

The study of attitude of Tehran citizens about life in urban social space and citizens' social vulnerability

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Abstract

Presently, half of world population lives in cities and in many countries such as Iran, most of people live in cities and metropolitans. The city evolution and new conditions in metropolitans are considered uncontrollable and it is believed that the future base of mankind forms in cities as Park points the city as the natural habitat of human in modern age. The urban population deals with various and somehow annoying problems as it can be said that most of social damages are appeared in cities. The urban management faces with difficult responsibility of controlling these damages. This paper attempts to study the citizen's social vulnerability in Tehran according to urban social space approach. Here, different views such as Chicago school, Dickens theory, Castells theory and social approaches such as Chicago school and social disorganization theory are applied. The paper is a survey and questionnaire is the tools of data collecting. The results showed the high rate of citizen vulnerability in relation with research variables such as self-alienation, rationalism, less emotional relationships, less social integration and more individualism.

Keywords: urban, social space, vulnerability, self-alienation, rationalism, less emotional relationships, individualism

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Problem statement

Undoubtedly, urbanization means common evolutions in human life including industrialization process. Since industry revolution and population increase in cities and urban life and economics- urbanization is not the change in life place any more but it developed a new kind of social life. Urban growth occurs when the population in cities and towns increase. Urbanization is the increase of population in cities and towns to villages. Urbanism is a process in which the social characteristics and urbanized behavior becomes popular over society (Clark- 2003:48). City is a human-made habitant and placed under a specific political power with relative stable population in it – creates special spaces for professions- and an obvious distinguished space from artificial and applied places and shows a specific culture out of inner relationship carrying enormous subcultures (Fakohi 1383:29).

Urbanization has a close relationship with modernity and it is basically a part of modernity. Most of authors theorizing the process of modern system or capitalism pointed urbanization. Even the appearance of modern literature is related to urbanization. The novelists in nineteenth century- like Elizabeth Gaskell, George Elliot, Thomas Hardy and even Charles Dickens considered urban society as the opposite of rural life and believed that city is the place of poverty, industrialization and conflict. The modernists believed that they had to write about crowd, apartments, group entertainments, automobiles and cinematic views (Childs. 1386: 201).

These authors reflected the new urban life experiences- such as automaticity, alone in crowd and isolation (the same). Therefore, the authors understood the different point of this lifestyle and the catastrophic consequences.

Furthermore, big cities are heterogeneous in ethnical groups, language, the social, economic and class level of citizens and the ratio of natives and immigrants. The various neighborhoods are different in ecology and morphology. As a result, the kind and rate of social problems are different in different parts of city. It

is essential to plan for controlling and decreasing the urban problems and have detailed information about social questions in any neighborhoods to design and perform more realistic plans related to the problems. It is more obvious considering that most of management plans are neighborhood oriented. Considering a city- as a key concept in this paper- demonstrates a relationship between environment and human lifestyle with economic, cultural, psychological and social requirements and interaction with each other. In fact, city is the dominant symbol of this relationship. Moreover, some damages are resulted for urbanization such as self-alienation, less social integration, social rationalism, materialization, insecurity and dominancy considered by theorists such as Marx, Durkheim, Weber, Simmel, Giddens and Dickens.

The importance of research

Considering a city- as a key concept in this paper- demonstrates a relationship between environment and human lifestyle with economic, cultural, psychological and social requirements and interaction with each other. In fact, city is the dominant symbol of this relationship.

What can be stated about this subject are: 1. The first reason of effects and results of urbanization is complexity so that we face a complex network of city problems. So, facing with urban problems necessitates different specializes to analyze the association between changes with the effects on human. Considering these problems and this point that during past fifty years the world witnessed a significant urbanization is not only as a risky governing overwhelming all societies but also the necessity of better planning and innovations for solving crisis and problems which are inevitable because of inevitability of urban development. 2. The second reason can stated as a quotation of Hossein Adibi “the present urbanization is the most catastrophic form of life with its different aspects in history” (Adibi, 2536: 11). This paper is important in both theory and applied. Theoretically, it studies concepts, theoretical approaches and evolutions related to urban and urbanism and their importance. Applied point of view provides the con-

text to get familiar with urbanization risks culturally and socially and cultural and social planner use the experience of urbanism to plan the future designs to find applicable solutions and take a step toward solving society problems, scientifically. This paper is also important for demonstrating the aspects of urban development, considering the hidden problems of urban culture and the sociological aspects of urbanism development and its effects on culture of citizens. The present study attempts to investigate a part of problems related to urbanism and socio-cultural problems of citizens in Tehran zone 2.

The questions:

1. How does the urban social space affect citizens' self-alienation?
2. How does the urban social space affect citizens' emotional contacts?
3. How does the urban social space affect citizens' wisdom?
4. How does the urban social space affect citizens' individualism?
5. How does the urban social space affect citizens' social integration?

The study goals:

1. Studying behavior, attitude, situation and achievement of people from city and "self" in the city.
2. Expressing the characteristics of urban, urban life and its consequences.

The theories of classical sociologists

Urban evolutions can't be hidden from social theorists. Ritzer considers urbanism as one of the important factors of social evolutions.

Urbanism refers to the process of emigrating from countryside to city and increasing the city population after industry revolution and popularization of urban behaviors (Edgar and Sedvich- 2008: 369). The emigration was due to the new jobs in industrialized cities- but had some social issues- for emigrants to adapt with urban life. Moreover, developing urban caused problems such as air pollution and traffic jams

which gained so much attention of primary sociologists (Ritzer, 1380:9).

Based on the main hypothesis of urbanization, modern city is one of social elements of capitalism. Therefore, all internal and external challenges should be analyzed based on class conditions and relationships, even though it might be considered nonsense initially (Tajbakhsh, 1387:25).

Traditional Marxism proposes a strict and obvious version for solving urban problems; the class levels should change to provide solutions for urban life problems.

Based on Weber, the urban was formed as an absolute economic and social unit in Europe. Weber analyzing city, the modern city is a context to reflect the rationalization and industrialization of modern society.

Rationalization is the key concept of Weber in analyzing modern evolution. Rationalization is a body of related phenomena as follows: first, different trends of rationalization and teleological and fantasy on the other hand. Second, rationalization as a concept of achieving to a determined goal using detailed and suitable computation tools. Third, growth and rationalization as ethics systematically toward constant goals (Gidens, 1378: 56). In his prospective, rationalization occurred in different parts of society is distinguish of industrialized society from previous ones.

Simmel has an important and well-known article about urban: metropolitan and mental life. His paper is a reflection of points and interaction about metropolitans at the beginning of twentieth century. He compares the psychological situation of human in cities with rural areas and mentions the differences (Wolf, 1950: 417).

In rural areas, people face with constant and limited visual and audial stimulations and observe fixed views and only deal with other villagers. But in metropolitans, people are bombard with abundant audial and visual stimulations. Daily routines in cities face with a huge number of view and stimulators and people in metropolitans deal with unfamiliar people

which puts them in a particular psychological position and causes a kind of social distinguish.

Compared with small cities, big cities are distinguished by characteristics such as rapid life routine, economic exchanges, vast public transportation and many phatic contacts among strangers. People in metropolitans react indirectly, unemotionally and carefully and tend to social distance that Simmel points as inattention to others with a little avoidance and disgust (Vanderberg, 1386: 108).

Durkheim considered the pass through traditional to modern societies as the pass through mechanical to organic correlation. In mechanical correlation, people are connected through similarities but in organic correlation, they are connected based on differences. The division of labor in society is the result of organic correlation. Durkheim defines the city with physical density (the ratio of population to area) which is a result of ethnical density or common values and rules. The city makes sense when the social unit is integrated (Fialkov, 1383:16).

Passing through traditional to modern system, the society face a lot of chaos and irregularities seeking a sociological response for them. The social problems are from the same kind. In fact, Durkheim considered the modern and big cities exposed to social problems from the change of social system change and looked for a solution. It has to be kept in mind that Durkheim considered a social role for modern cities.

The theories of modern sociologists

Chicago school:

The first group of sociologists investigated the city systematically were social researchers in Chicago school. Robert Park and Burgs invented the term "human ecology as a key concept of Chicago school. Human ecology is a part of most expanded environmental sociology approach. Environmental sociology is the systematic study of behavior in society and depends on concepts such as human ecology, urban sociology and rural sociology and connects with other concepts such as environmental psychology and urban planning. Some of common questions

are: how does a space get a specific arrangement? How does environment affect on social processes? How do social groups affect on using Earth based on their potential level? In what ways are social activities influenced by environment? How does a specific configuration influence on human interactions? (Kavos, 2005:160).

The researchers of Chicago school accepts this default that city is not only a structure made by human but also a great part of their social life.

Park starts one of his papers as: the city in this thesis is something more than the body of people and social facilities- streets, structures, lights, courts, hospitals, schools and police are a kind of thought. A body of habits, traditions, emotions and thoughts as an inseparable nature of this habit and transferred as traditions. In other words, city is not a body mechanism and artificial structure. It involves in life processes. The city is the result of nature, especially human nature (Park, 1385: 68). Park used human ecology to study city based on biological concepts. Human ecology-out of natural ecology- studies the reaction between people and environment (Coone 2006:189). Park considered a city as a correlated system of people and organizations to be studied as a spatial system. We face a mosaic of various groups with specific culture, history and purposes and compete based on particular processes for ownership (Fakohi, 1383: 183). It has become so popular that considering the sociological and political consequences is common for space and environment (Houghes et al. 1999:425). Park thinks that, the more expanded the city, the less belonging people feel. People in cities feels lonelier than people in small towns and villages, whereas special city spaces –e.g. neighborhood- are referred in human scale (Basiteh and Darz, 1377: 441). Such approach can be used in studying the social problems in metropolitans such as Tehran.

Worth is his famous paper urbanism as a life style changes the theory of Simmel and considered it as a base for a more efficient urban theory. Accepting the views of Simmel about the quality of social relations among residents, he focuses on ecological

approaches, urban spaces including distinguishing different spaces of ethnic, racial, status groups. He thinks that social groups gather based on similarities. Worth reasons based on Simmel scheme: as people are involved in different parts of society, they feel a sense of belonging to each. Social contacts and actions in cities are instrumental and temporary and cause a sense of insecurity and other social damages, psychological illnesses, suicide, etc. (Afrogh, 1376:118).

Manuel Castells:

Castells calls the new human societies as network societies based on his 15-year studies in Berkley University. He stated that producing, processing and transferring information are the main sources and elements of power and exploitation. Castells mainly focuses on metropolitan and metropolis- metropolis is a term that reflects the city structures of time, developed by the connection with modern economic (Nex and Pinch 2000:31). He considers the connection between space and technology as the main element of a metropolis which gives it a structure. He also considers the metropolis as the result of delayed capitalism (castells, 1977:23). Considering our interests, what is the point of Tehran being a metropolitan? There are two general approaches. At first, population increase is a negative factor that increases the social problems and questions in progress and results in slums and inequality. Secondly, in contrast with first approach, population increase does not necessarily increase the problems but it is a potential to increase the social life quality (Fakohi, 1383:123).

Peter Dickens:

Peter Dickens is one of urban sociologist with theories based on social aspects of urban environments and spaces. He attempts to put several approaches together and present a combined theory. The biological approach based on biological and nature system of Robert Park, social-environmental views, economic-politic views and some of modern psychological views are combined to provide a theory in which social roles of urban environments are considered as well as macro-economic and -social processes. Dick-

ens considers the neighborhood as the main element of urban sociology. He believes that people find and enhance their identity through social interactions in small-scale places connected to their daily routines. This issue is the main element not only for urban sociology but also for whole sociology (Afrogh, 1376: 154-155).

Approaches for social problems

Rubington and Weinberg (1383) distinguished seven approaches: social pathology, social disorganization, value conflict, misconduct, labeling, criticism, an approach on social structures and the characteristics in a special definition of social problem, their reasoning, the conditions and the developing, damaging consequences and presented solutions for social problems (Rubington and Weinberg, 1383: 12).

The social pathology approach considers the social problems a violation of social measures and expectations and its reason is the failure in sociability and the solution is ethnical education.

Social disorganization approach as Charles Hrton, Park, Thomas and zenanski fixed it, defined social disorganization in which different measures, norms and values are formed and developed as a result of regulation inefficiency. The reason of social disorganization is the lack of balance among components or subsystems of social system and the solution is however in making balance among components and rebalancing.

The base of conflict theory can be found in Marx, Angels and Simmel view, but this title refers to some American theorists and researchers such as lewis Quzer in 1920s and 1930s. This theory considers the definition, acceptance and perception of phenomena as a social problem as a result of challenges among groups that compete for their purposes and values. This view considers the conflicts as the reason of social problems.

Misconduct is the other approach in social pathology. Some called it the authenticity of operation and construction. The Durkheim and Merthen represented this approach. The fans of this view consider the social problems the results of violation of

social norms. Robert Merthen expanded the Anomie theory of Durkheim and presented one of his most well-known theories based on compatibility and incompatibility between tools and goals.

Labeling or social reaction of developing social violations are mostly related to social monitoring system. The approach affects on mental aspects of social phenomena. They believe that the culturally challengeable and eager to change situations are social problems and it is based on this definition that the reasons are searches in mental processes and popular definitions and present the same kind of solution (Rubington and Weinberg, 1383 and Momtaz 1385).
Theoretical framework

In theoretical pedagogy, different views are considered as Marx, Durkheim and Weber the classic sociologists and those considered the modern age as the problematic period (especially Weber that believes modern world as the world full of conflict). The problems considered by all three people in present study are: less social integration (Durkheim), different actions in city (Weber) and self-alienation (Marx).

As Simmel deals with the action concept which is the essential base of social life. This concept is so important for Simmel that he put them as the main elements. Therefore, points considered by Simmel are where the action is damaged, paused or depressed. Simmel thinks that the threat in modern cities are the isolation of habitat based on life necessities. Other damages are emotional distance, unfamiliarity and distrust. He introduced the mutual trust as the trust to symbolic signs (money). Simmel considers big cities as places creating various stimulators for human in which no individual can respond in person. So, according to different urbanized stimulators, the person need to be more aware and clever and simplicity of rural areas fails. The person in city react with his brain to simulators not his heart. The other difference is that the metropolis is naturally the place of economics. It leads the person to have independent and special view to other people. He believes that the vast functional area of big cities is based on division of labor, so being what is important in cities not be-

ing who. This situation results in less emotional and close contact and self-orientation will become the purpose. Person in metropolis has to reflect his personal characteristics so that he can be isolated among huge number of other citizens (Simmel, 1969:56-58). Simmel's view is important as he distinguish between two main characteristics of urban life. First, the disturbed social environment make people reconsider their relationship and exaggerate most of problems around them. The second is the increase of human motivations in requiring profits. Simmel stated that urban life is a body of exchanges that person may ask himself what he achieves and what value it has. The results of emotional and impersonal interaction lead to disgust that form the social characteristics metropolitans. Furthermore, people in metropolitan can't feel responsible for each other.

Wirth reasoned that loneliness and social disorganization are the characteristics of urban life, so all cities are big, dense and heterogeneous. He stated:

{Huge numbers express the characteristics related to variety and changeability of person, lack of personal relatives and isolating the human relationship which is very unknown and transient. The density guarantees diversity and specialty, harmony of close physical contact and far social relations, obvious conflicts, a complex scheme of distinguish, official social monitoring system, and severe impact among other phenomena. Heterogeneity penetrates to social structures causing motion, inconstancy, insecurity and dependency of people to social groups with many changes in members. Substantial communication network follows the process of personal relationships and corporations and institutions prefer group needs to individual ones. Therefore, a person can be efficient and effective only through organized group activities (Wirth, 1938: 1).

Wirth introduced three characteristics about urban not rural life as population, density and heterogeneous social relations. Therefore, the different urban life can be detected. Wirth claimed that there is a relationship between the type of habitation and substantial life so that different kinds of personalities,

psychological characteristics and life orientations are in relation with living in cities. Urban life destroyed powerful social identities. Wirth is obviously pessimistic about urban life and considers it as acid which corrodes traditional values. He believes in more freedom in cities but also believes that this freedom may cause disorganization (Wirth, 1983: 3).

Wirth believes that as a result of factors mentioned above, the inhabitants gain the signs of urban and isolated from spirituality. In average, most of people in cities feel lonely, irritated and depressed with stresses. According to diversity in cities they feel insecure. For the same reason Wirth thinks that personality disorganizations, psychological illnesses, suicide, crime, corruption and anarchy in cities are more than rural areas (vago, 1373: 172).

Weber, Simmel and Wirth investigated sociological interpretation resulted from urban life deeply and concluded that people in city are more different, self-alienated, smart and disgusted from environment. Social relationships are becoming artificial and secondary.

Five elements are extracted according to presented

theories as follows:

1. Self-alienation (Marx, Simmel, Weber, Wirth): 1. Lonely 2. Isolated, 3. Insecurity 4. Social alienation
2. Rationalism of individual action (Weber, Simmel): 1. Opportunity evaluation, 2. Rational choice 3. Instrumental relations. 4. Selfishness and individual reference.
3. Less social connection and integration (Durkheim, Wirth): 1. Less social trust. 2. Less social correlation 3. Lack of social participation 4. Lack of social responsibility
4. Less emotional connection (Simmel, Wirth): 1. Less emotions 2. Lack of sympathy 3. Substantialized relations 4. Secondary relations
5. Individualism (Simmel): 1. Selfish values, 2. Self-pride 3. Show-off 4. Pleasure

Methodology

The method in this paper is survey for experimental study of hypothesis.

The index and options of cultural-social damages Validity

Concept	aspects	index
Social-cultural damages	Individual self-alienation	I feel not being useful or valuable
		Sometimes I think I can do things well
		I feel I don't belong to city
		People in cities don't care about each other
		I hardly have a deep relationship with people in cities.
	Rationalized individual actions	I help in the case they help me one day.
		People should use others' weak points for their personal purposes
		Every opportunities should be used for self or family purposes
		Who help me that I help others
		People in city are in relation based on their purposes
Less social integration	I try to be unknown in my relationships	
	I prefer not to be a partner in contracts an life	
	People help in case of problem	
	No one helps in case of problem	

	Less emotional contact	Urban weakens social connections
		The relations in city are so superficial
		No deep emotion is felt in city
		In city, only money and power talks.
		Money plays an important role in life
		Nowadays people are scared of facing unknown world of cities.
	Individualism	Competition has been increased
		The people in cities are cold
		Person should use the opportunity for himself
		I never apologize
		I prefer to meet my own needs first

After determining research community, the primary questionnaire was test by 30 respondents. We investigated the reliability and validity after primary test-

ing, changing some options and solving the ambiguity.

Variables	Primary Alpha	Secondary Alpha
Self-alienation		0.783
Rationalization		0.697
Less social integration		0.732
Less emotional contact		0.629
Individualism		0.657

Statistical community

Statistical community in this paper are people in age range of 20-60 in Tehran. Since it wasn't possible to collect essential data from all people in community, so a sample was selected based on sampling principles.

Data collection

The respondents have to be selected randomly and relatively represent Tehran. The respondents are selected by cluster sampling. The final sample guarantees selecting different samples in this paper so that the considered range is divided into several clusters and sampling is carried out in smaller clusters. The selection of families and people is the last step of this

sampling (Duas, 1383:74). As this sample should be representative of all 22 zones of Tehran, so the selected zones should meet this need. Five big zones were selected as follows: Zone 2 (north), zone 6 (west), zone 8 (east), zone 12 (center) and zone 16 (south). Each zone is divided into smaller parts and finally the sample is randomly selected families and people.

Sample size

The size of sample was determined as 383 using Cochran formula with standard error of 5%. In order to guarantee the size the sample was increased to 400 and finally 390 questionnaire were analyzed.

T	P	D							Zone	
2	05%.	50%	N	Zone 16	Zone 12	Zone 8	Zone 6	Zone 2	Total	
			390	157876	133489	209101	128211	353605	982282	(Age range (20-60
				64	54	85	52	150	400	Sample size

Cochrane formula was used in order to calculate the size of sample for filling the questionnaire. In this formula:

N: statistical sample t= confidential coefficient 95% with 1.96

D=the de

P confidential distance is considered 10% so the is 5%.

$$n = \frac{Nt^2 pq}{Nd^2 + t^2 pq}$$

$$n = \frac{982282(1/96)^2(0/25)}{982282(0/05)^2 + (1/96)^2(0/25)} = \frac{960000}{2501} = 383 \cong 400$$

Frequency distribution of locations of the respondents

Location	frequency	Percent	Accumulative percent
Zone 2	134	34.4	34.4
Zone 6	59	15.1	49.5
Zone 8	90	23.1	72.6
Zone 12	52	13.3	85.9
Zone 18	55	14.1	100
Total	390	100	

Table. Frequency distribution of locations of the respondents

This table shows the frequency distribution of studied people based on their locations. As it can be seen from data, all sample is 390 in which 134 are living in zone 2 (34.4%), 59 in zone 6 (15.1), 90 in zone 8

(23.1). 52 in zone 12 (13.2) and 55 in zone 16 (14.1).

Frequency distribution of living period in Tehran

Living period in Tehran	frequency	Percent	Accumulative percent
27-18	126	32.3	32.3
28-37	202	51.8	84.1
38-more	62	15.9	100
Total	390	100	

Table. The frequency distribution of living period in Tehran

This table shows the frequency distribution of people based on living period in Tehran. As it can be seen, from total 390 people, 126 live 18-27 years in Tehran (32.3%), 202 between 28 and 37 years (51.8%), 62

lived 38 years and more (15.9%).

The frequency distribution of income

Income	frequency	percent	Accumulative percent
Less than 300,000	44	13.9	13.9
300,000-600,000	127	40.2	54.1
600,000-900,000	57	18	72.2
900,000-1,200,000	38	12	84.2
More than 1,200,000	50	15.8	100
total	390	100	

Table. The frequency distribution of income

This table demonstrates the frequency distribution of people based on income. As it can be seen, of 390 people, 44 had less than 300,000 Tomans income (13.9), 127 between 300,000 and 600,000 tomans (40.2), 57 between 600,000 and 900,000 (18%), 38

between 900,000-1,200,000 tomans (12%), 50 more than 1,200,000 tomans (15.8%). The highest frequency is 300,000-600,000 tomans income.

Frequency distribution of age

age	frequency	percent	Accumulative percent
20-30	75	19.2	19.2
31-40	222	56.9	76.2
41-50	58	14.9	91
50-60	35	10	100
total	390	100	

Table. Frequency distribution of age

This table demonstrates the frequency distribution of age. As it can be seen, of 390 people, 75 are between 20-30 years old (19.2%), 222 between 31-40 years old (56.9%), 58 between 41-50 years old (14.9), 35

between 51-60 years old (10%). The highest frequency is between 31-40 years old.

Findings

Self-alienation:

Options	Totally disagree	Disagree	No idea	agree	Totally agree	Medium
I feel not being useful or valuable	34.9	41.8	16.2	3.3	3.8	2
Sometimes I think I can do nothing well	21.5	40	26.7	6.7	5.1	2
I feel I don't belong to city	22.6	36.4	20.5	13.6	6.9	2
People in cities don't care about each other	4.6	14.9	27.7	30.8	22.1	4
I hardly have a deep relationship with people in cities.	9	26.7	28.2	26.9	9.2	3
I trust nobody in cities	11.3	32.8	30.8	15.1	0.1	3
Tehran is not secure for living	9.5	33.8	33.3	13.6	9.8	3
Options	very high	high	average	low	Very low	Medium
How do you feel confused in social life?	13.3	35.9	31	12.6	7.2	3
Have you ever felt the life has become nonsense to you	18.7	23.8	29	17.4	11	3
How much do you feel alone in city?	29.5	29.2	22.6	14.1	4.6	2

Rationalization of individual action in city:

Options	Totally disagree	disagree	No idea	agree	Totally disagree	Median
I help in the case they help me one day.	31.3	41.8	17.2	5.1	4.6	2
People should use others' weak points for their personal purposes	41	35.6	11	8.2	4.1	2
Every opportunities should be used for self or family purposes	17.7	30	23.3	19.2	9.7	3
Who help me that I help others	35.9	45.6	7.4	7.2	3.8	2
People in city are in relation based on their purposes	5.6	15.1	30.8	30.8	17.7	3
A successful person regulates his relations based on purposes	18.2	31	25.1	13.6	12.1	3
Nowadays economics in social relations is one of life conditions in urban	5.4	9	39.2	30.3	16.2	3
Options	Very high	high	average	low	Very low	Medium
How much do you help other without anything in return?	2.8	9.5	31.9	38.3	17.5	4
In your opinion, is it better to decide wisely more than emotionally?	12.3	24.4	36.7	17.9	8.7	3

Less social interactions

Options	Totally disagree	disagree	No idea	agree	Totally agree	Median
I try to be anonymous in my relations	8.2	34.4	26	21.3	7.2	3
I prefer not be partner in contracts and life	7.7	23.6	24.9	25.6	18.2	3
There are people who help others in trouble	17.7	29.2	33.1	15.6	4.4	3
No one helps in case of trouble	9.2	36.7	30.8	15.9	7.4	3
It is better to consider yourself first and then others	8.2	20.8	39.5	17.9	13.6	3
Real happiness is when helping others	51	36.2	8.7	2.6	1.54	5
Each should manage himself	2.8	11.8	23.6	32.8	29	4
I don't want to contact with strangers	31	23.6	29.2	29.7	14.4	3
It unbearable for me to cope with difference in people	5.6	16.2	20.8	32.3	25.1	4

Less emotional contact

Options	Totally disagree	disagree	No idea	agree	Totally agree	Median
Urban weakens social connections	4.1	16.4	27.7	31.8	20	4
The relations in cities are superficial	4.4	14.9	27.9	38.7	14.1	4
There is no deep emotion relation in cities	5.6	17.4	26.4	34.6	15.9	4
Money and power talk first in cities	2.8	5.9	16.9	34.1	40.3	4
Money plays an important role in life in cities	1.5	5.4	19.7	38.5	34.9	4
People are scared to face the urban life	3.6	9.7	40	35.1	11.5	3

How are in touch with close relatives?	6.2	19.2	34.1	30.3	10.3	3
Options	Very high	high	average	low	Very low	Median
How are you close to your relatives?	6.2	21.8	39.2	24.1	8.7	3
How do you contact with them?	20.8	34.1	30	10	5.1	2
How do you contact your neighbors?	7.7	28.7	37.7	16.2	9.7	3
How are you close to your friends?	1.5	6.9	31.5	38.2	21.8	4
Do you want to contact with different people in city?	4.1	10	40.3	31	14.6	3

Individualism

Options	Totally disagree	disagree	No idea	agree	Totally agree	Median
Competition has been increased in people in city	0.5	1.5	16.4	48.5	33.1	4
People in cities are cold	1.3	9.5	29.7	41.3	18.2	4
People should use the opportunities	2.6	9.7	28.2	31	28.5	4
I never apologize	39.5	44.1	12.3	2.6	1.5	2
I prefer myself first	8.25	22.3	42.3	18.5	8.7	4
People around me are so different	0	4.9	28.5	37.4	29.2	3

Conclusion and recommendations

According to changes in social relationships and expanded knowledge and different interests, tastes, thoughts and views of citizens, it has to be mentioned that families and parents shouldn't step aside but be with young generation in social process by presenting suitable patterns and defining social and culture identity. On the other hand, honesty plays an important role in integrity particularly in completing socialization. So, honesty, trust and confidence may lead to a greater "we". Now, social trust develops.

So, trust increases in different social classes and it is also effective on balancing the gap between different attitudes. In relative social trust conditions, society members accept whatever about greater group much easier but in absolute conditions, they support and defend the social values and belongings and challenge against any conflicts.

In order to increase social integrity and correlation, social managers, cultural authorities and even families should try more to internalize and enhance cultural, social, belief and national identity as any misunderstanding, ambiguity and confusion may lead to not compensable losses and unavoidable anonymity. Therefore, self-believe and self-elevation is enhanced relying on rich culture and national civiliza-

tion and dynamic thoughts and cultural and scientific elites.

Nonofficial norms develop and enhance over official norms if individualism, unlimited privacy, selfishness develops over integrity, single voice over multi voices, individualism over group, inactivity over socialization, deception over ethnical commitment, high expectations over hard-work. These points have be consider in order to progress.

About social mistrust it can be recommended that when one buys a good not worrying about being cheated, there are no cheating people and if people feel they can get their rights as soon as possible in case of being cheated and if they can talk to others such as neighbors, colleagues, citizens in different classes and trust the public, then the trust level increases.

It is recommended that the norm-makers such as elites, cultural authorities, athletes, religious people and artist and generally national heroes and celebrities should enhance social integrity, correlation and value promotion. In other words, enhancing correlation between citizens and decreasing negative individualism can be carried out by highlighting national and historical heroes, famous scientists, dedication and courage.

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