

**Sociological study of the quality of social demands among the citizens of Sanandaj**Fardin Mohammadi ¹ Mohsen Noghani dokht bahmani ²

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Keywords: <i>Social demand, urban services, structural blockage, lack of habit, Sanandaj.</i>	<p>Objective: This article attempts to explain the social demands of Sanandaj citizens in order to solve problems in the field of urban services. and also, what items and conditions have played a role in the formation of the citizens' social demand or lack of it. In the present study, social demands in the field of urban services in Sanandaj were examined by using a set of related conceptual/theoretical constructs, including the concepts of action, bureaucracy, habitus, and desire for progress, profit-loss, social demand, Blasé, and citizenship rights.</p> <p>Method: To collect and analyze the data was used thematic analysis method. Participants included those Sanandaj citizens who lived in Sanandaj in 1403 and had a residence history of more than ten years. Purposive sampling method was used to select the samples. The selection of samples was also done by considering diversity in social and economic background, age range, field of study, and willingness to cooperate in the research. To collect data, a semi-structured in-depth qualitative interview technique was used, and 38 people were interviewed. Then, the interviews were analyzed by using maxqda software and coding techniques. The Osterberg, Depuy, and Gitlin model was used for data analysis. Based on this model, the data were analyzed in six stages: data management, theme preparing, theme grouping at higher levels of abstraction, data mapping, discovery of meanings and underlying themes or development of analysis, and thematic saturation.</p> <p>Results: The research findings included 35 concepts that were categorized into 11 themes. The obtained themes were also categorized into three main themes; on the one hand, these themes indicate that the lack of social demand education in the family and education institutions, long and inefficient bureaucratic processes, and negative social conformity have prevented the formation of social demand areas in the field of urban services (structural blockage) and on the other hand, the feeling of need and desire to solve problems in the field of</p>



urban services or improve them has not been formed and the belief in change through social demand has no place in the people's intellectual system (lack of social demand habit). Such conditions have caused the citizens of Sanandaj to have no social demand in the field of urban services.

Conclusion: This result indicates that structural and agency factors play a role in the formation of lack of social social demand in the field of urban services. Therefore, social demand is neither purely agency nor purely structural, but rather includes both dimensions of action. Another result of the research indicates that in Sanandaj society, structural blockage and sick bureaucracy have led to the formation of Blasé in bureaucratic organizations, which can be called Bureaucratic Blasé.

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