views. This case study provides support for the inclusion of CP practices in UHC programmes of Iranian apparatuses such as municipality of Shiraz.

ABSTRAK

Sejak dua dekad lalu, penglibatan masyarakat (CP) telah menjadi satu fenomena global sebagai satu cara untuk menggerakkan sumber manusia yang belum diterokai dan telah tersebar dalam bidang Pemuliharaan Warisan Bandar (UHC). Terdapat pelbagai isu untuk melaksanakan CP dalam program UHC di kota Shiraz. Ini termasuk CP yang terlepas perhatian dalam proses perancangan dan pelaksanaan projek-projek bandar sebagai satu pemboleh ubah oleh organisasi terlibat, akibatnya, berlaku kerugian besar warisan budaya di daerah sejarah bandar. Kajian ini meneroka banyak isu dan kekurangan yang berkaitan dengan program UHC di Shiraz dan menetapkan garis panduan perancangan strategik untuk menyelesaikan isu-isu dan perkaitan dengan penilaian CP dalam UHC bagi perancangan bandar. Kajian ini menggunakan kaedah campuran termasuk pemerhatian tapak lawatan, kajian semula semua pelan dan laporan serta menemuramah 27 pakar. Pakar-pakar telah ditemu ramah secara kualitatif bagi mengadakan garis panduan perancangan strategik untuk menyelesaikan isu. Akhir sekali, kajian ini, menggunakan tinjauan pandangan 384 penduduk tempatan untuk mengesahkan kesan 15 faktor CP ke atas kesediaan penduduk untuk mengambil bahagian dalam program-program UHC di Shiraz. Data dianalisis menggunakan statistik deskriptif dan inferensi dan analisa Kekuatan, Kelemahan, Peluang dan Ancaman (SWOT Analysis). Keputusan kajian telah mendedahkan isu yang berbeza tentang rancangan UHC berkaitan CP di kawasan bersejarah di bandar Shiraz. Perbezaan merujuk kepada kualiti hidup (24,74%), kekurangan kesedaran awam (21,77%), kekurangan atau penglibatan yang rendah dikalangan pemilik (20.08%), gentrifikasi (19.03%) dan kemasukan keluarga berpendapatan rendah (14.37%). Analisa pandangan pakar menawarkan empat garis panduan utama SWOT untuk menjalankan CP dalam program UHC di Shiraz. Ini termasuk keperluan untuk meningkatkan satu mekanisme CP efektif, untuk membangunkan satu kaedah berintegrasi pemuliharaan warisan dalam projek bandar, untuk membangunkan ekonomi lestari penduduk tempatan, dan meningkatkan kualiti perkhidmatan awam di daerah bersejarah. Akhir sekali, dapatan dari penilaian factor PP mengenai penyertaan dalam UHC di Shiraz menekankan kesediaan penduduk bagi mengulangi pengalaman mereka untuk melibatkan diri dalam perbincangan kumpulan bergantung kepada interaksi adil dan dipersetujui di kalangan peserta. Hasil kajian mendapati bahawa daripada 15 faktor, hanya 3 faktor iaitu faktor timbal balik, rangkaian dan pengaruh mendapat persetujuan kurang daripada 30% berdasarkan pandangan penduduk. Kajian kes ini menyediakan sokongan untuk kemasukan amalan CP dalam program UHC pentadbiran Iran seperti di majlis perbandaran Shiraz.

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	DECLARATION	ii
	DEDICATION	iii
	ACKNOWLEDGEMENT	iv
	ABSTRACT	v
	ABSTRAK	vi
	TABLE OF CONTENTS	vii
	LIST OF TABLES	xiii
	LIST OF FIGURES	xvi
	LIST OF ABBREVIATIONS	xviii
	LIST OF APPENDICES	xix
1	INTRODUCTION	1
	1.1 Background of the Study	3
	1.2 Problem Statement	5
	1.3 Objectives of the Study	8
	1.4 Significance of the Study	8
	1.4.1 Contribution to Theoretical Framework	9
	1.4.2 Contribution to Practice	10
	1.5 Research Gap	11
	1.6 Scope and Limitation	12
	1.7 Thesis Outline	14
2	LITRATURE REVIEW	16
	2.1 The Concept of Urban Conservation	18

2.1.1	Evolution of Urban Conservation and Emerging Integrated Urban Conservation	18
2.1.2	The Essence of Urban Historic districts in the spotlight of Urban Heritage Conservation Management	24
2.1.3	The Key Challenges and Issues in Conserving Historic Urban Districts	25
2.2	Concept of Citizen Participation	29
2.2.1	What is Citizen Participation	30
2.2.2	To Understand the Extent of Citizen Participation	32
2.2.3	Importance of Citizen Participation in Integrated Urban Conservation	32
2.2.4	The Role of Citizen Participation in the Process of Urban Heritage Conservation in Different Countries	34
2.2.5	Tracing the History of Evaluation Framework Developments	35
2.2.6	Unpacking Challenges to Evaluating Citizen Participation	36
2.3	Concept of Social Sustainability	38
2.3.1	Sustainable Urban Conservation	40
2.3.2	The Concept of Social Sustainability and Urban Conservation	42
2.4	Summary	45
3	RESEARCH METHODOLOGY	47
3.1	Research Questions	47
3.2	Research Design	49
3.2.1	Procedures of Data Collection	54
3.2.2	Establishing a Theoretical Framework	56
3.2.3	Site Visit Observation in the Cultural-historic City of Shiraz	59
3.2.4	Semi-Unstructured Interview	59
3.2.5	The Delphi Method	62
3.2.6	Questionnaire Survey	64
3.2.7	Triangulations of the Mixed-Methods Approach	69
3.3	Analysis of Data	70

	3.3.1	Content Analysis	71
	3.3.2	Analysis of Delphi Survey Questionnaire	72
	3.3.3	Descriptive and Inferential Analysis of Questionnaire Survey	73
	3.4	Summary	74
4		URBAN PLANNING AND HERITAGE CONSERVATION MANAGEMENT IN IRAN AND SHIRAZ	76
	4.1	Geography of Iran	76
	4.2	Sociocultural Conditions	77
	4.3	Significant Key Features of Administrative System in Iran in Conjunction with Urban Development Management	80
	4.4	Iran Urbanisation in Figures	83
	4.5	Management System of Urban Development Planning in Iran	84
	4.6	Planning Process in Iran	85
	4.7	Hierarchy of Urban Plans and the Situation UHC Plans in Iran and Shiraz	86
	4.8	The Evolution of Development Plans in Iran	91
	4.9	Planning Policies for Heritage Conservation in Iran	92
	4.10	Urbanisation in Shiraz	93
	4.11	Heritage Conservation Management in Iran and Shiraz	96
	4.12	Facilitator Agencies as the Institution-Based Agency in UHC Initiatives in Iran and Shiraz	100
	4.13	Summary	105
5		CITIZEN PARTICIPATION IN URBAN PLANNING AND MANAGEMENT IN IRAN	106
	5.1	Historical Study on Citizens' Participation Associated with to UHC Initiatives in Iran	106
	5.1.1	Before the Constitutional Revolution (1906)	107
	5.1.2	Between the two Revolutions (the Constitutional Revolution in 1906 and the Islamic Revolution in 1979)	108

	5.1.3	After the Islamic Revolution in 1979 to Now	110
	5.2	Citizen Participation and its Relationships with the Islamic City Councils and Municipalities in Iran	113
	5.3	The Activities of City Councils Regarding to Citizen Participation	114
	5.4	The Function and Responsibilities of Islamic City Councils in Citizen Participation	116
	5.5	Citizen Participation in Urban Heritage Conservation Initiatives in Iran and Shiraz	117
	5.5.1	Investing to Maintain Cultural Heritage and Developing Objectives to Retain Significant Values	117
	5.5.2	Preparation, Examination and Adaptation of Urban Heritage Conservation Plans	118
	5.5.3	Implementing Conservation Plans	118
	5.5.4	Participation through Modernisation and Facilitator Services Bureau	119
	5.6	The Role of Citizens' Participation in the Urban Plans in Shiraz	119
	5.7	The Role and Situation of Neighbourhoods and Community Councils in Shiraz	121
	5.8	The existing Gap to Involve Citizen Participation in the Urban Plans	124
	5.9	Summary	124
6		CASE STUDY: CULTURAL-HISTORIC AREA OF SHIRAZ	126
	6.1	Geography	126
	6.2	Historical Background	129
	6.3	Types of Cultural Heritage in Shiraz	137
	6.4	Urban Heritage Issues in Shiraz	137
	6.5	Demographic Context	138
	6.6	Socio-Economic Context	141
	6.7	Urban Historic Districts and Their Properties	145
	6.8	Physical Conditions of the Area	152
	6.9	Nine Facilitator NGOs in Shiraz	154
	6.10	Summary	155

7	ANALYSIS AND FINDINGS	156
7.1	Analysis of Semi-Unstructured Interview	157
7.1.1	Transcribing Interview	157
7.1.2	Social issues on UHC of cultural-historic area of Shiraz	158
7.2	A SWOT Analysis for Strategic Planning in UHC in Shiraz	167
7.2.1	Strengths, Weaknesses, Opportunities and Threats Method as an Assessment Method	168
7.2.2	Internal and external Factors	168
7.2.3	Developing Revitalisation Strategies in the Historic Urban Area of Shiraz City	174
7.2.4	SWOT analysis of Factor Group: Prioritising Inter-group Matrix	177
7.2.5	Prioritising Intra-group Matrix of SWOT Factors	180
7.3	Consensus-building on Participation Issues in UHC through Delphi Method	185
7.4	Evaluating Criteria of Citizens' participation in UHC Programmes in Shiraz	190
7.4.1	Rational of the evaluation framework	191
7.4.2	Measures for evaluation of criteria	193
7.4.3	Reliability Analyses for Constructed Parameters	195
7.4.4	Factor Analysis of the Constructed Parameters	200
7.4.5	Discussion on Evaluating Citizen Participation in UHC Programmes	206
7.4.6	Evaluating the Process Criteria of Citizen Participation	207
7.4.7	The Associations between the Evaluation Criteria and Independent Variables in the Survey	214
7.4.8	Discussion	217
7.5	Summary	219
8	CONCLUSION AND RECOMMENDATIONS	221
8.1	Conclusion to the Findings	222

8.1.1	Issues and Deficiencies associated with UHC initiatives in Shiraz	223
8.1.2	Developing Strategies to Overcome the Recognised Issues of CP in UHC Programmes of Shiraz	227
8.1.3	Evaluating Criteria of Participation in Current Citizen Participation Practice	232
8.1.4	Strategic Guidelines for integrated UHC management in Shiraz	235
8.2	Areas for Future Research	237
8.3	Closing Note	237
	REFERENCES	239
	Appendices	257-310

LIST OF TABLES

TABLE NO.	TITLE	PAGE
2.1	Principles of Integrated Conservation Based on “The Declaration of Amsterdam”	20
2.2	A worldwide trends in the cultural heritage management towards integrated conservation	22
2.3	The criteria of process and outcomes for evaluating CP in the UHC initiatives	37
3.1	Methodology framework of the study	53
3.2	Criteria of process and outcomes for evaluating CP in the UHC initiatives	58
3.3	Distribution of targeted experts and practitioners in the Semi-structured Interview	60
3.4	Internal Consistency of Cronbach’s Alpha	67
3.5	Cluster sampling in the urban districts of the historic area in Shiraz	69
3.6	Types of data and analysis in the study	71
4.1	World Heritage Sites in Iran	78
4.2	Iranian Cultural and Natural Properties Submitted as Tentative List Properties in UNESCO, 2012	79
4.3	Iranian Intangible Heritage List at UNESCO, 2012	80
4.4	Indexes for the Urbanization Process in Iran, 1966-2011	83
4.5	Population of Metropolitan Cities in Iran during 1976-2011 (Million People)	95
4.6	List of Approved Law and Regulations on Cultural Heritage in Iran	97
5.1	Differences between the municipal Acts of 1930 and 1949 in Iran	109
5.2	The Extent and mode of Citizens Participation in the experiences of urban planning management from 1906 to now	112
6.1	Population of Metropolitan Cities in Iran during 1976-2011 (Million People)	139

6.2	Comparative Evaluation of the Population Development Process in Shiraz City and its historic Area	140
6.3	Social and economic Indexes in the Cultural- Historic Area of Shiraz	144
7.1	The Units of Interview analysis for Social Issues on UHC	159
7.2	Summary of issues regards to the lack of consideration to the unique values and significances in the area	164
7.3	Summary of issues regards to no or low participation in the area	166
7.4	Summary of issues regards to no or low participation in the area	167
7.5	Matrix of External Factors (Opportunities) and Matrix of External Factors (Threats)	170
7.6	Matrix for the Assessment of Internal Factors (Strengths & Weak points)	172
7.7	External and internal factors of SWOT of Shiraz's historic core	175
7.8	Ranking and measuring priorities of strengths from the viewpoint of experts and officials	178
7.9	Ranking and measuring priorities of Weaknesses from the viewpoint of experts and officials	179
7.10	Ranking and measuring priorities of Opportunities from the viewpoint of experts and officials	179
7.11	Ranking and measuring priorities of Threats from the viewpoint of experts and officials	180
7.12	Pair Comparison of the most important four fold factors of SWOT	181
7.13	Final priority of SWOT factors in conjunction with revitalizing historic urban area of Shiraz city	182
7.14	List of experts opinions on CP issues in the UHC in the Cultural-historic Area of Shiraz	187
7.15	Ranking of Citizen Participation Issues in the UHC for C-H area in Shiraz	188
7.16	Interpretation of Kendall's Coefficient of Concordance	189
7.17	Final ranks for the Consensual Top Five Issues on CP in UHC in C-H area of Shiraz	189
7.18	Criteria of Evaluation and their items	194
7.19	Reliability Analysis Results for Items on Evaluation Criteria of Citizen Participation	197
7.20	Reliability Analysis for Evaluation Criteria of Citizen Participation	199
7.21	KMO and Bartlett's Test on suitability of 15-items factorised	202

7.22	Percentage variance of 11 factors varimax rotation with Kaser Normalization	203
7.23	Details of factor analysis showing the weighting of each factor	205
7.24	Frequency and percentage of Dialogue Criteria for Citizen Participation	208
7.25	Frequency and percentage of Knowledge/Understanding Criteria for Citizen Participation	210
7.26	Frequency and percentage of the outcomes Criteria for Evaluating Citizen Participation	213
7.27	Associations between the outcomes of CP and three independent variables	216
7.28	Correlation	217
7.29	Liner regression (dependent variable is CP	217

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE
1.1	Some of Valuable Tangible Heritage in the Cultural-historic Area of Shiraz	5
3.1	the location of 12-fold districts in the historic area of Shiraz	68
4.1	The Situation of Iran Country	77
4.2	The centralized and hierarchic administrative system of Iran	82
4.3	Situation of Shiraz City in Iran	94
4.4	Estimating number of population for Shiraz city up to 2025	96
6.1	Situation of Shiraz City in Iran	127
6.2	Distancation between Tehran and Shiraz	128
6.3	Location of Cultural-historic area of Shiraz	129
6.4	The most urban stable elements of cultural-historic area of Shiraz before the Atabakan dynasty (Bazrgar, 2003)	130
6.5	The most urban stable elements of Cultural-historic area of Shiraz in Atabakan dynasty (Bazrgar, 2003)	131
6.6	The most urban stable elements of Cultural-historic area of Shiraz in Safavieh dynasty (Bazrgar, 2003)	132
6.7	The most urban stable elements of Cultural-historic area of Shiraz in Zandieh dynasty (Bazrgar, 2003)	133
6.8	The most urban stable elements of Cultural-historic area of Shiraz in Qajar dynasty (Bazrgar, 2003)	134
6.9	The most urban stable elements of Cultural-historic area of Shiraz in contemporary period	136
6.10	The critical areas of concern in the historic core of Shiraz based on social indicators. Source: (Consulting Engineers Company, 2005)	143
6.11	Twelve Historic Districts in the Cultural-historic Area of Shiraz	145
6.12	Nasir Al-Mulk Mosque in the Isaac's District of Cultural-historic Area of Shiraz	146

6.13	Vakil Bazaar in the Darb e Shazdeh's District of Cultural-historic Area of Shiraz	147
6.14	Mir-Mohammad Hossein in the Bala Kaft's District of Cultural-historic Area of Shiraz	148
6.15	Narenjstan e Qavam House in the Bala Kaft's District of Cultural-historic Area of Shiraz	148
6.16	Zeinat Al-Moluk House in the Bala Kaft's District of Cultural-historic Area of Shiraz	148
6.17	Moshir Mosque in the Meidan Shah's District of Cultural-historic Area of Shiraz	149
6.18	Bibi Dokhtaran Tomb in the Meidan Shah's District of Cultural-historic Area of Shiraz	149
6.19	Shah e Cheragh mosque in the Bazaar Morgh's District of Cultural-historic Area of Shiraz	150
6.20	The Most Prominent Monuments in the Sang e Sieah's District of Cultural-historic Area of Shiraz	151
6.21	Jame mosque in the Sar e Bagh's District of Cultural-historic Area of Shiraz	151
6.22	Evolution of Shiraz physical structure, source: Tavasoli & Bonyadi, 1992	153
7.1	The Demographic Evolution of the Cultural-historic Area of Shiraz, Census1956-2011	161
7.2	Some tangible heritage of the cultural-historic area of Shiraz	162
8.1	Strategic planning guidelines for UHC in the historic area of Shiraz	228

LIST OF ABBREVIATIONS

CP	-	Citizen Participation
HCUPA	-	High Council for Urban Planning and Architecture
ICHHTO	-	Iranian Cultural Heritage, Handicraft and Tourism Organisation
ICHO	-	Iranian Cultural Heritage Organisation
ICOMOS	-	the International Council on Monuments and Sites
MFSB	-	Modernisation and Facilitator Services Bureau
NGO	-	Non-governmental organisation
RRO	-	Regeneration and Revitalisation Organisation
UHC	-	Urban Heritage Conservation
UNESCO	-	the United Nations Educational, Scientific and Cultural Organisation

LIST OF APPENDICES

APPENDIX	TITLE	PAGE
A	PUBLICATIONS	257
B	Semi-unstructured Interview Questions for Practitioners and Academic	258
C	Delphi Questionnaire- Round 1	274
D	Delphi Questionnaire- Round	280
E	Questionnaire Survey	292
F	Background and Evolution of Urban Conservation	310

CHAPTER 1

INTRODUCTION

Global challenges at the beginning of the 21st century pointed that citizen participation are going to face a massive transition. The planning and urban development process and conservation of cultural heritage are two areas that have been faced with a huge change in citizen participation. In the past, a simple informing process or answering a few questions was defined as the meaning of citizen participation. Today, it has become an integral component in planning and urban development. Scholars have mentioned that there are many reasons for increasing citizen participation in planning and urban development and heritage conservation such as that the public programmes are vast, varied, and they need more complicated, and need more financial support to implement. In fact, it is difficult for a single organisation to act alone.

This research sets out to explore citizen participation as a framework to manage urban heritage in the city of Shiraz in Iran. While investigating the significance of the public in the decision-making process, the study argues that the presence of the public in this process is one of the most important components contributing to the success of sustainable development. Historic urban fabrics are basically considered as conservative elements of cultural heritage in which the context of integrated development is provided by appropriate executive initiatives. Although researchers have provided several theoretical definitions, this study is focused on evaluating criteria for direct citizen participation in urban heritage conservation. However, local residents' perceptual response and their needs are practically overlooked by both local practitioners and government in the current planning approach in many historical cities. Such approaches not only endanger social sustainability of historic cities but

also lead to loss of historic and cultural heritage (Siririsak, 2009; E. H. Yung & Chan, 2011).

This study implies that the old and historic areas of cities are a significant part of historic cities; they should be conserved for future generations. Cultural-historic areas the city of Shiraz in Iran have been identified as an appropriate area to be examined as a case study. The literature in urban heritage conservation and urban planning suggests that the historic urban fabric in most historic cities such as Shiraz in developing countries currently faces similar issues. On the one hand, these cities are experiencing rapid population growth, high development pressure, increasing numbers of historic districts, and destruction of cultural heritage (Ashworth & Larkham, 1994; Kong & Yeoh, 1994; Steinberg, 1996). On the other hand, researchers don't pay attention to the importance of citizen participation as the most significant factor in solving their issues in the decision-making process (Abdi & Namin, 2008; Kong & Yeoh, 1994; H. Mohammadi, 2010; Steinberg, 1996). Moreover, because of the significance of Shiraz more than 4,000 years old (Movahed, 2012), this historic city can be an appropriate case in developing countries to investigate the role of the public in the process of urban heritage conservation.

In this study, the meaning of citizen participation is taken from T. Webler and Tuler (2001, p. 30) as a "variety of procedures for enabling diverse members of the public to be active participants in deliberations about preferred policy options, and in some cases decision-making." With this approach, citizen participation can be evaluated based on two criteria, including the process and the outcome. It should be noted that these criteria were used to evaluate citizen participation in many studies in the last two decades (Beierle, 1999; Beierle & Cayford, 2002; Edwards, Hindmarsh, Mercer, Bond, & Rowland, 2008; Mannarini & Talò, 2013; Rowe & Frewer, 2000, 2004). However, to this end, this study has first determined the issues, deficiencies, and potential of citizen participation in planning and decision-making processes in Urban Heritage Conservation (UHC) programmes in Iran; and then evaluated the level of current public participation practice in the decision-making process in the old and historic city of Shiraz. However, the study seeks to determine an appropriate basis for

Shiraz's historic conservation area management that will be used as a new guideline for social sustainability in the city.

1.1 Background of the Study

According to UNESCO's definition, *cultural heritage* includes monuments, groups of buildings, and sites that have historical value; in other words, all tangible heritage, which includes natural and cultural sites, and even all intangible heritages, which consists of living dimensions of heritage and all aspects of the physical and spiritual relationships between the human community and their local environment (Lowenthal, 1999; Tweed et al, 2007; UNESCO, 1972). It is important to know that urban heritage is also an embodiment of values of traditional urban cultures for the memory of mankind (ICOMOS, 1987). Nowadays, many such assets are being threatened, physically degraded, and damaged at an alarming rate around the world as a consequence of a lack of consideration for their conservation by stakeholders and practitioners and of course governments (Tweed et al, 2007). These significant issues are nowhere more complex than in developing countries and regions with limited financial resources available (Yung et al, 2011). Although researchers and practitioners have pointed out that there are many challenges regarding the issue of urban heritage conservation such as depopulation of inner cities, development pressure, insufficient legislation and poor enforcement, poor design of new townships, changing lifestyle and consumption patterns, tourist expectations, public awareness lack of citizen participation in the last 20 years has increasingly become a significant challenge throughout the world (Cohen, 1999; ICOMOS, 1999, 2002; Engelhardt, 2002; Imon, 2006; Lane, 2005; Sirisrisak, 2009; Tweed et al., 2007; Yung et al., 2011). It is of the same opinion that one of the key elements in the success of the social sustainability process is citizen participation, which has been neglected or has been only slightly considered in the planning process of urban heritage conservation (Sirisrisak, 2009; Tweed et al., 2007; Yung et al., 2011). However, the weight of evidence over the years has suggested that researchers have studied several approaches to show the role of citizen participation in these processes, a majority of which efficiently presented solve issues in developed countries and occur less frequently in

developing countries (see, for example, Chung, 2003; Evans, 2002; Moser, 1989; Smith et al, 2003; Tweed et al, 2007; Yung et al., 2011).

Although Shiraz the fifth largest city in Iran, it is very popular as a cultural and historic city among all Iranian cities and even among cities in all countries of the Persian Gulf region. If someone ask any Iranian or any Persian Gulf nationalities about their historic attractions, they know where Shiraz is (Movahed, 2012). There is no similar tangible and intangible heritage like Zandieh's historic monuments, such as Arg-e Karim Khani, the Persian Gardens, the historic bazaar, the landscape axes of the city, Shirazi accent, etc. especially in the cultural-historic area of the city. In addition to the monuments, there is unique handicraft production such as Khatam objects, which are not elsewhere. Some of these heritage sites, such as the Persian gardens have been submitted to the World Heritage Site List, and some others, such as the old bazaar, and the Arg-e Karim Khani monument are candidates for the list (See Figure 1.1). However, this tangible and intangible heritage is disappearing and decaying in the form of destruction of monuments and fading customs and traditions, though it has carried much of the historic value of Iran as possible. Both tangible and intangible heritage are now threatened by extensive destructions in the old and historic area, and ultimately, it causes to disappear Shiraz's unique identity. It is acknowledged by researchers that Shiraz's urban history will not be complete without these unique values. However, these cultural heritage sites are not being conserved neither by the local government nor relevant policy makers.

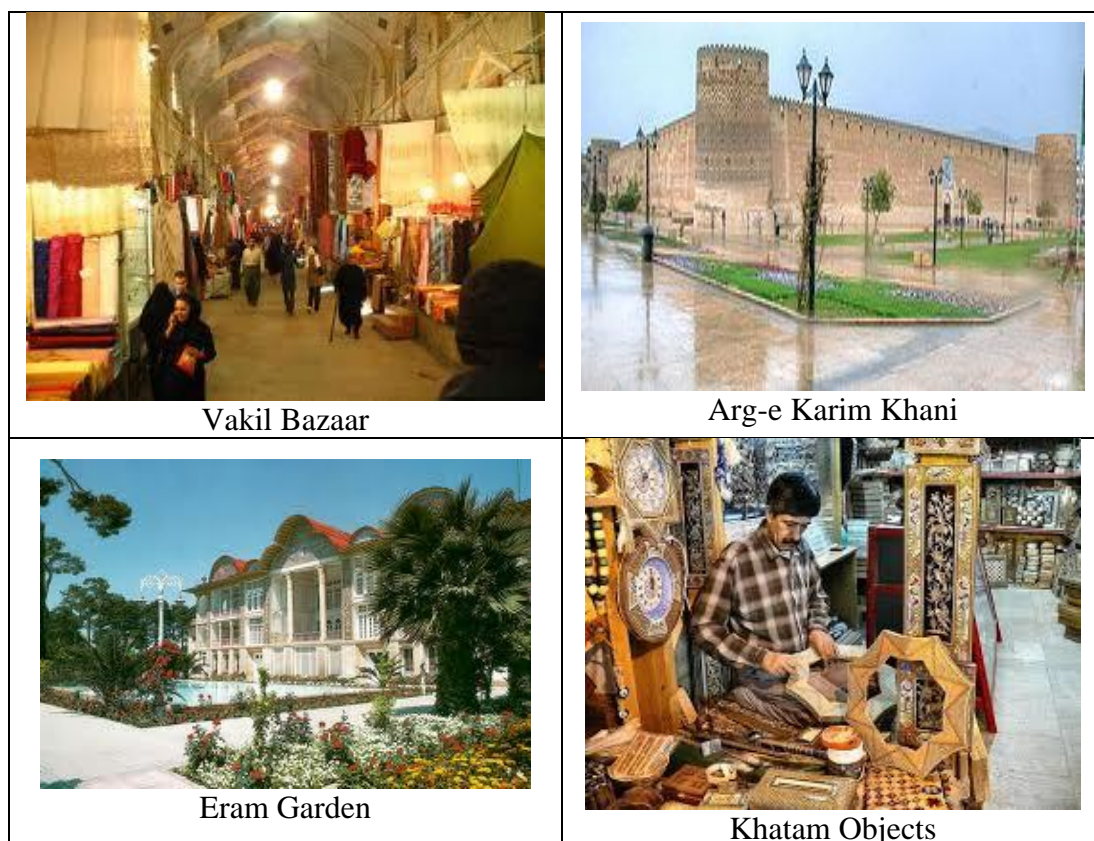


Figure 1.1 Some of Valuable Tangible Heritage in the Cultural-historic Area of Shiraz

As the main driving force of urban heritage conservation plans, citizen participation should be considered to generate fresh ideas where people are able to participate directly in conserving their heritage. This understanding has been brought up by participatory approaches, which are oriented to a bottom-up approach that involves extensive discussions with the target community. Today's principles of participatory approaches can regularly succeed to encourage people to become involved in the decision-making process, while these approaches in different fields among UHC initiatives needs more evaluation and study of their effective criteria and circumstances.

1.2 Problem Statement

The community is a social unit of urban areas which consists of people with a strong and durable ties (Henning & Lieberg, 1996). Residents of the community handle

conserving tangible and intangible heritage. While, Washington Charter (1987) confirmed it is impossible without considering and grabbing citizen participation (CP) for the success of the conservation programmes (ICOMOS, 1987). It is now considered that CP creates the boundaries within which the community will encourage, support or at least accept for conserving their heritage. However, it is questionable how to evaluate participation of the community (Roberts & Stalans, 1997). While researcher is sympathetic to this view that CP is a highly context-driven, social and political process. In this case study, there are several arguments for evaluating CP.

Cultural-historic area of Shiraz is a distinctive cultural-historic community in Iran (Consulting Engineers Company, 2005). It represents a glorious past from historic periods, Particularly Zandieh Period. Residents of the community make some specialized handmade products such as inlay (Khatam products), pottery, Gabbeh Carpet, Scrimshaw, Miniatures products, and so on. They have, on one hand, a significant value in reflecting community identity, and on the other hand, have an especial status in the economy of the residents (Limbert, 2004). Today's, they are under certain condition. They have a lack of appropriate housing, urban services and health care facilities which leads them to leave their traditional works (Movahed, 2012). That means the community is losing its gorgeous cultural and traditional values which represent Shirazi culture for many decades (Hanachi, 2010; Movahed, 2008).

Because of the tremendous loss of cultural heritage materials, the municipality of Shiraz established some people-oriented institutions in 2009. They have named Modernisation and Facilitator Services Bureau (MFSB) which consist of residents who are familiar with residents' needs and have experiences in urban affairs (Shiraz, 2013). They handle determining residents' issues and authorized to resolve the issues through urban management. They, also, handle encouraging people for participation in the decision-making process. From 2009, these MFSB agencies claimed that many residents could participate in the planning process for conserving cultural heritage in the area (Qaani MFSB, 2012). They believed that they could meet the following objectives for protecting their traditional urban culture in the area:

- i. To provide database of people information and their needs and issues,

- ii. To recognize the deferent aspects of neighborhoods in the Cultural-historic
- iii. area,
- iv. To develop the vision of each neighborhood,
- v. To provide an action plan,
- vi. To do educational programs,
- vii. Participation and empowerment,
- viii. To provide rehabilitation plan in the area,
- ix. Documentation,
- x. To execute interagency agreements,
- xi. To raise awareness,
- xii. Institution-building,
- xiii. Renovation by residents,
- xiv. To define, monitor and control in the projects of development driver in the
- xv. area,

Mohammadi et.al (2013) investigated some measures of Iranian's local government and municipalities in Iran (Mohammadi, T, & Mozafar, 2013). They focused on those measures that were in conjunction with the intervention in urban historic districts. They found that the measures had not wildly been in the areas. They have not considered the all socio-economic, physical and environmental aspects. For example, some projects that have been carried out within urban historic districts such as Bin al-haramin street project, modernisation projects by accumulating lots from small to large scale and etc. could not improve the circumstances of historic districts in Shiraz (Hanachi, 2010). Indeed, studies have shown that the approaches of these projects have been as the Top-down and non-participation approaches. These approaches led to meet the conservation plans with less than 45 percent success (Movahed, 2012). From 2009, local government established MFSB organisations to fill out the existing gap between local government and municipalities, and people (Mohammadi et al., 2013). These organisations have established to provide a proper platform for encouraging people in participation in urban planning and conservation. However, a Cultural-historic area of Shiraz is unique Zandiyeh's historic ensemble in Iran. It is losing the unique historic values by an increase in looting considerable damage to the cultural heritage (Andalib, 2012; Hanachi, 2010; Jahanshahi, 2009; Mohammadi et al., 2013; Movahed, 2012).

1.3 Objectives of the Study

This research aims to evaluate citizen participation (CP) as a framework to manage urban heritage in the city of Shiraz, Iran. To this end, it determines the most critical issues and deficiencies of citizen participation in urban conservation planning initiatives in the city. It also evaluates criteria of participation in a certain NGO, called Modernisation and Facilitator Services Bureau (MFSB). It is where the old areas' residents attending the meeting for conserving cultural heritage in the area. Therefore, the following objectives have been selected to achieve the aim:

- i. To determine issues and deficiencies of citizen participation in the planning and urban conservation programmes in Shiraz, Iran,
- ii. To determine a proper strategic planning approach for urban planning and conservation programmes in Shiraz, Iran,
- iii. To evaluate criteria of participation in current citizen participation practices in the decision-making process in urban heritage conservation in Shiraz, Iran.
- iv. To determine a set of guidelines for integrated UHC management associated with citizen participation in the scope of research.

1.4 Significance of the Study

Prior to the 1960s, governments were executors in the urban planning process, particularly in its economic and management aspects, so top-down approaches were the most common model in the decision-making process (Mohammadi, 2010). In the 1960s, participatory management impacted this situation and led to the spread of participatory and democratic models. After the 1960s, concepts such as sustainable development, democracy and human rights took hold in the concepts of urban

planning. Now, different theories have been presented to show the role of people in the decision-making process (Yung et al, 2011). Critical issues of urban heritage conservation have begun in the 21st century and are rapidly moving toward a revolution in duties, aims, and methods. Most practical and theoretical efforts that have been performed in these areas have been based on a combination of methods and planning principles such as democracy, participation of public and private sectors, supporting poor people, and most importantly, the presence of people in the conservation of cultural heritage (Mohammadi, 2010).

However, a lack of understanding of how to integrate urban conservation with urban development processes and its relationship to citizen participation remains a major obstacle to achieve this objective. This study, by investigating current citizen participation practices in the decision-making process in urban heritage conservation and its evaluation within the framework of an urban conservation strategy for Old Shiraz, therefore, will serve two main purposes:

1.4.1 Contribution to Theoretical Framework

The study examines the certain criteria and tests measurable indicators for evaluating citizen participation and their role in reflecting decision-making in urban heritage conservation (UHC) initiatives. In this respect, it can provide a theoretical framework to determine similar issues with citizen participation in the urban contexts of old and historic areas of cities, particularly in cities of developing countries. We are keenly aware that the evaluation of citizen participation has purely instrumental features associated with it that can be separated from its socio-political context. However, we also believed that it can be pursued the following logical arguments to evaluate citizen participation:

- i. A compelling argument for evaluating citizen participation is that municipal authorities needs to ensure the proper use of public or institutional resources including citizens' time and effort.

- ii. By evaluating, it provides an appropriate opportunity to recognize whether the residents' intervention works as well in the planning process or it whether or not the intervention is the way that it is implemented.
- iii. Another argument is that evaluation plays an important role in establishing whether or not a fair process was constructed or whether the views of participants were accurately and fairly represented in the decision process.
- iv. Lastly, theoretical and scholarly interests in evaluating citizen participation can be pursued for the purposes of describing, explaining and predicting residents' behavior and social processes.

The arguments for undertaking evaluation, as mentioned above, are tightly linked to questions about "it will undertake under what circumstances". However, it cannot be denied that any kind of evaluation is fraught with political and practical challenges that can constrain the choice of evaluator, the scope and approach to the evaluation and ultimately, its ability to influence the design of future public involvement processes.

In this research tried to use Rowe and Frewer (2004) for evaluating citizen participation of residents who participate in the MFSB programmes for conserving cultural heritage in the Cultural-historic area of Shiraz. Results and findings will be enabled the researcher to describe, explain and predict residents' behavior for their future participations.

1.4.2 Contribution to Practice

This study addresses a set of guidelines to determine future involvement of residents within the participatory framework to prepare an urban conservation strategy

for the historic city of Shiraz that could be used as a tool to provide effective participation and subsequently contribute to the sustainable development of the city.

It is also expected that the results from this study will be expanded to explain similar issues in historic districts of other developing countries and will act as a generic model for developing a sustainable conservation strategy for these areas.

Some interested Iranian apparatuses that will be able to use the findings from this study include the following:

- i. Ministry of the Interior
- ii. Ministry of Housing and Urban Development
- iii. Research Centre of Ministry of Housing and Urban Development
- iv. Fars Housing and Urban Development Organisation
- v. Fars Management and Planning Organisation
- vi. Municipality of Shiraz
- vii. Municipality of District 8 of Shiraz City
- viii. Governor General
- ix. Shiraz City Council
- x. Consulting Engineers
- xi. Representatives of related NGOs.

1.5 Research Gap

There is a significant literature on the evaluation of citizen participation processes aimed at identifying criteria and establishing measurable indicators to evaluate various aspects (Beierle, 1999; Beierle & Cayford, 2002; Bradbury, 1998; Carnes, Schweitzer, Peelle, Wolfe, & Munro, 1998; Charnley & Engelbert, 2005; Chess & Purcell 1999; Edwards, Hindmarsh, Merer, Bond, & Rowland, 2008; Lach & Hixson, 1996; Rowe & Frewer, 2000, 2004; Rowe, Marsh, & Frewer, 2004; Stephens & Berner, 2011; Webler & Tuler, 2001). At present, the state-of-the-art evaluation framework seems to have increased more in complexity than in generality: numerous

criteria and indicators have been theoretically outlined, and tools have been empirically applied to a variety of participatory procedures, but they are mostly (and inevitably) context-dependent and thus cannot be universally held (Webler & Tuler, 2001). However, many authors included those mentioned above – have strived to offer a systematic view of the field. Although, researchers have developed several studies on the participation and its criteria, there are no studies to address citizens' participation who involved in the NGOs forum for urban heritage conservation. Indeed, the study argues that one of the modes through which the empowering (or disempowering) efforts of participation in the Modernisation and Facilitator Services Bureau (MFSB) in Shiraz, Iran. It evaluates participation criteria among residents who involved in the process and mention their experience in the process.

1.6 Scope and Limitation

This study focuses on the evaluating citizen participation as a framework to manage urban heritage in the city of Shiraz, Iran. Through a detailed study of Old Shiraz's urban, social, political and environmental dimensions of decision-making with associated to cultural heritage conservation is examined in depth. The study will concentrate on three areas of knowledge: urban conservation, evaluating citizen participation and social sustainability. As the meanings of these three concepts vary considerably within reviewed literature, for the purpose of this study, these concepts will define in Chapter 2 and are used throughout this thesis. However, we briefly bring the definitions of these concepts here as follow:

- **Urban Conservation:** Dennis Rodwell (2007) in his seminal book *Conservation and Sustainability in Historic Cities* defined it as “a townscape and a morphological and aesthetic approach to management of change in historic cities” (Rodwell, 2008). In this study, we concentrate on all activities of renovation, revitalisation through participatory approaches in the old and historic area of Shiraz, Iran.
- **Evaluating Citizen Participation:** Citizens' participation has become a global issue for mobilising untapped human resources, and it has spread across the

field of Urban Heritage Conservation (UHC). This rise has been come both from by the public who want a larger share and role in the decisions that affect their living, and by agencies that recognize the importance of the absence of citizens in their decision-making process (Charnley & Engelbert, 2005; Peerapun, 2013). The concept of citizen participation is too general and is not well formulated. Such that some researchers might disagree with the scope of activities implicitly or explicitly, and also, evaluative criteria included within the concept by others (Rowe & Frewer, 2005).

In this study, citizen participation and its criteria defined based on the interpretation suggested by Mannarini and Talo (2013) who used their interpretation from Webler and Tuler (2001). They defined citizen participation as a “variety of procedures for enabling diverse members of the public to be active participants in deliberations about preferred policy options, and in some cases decision-making” (Mannarini & Talò, 2013).

- **Social Sustainability:** this research addresses the need for social sustainability in urban heritage conservation management. Since this concept has its complexity, this section provides an appropriate understanding of it that will investigate several details such as a sense of place, identity, social equity, access, and citizens’ participation. Moreover, the research proposes to construct a proper relationship between citizens’ participation as the main factor in social sustainability and urban heritage conservation in the historic city of Shiraz.

Cultural-historic area of Shiraz has developed over a long period, and it is still changing consistently. The study concentrates on the area due to its gorgeous characteristics. The area is famed for its long history, monuments and sites (like Persepolis inscribed on the World Heritage List, 1979; and The Zandiyeh Ensemble of Fars Province submitted on the Tentative List, 2008), intangible heritage (poetry), the Persian Gardens (properties inscribed on the World Heritage List, 2011). It was an old capital of the Persian Empire. However, current approaches are used to conserve this valuable heritage without considering citizen participation. They not only endanger social sustainability of historic cities but also lead to loss of historic and cultural heritage.

Much of the literature indicates that there have new movements for enhancing public participation in urban planning and conservation. There have new movements in current years which enhanced the share of citizen participation in the decision-making process. Some of them are like re-establishing Islamic City Council and Neighborhood Council in 1999 and establishing Modernisation and Facilitator Services Bureau (MFSB) as a people-oriented agency in 2009. The study will concentrate on the evaluating the residents' participation who attended on their programmes. Although, it appears that city councils and neighbourhood councils have been able to provide a level of participation in Iranian society, researchers have shown that they have not prepared a type of direct participation by and involvement of all individual citizens.

1.7 Thesis Outline

This study is divided into nine chapters. Chapter two describes the literature review of three concepts: urban conservation, citizen participation, and social sustainability. The chapter provides framework to understand the relationships among these three concepts, which provides a good context for the subjective evaluation of residents affected by UHC initiatives.

Chapter Three explains the methodology used in the study. The methodology consists of a mixed method including qualitative and quantitative methods. Indeed, the study used a semi-unstructured interview to recognize the relevant social issues of the UHC initiative in the study area. It also used a Delphi method survey and SWOT analysis to prioritise the social issues in conjunction with UHC initiatives and citizen participation in the area. In the last phase, it employed a questionnaire survey for the subjective evaluation of residents regarding their opinions on participation in the UHC initiatives.

Chapter Four describes some matters about urban planning and conservation management in Iran and Shiraz. It highlights, on the one hand, social and cultural conditions, and key features of administrative systems and planning policies for

heritage conservation in Iran. On the other hand, it takes into consideration heritage conservation management in the city of Shiraz.

Chapter Five describes the subject of citizen participation in urban planning and management in Iran. It takes a detailed look at the evolution of this concept during three major periods in Iran including before the Constitutional Revolution of 1906, between the two revolutions (1906-1979) and after the Islamic Revolution till now. Then it highlights the role and significance of city councils in citizen participation, particularly participation in UHC initiatives.

In chapter Six, the study describes the case study area. It gives detailed information on the geographical, historical, demographic, physical and socio-economic conditions in the study area. It also considers the variety of differences in the community as well as the settlement in the area. Moreover, it addresses existing conservation and development policies in the case study area. Finally, facilitator agencies are considered as the significant institution-based agency in UHC initiatives.

Chapter Seven and eight consider the data analysis and discussion of the study. Specifically, chapter seven analyses and discusses on the social issues of UHC initiatives in the case study area. These issues, which were obtained through semi-structured interviews, have been prioritised by the SWOT technique, which was carried out to show the significance of citizen participation issues in conjunction with the other issues. Chapter eight mainly describes the evaluation of citizen participation in UHC initiatives in the case study area.

The last chapter comprises the conclusions and recommendations of the study. It summarises findings obtained by this research. It also suggests some areas for future research.

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