Introduction

Indeed ICT technologies are the dominant technologies in the new millennium. Since the era of knowledge and education in the curriculum debate, discussion and the community in recent centuries, to its special place in the discourse of have opened. Therefore, it is necessary to utilize the information and communication technology in the management and planning of urban educating citizens and eliminating social exclusion. Increasing awareness of the problems of urban management has an inverse relationship to the citizens, so that urban managers, high-level learning and citizenship education, to improve the ease and flow of metropolitan management and citizen participation in decision-making processes making and decision-making are indispensable factors. Application of new technologies, changing cities and citizens through increased access to information, improved communication between government agencies, business and industry, to increase the accuracy and transparency in government jobs, grow revenues and reduce its costs, making better sense of the social participation in urban management and its role in planning, as well as improving the economic efficiency of the system and so on.

Materials and methods

The question asked in this research study was conducted preliminary studies on the subject. After choosing a topic, due to the nature of the theoretical - practical matter, discussion of methods used to document field studies and field studies of the distribution of the questionnaires were completed in District 6. The study sample consisted of 112,581 men ¬ and Cochran formula for calculating the standard error of 5% and a confidence level of 95% is used. Since it is not possible to study all the inhabitants of the estimated sample size was 322 patients, but the validity of the questionnaire was further increased to 400. Random sampling is used in this study. The present study analyzed data from SPSS software was used. It should be noted that such research requires a holistic overview.

$$n = \frac{\frac{t^2 pq}{d^2}}{1 + \frac{1}{N}\left(\frac{t^2 pq}{d^2} - 1\right)} = \frac{\frac{(1.96)^2 (./7)(./3)}{(./.5)^2}}{1 + \frac{1}{112581}\left(\frac{(1.96)^2 (./7)(./3)}{(./.5)^2} - 1\right)}$$

The research objectives are:

- The application of ICT and its role in the city's social participation and efficient urban management;
- The level of citizen participation in urban management and the role of ICTs in enabling its use;
- Recommendations for using ICT to achieve citizen participation in urban management and empowerment.

Variables are:

To explain theoretically the effects of ICT in achieving efficient urban management and social participation variables are summarized as follows relationships between variables to be tested experimentally.

1. Independent variables: ICT, information literacy, satisfaction, service, and access to ICT.

2. Dependent variables: personal referrals, admission forms of ICT, social participation and empowerment of urban management.

Research hypotheses are:

- The level of information literacy and ICT adoption manifestations are related.

- Provision of access to ICT at home or work to reduce the amount of direct referrals for personal activities and the administrative.

- The satisfaction of serving people tend to use ICT more of these services will be higher.

- Employing between ICT and social participation are related.

- There is a relationship between social involvement and empowerment of urban management.

Finding and results

Number and percentage of respondents:

Study shows items, the respondents were %54.25 of men and %42.75 female forms. Number and percentage of respondents in terms of literacy: studies show items, most of the respondents, ie, %26.5 of whom are high school graduates. 18.25 percent had a bachelor's degree or higher, %16.25 had been educated, %11.75 of elementary education and only %3.5 of the respondents are illiterate.

Survey of ICT facilities Location of item:

Shows the status of ICT facilities at home, the phone features are fully Respondents %77.3, %43.3 and %18, respectively, with mobile, computer and internet are. Survey of ICT facilities at work: survey items show, ICT facilities in the workplace, one hundred percent of respondents with mobile facilities are %40.75, %47. %88.38 and %71.3 percent respectively Facilities fax, computer and internet are. Satisfaction with municipal departments and agencies of the site: The study shows that item, respondents' satisfaction with municipal departments and agencies of the site, %29.5, %11.25, %20, %20.75 and %18.5 percent, respectively, very low, low medium, high and very high.

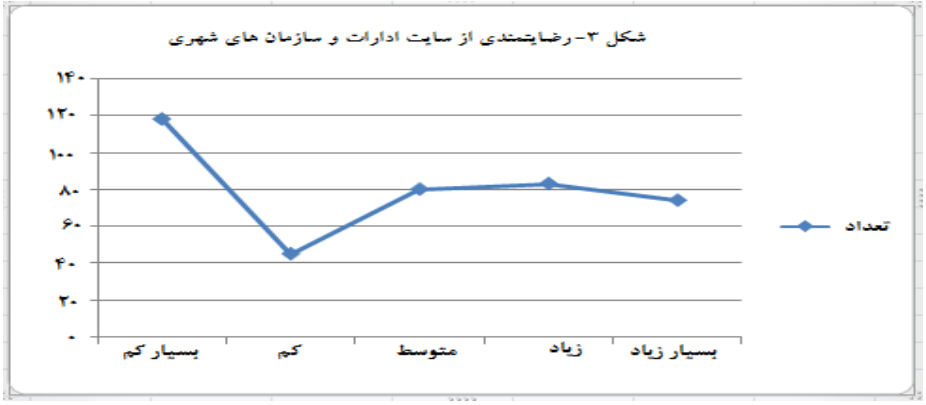

Fig 1. Respondents' satisfaction with the institutions and organizations of the urban site; sources: studies of the authors, 1390.

Government Portal of satisfaction: survey items indicated that respondents' satisfaction with the portal in Isfahan Province, 26, 22.25, 20.75, 18.75 and 12.25 percent of the featured item very low, low, medium, high and very high.

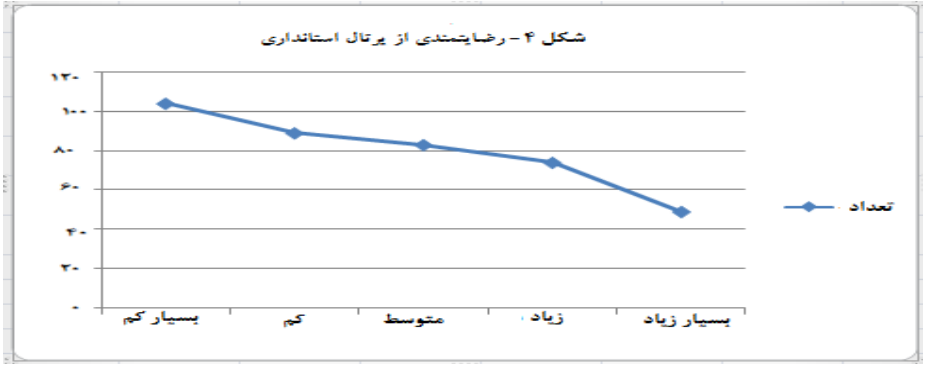

Fig 2. Respondents' satisfaction with standard portals, references studies the authors, 1390.

Satisfaction of the Internet: A study shows that item, respondents' satisfaction with the state of the Internet, 30, 25, 27.75, 10.75, and 9% of the featured item very low, low, medium, high and very high.

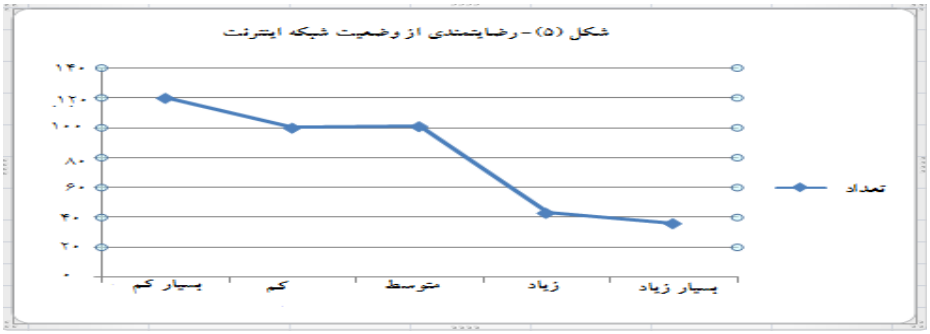

Fig 3. Citizens' satisfaction with the state of the Internet; References: study authors, 1390.

Internet café Post Bank city of satisfaction: a descriptive analysis of the respondents' satisfaction Internet café Post Bank city of Isfahan, 17.75, 15.755, 26.75, 20.75 and 19%, respectively, very low, low, medium, high and very high.

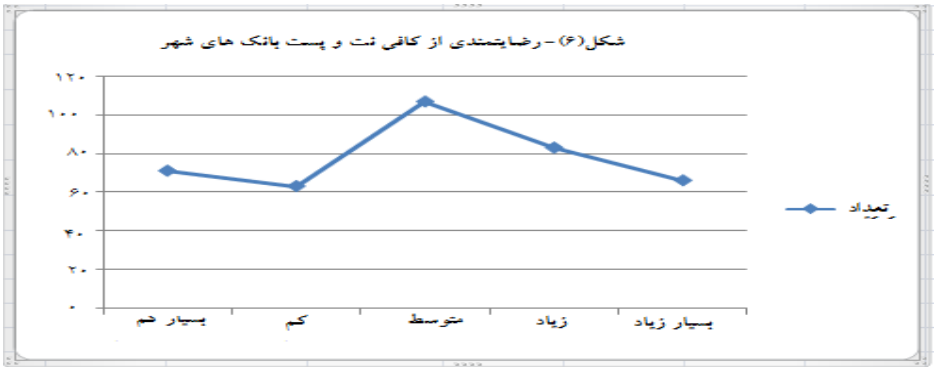

Fig 4. Internet café Post Bank of citizen satisfaction with the city; References: study authors, 1390.

Results of hypotheses testing: First hypothesis: the level of information literacy and technology aspects of ICT adoption are related. To evaluate the hypothesis of assessing information literacy variables (independent) variables and aspects of ICT adoption arrived at the conclusion that these two variables with a coefficient of 0.49 and a significance level of 0.001 coefficients there is no significant relationship. Information literacy is more than the rate of adoption and deployment of these technologies is higher. Second hypothesis: provision of access to ICT at home and at work to reduce the amount of direct referrals for personal and business affairs are conducted.

A: Access to Information and Communication Technology Location:

the hypothesis is confirmed. Location of those who have access to ICT facilities, with an average of 2.55 people using electronic indexes, direct reference to the administrative and personal tasks less. Those who have access to ICT facilities and the location with an average of 2.46 in using ICT for administrative tasks and personal visits are more personal.

B. Access to Information and Communication Technology in the Workplace:

Workplace This hypothesis is confirmed, ie those who have access to ICT facilities, with an average of 2.63 during ¬ indices citizen of the electronic, to do work personal and business referrals attendance less are. And also those who have access to ICT facilities in the workplace, with an average of 2.4 people in the use of electronic indicators, private and administrative tasks to perform more direct reference.

Third hypothesis:

the satisfaction of citizen participation in urban management and service management are related.

This hypothesis is confirmed by the higher level of citizen satisfaction with municipal service managers is higher; the rate of participation is much higher. The obtained results indicate a significant and moderate correlation between these two variables.

Fourth hypothesis:

between ICT use and the level of participation in urban management are related.

This hypothesis is further confirmed that the use of ICT as well as the participation rate is higher. The obtained results indicate a significant correlation between these two variables is moderate to low. And the need for more attention to infrastructure is needed.

Fifth hypothesis:

There is a relationship between social involvement and empowerment of urban management.

This hypothesis is confirmed by the words of their satisfaction with ICT services is greater, will be more inclined to use this service. The intensity of the relationship between the two is 0.42, which indicates moderate positive correlation between these two variables that indicate positive correlation was high.

Conclusion

If you are using ICT to transform the space, the space where seems to be that this is an electronic means of achieving space where the citizens in the fluid flow are. Management in cities such knowledge, wisdom and creativity are managing to. So now it's time to electronic knowledge-based and innovation-driven cities with management guidance, we, in our portion of what otherwise would be nothing but harm economic, social, cultural, political and would not be a natural. The results of the District 6 are as follows.

- The information literate individuals (computer science) are more instances of ICT adoption by them are higher. However, the result obtained in moderate is (0.49). This represents a moderate level of information literacy of citizens requires adequate training in the application of this technology in towns and single-step interactive services to citizens.

- The rate of access to ICT is a reference rate of participation of citizens is reduced, but the results indicate that the availability of suitable work, but in the wrong location.
- Increasing citizen satisfaction with urban services management, the participation in urban management, but the results will increase the average level of (0.46).

- Increasing the Use of ICT, will increase the rate of participation in urban management. The results obtained in moderate to low levels of (0.33). This requires serious consideration and the comprehensive management of urban science and

politics in the era of globalization, climate geography places and space of flows has become.

- The correlation between social involvement and empowerment of urban management (0.42) are related. Use of ICT by citizens in urban areas, especially in metropolitan areas of with dynamic and efficient management will positively impact the income of urban residents and the managers.

Strategies for promoting and improving information literacy include:

In our current society concepts like city, citizens, culture, urbanization, modern notions of civic participation and the rights that they have not yet found their true form. Letters to the concept of urban planning strategies in place are specified according to the results of the study area as follow.

- Training people in the use of technology to promote information literacy.

- ADSL is a sign of development and the role of the facilitator is to do so to increase internet penetration rate.

- Increasing the number of Internet cafes, counter offices, banks, post, Brands, etc. to support TV urban citizens of different levels of ability.

- Equipping municipal organizations, especially information and communication technology infrastructure.

- Increased participation of citizens in order to better serve the information and communication technology.

- Increased participation of citizens in decision-making by using information and communication technology.