



Received: 4 January 2021
Accepted: 7 May 2022
Published: 1 July 2022

¹ PhD in Women Studies Tarbiat
Modares University, Tehran, Iran
(Corresponding Author)
E-mail:
nassimasharyat@gmail.com

² Professor, Department of
Geography and Planning, Tarbiat
Modares University, Tehran,
Iran.
E-mail: eftekhhaa@modares.ac.ir

³ Assistant Professor,
Department of Women Studies,
Institute for Social and Cultural
Studies (ISCS), Tehran, Iran.
E-mail: Falahati@iscs.ac.ir

How to cite this article:
Mahbobi Shariyat Panahi, Nasim
Alsadat; Roknodin Eftekhari,
Abdolreza; Falahati Leila (2022).
The Effectiveness of Non-
Governmental Organizations in
Women's Access to Social
Citizenship Rights in Iran (Case
Study: Tehran), *The International
Journal of Humanities* (2022) Vol.
29 (3): (58-78).

<https://ejih.modares.ac.ir/article-27-63899-en.html>

RESEARCH ARTICLE

The Effectiveness of Non-Governmental Organizations in Women's Access to Social Citizenship Rights in Iran (Case Study: Tehran)

Nasim Alsadat Mahbobi Shariyat Panahi¹, Abdolreza Roknodin Eftekhari², Leila Falahati³ 

Abstract: Non-governmental organizations as the third pillar and representative of civil society play a main role in socially excluded groups' access to their citizenship rights including women. The most important aspect of citizenship is social citizenship which has a close relationship with public sphere. It seems that NGOs play a substantial role in facilitating women's access to their social rights; however, their role, efficiency and effectiveness in realizing this goal are disputed by experts. The purpose of this study is to investigate efficiency of non-governmental organizations in women's access to their social citizenship rights in Iran. This research has been conducted by a quantitative approach, survey method and questionnaire tool. The questionnaire, consisting of effective factors, was developed by library method and was presented to experts of women study in order to examine its face validity. The data of this study was gathered from three groups including 30 scientific and executive experts, 10 NGO managers and 319 people of NGO's target population which were selected via stratified sampling. Data analysis rejected hypothesis of high efficiency and great power of NGOs in women's access to their social citizenship rights in Iran.

Keywords: Efficiency; Non-Governmental Organizations; Women; Citizenship Rights; Social Citizenship Rights.

Introduction

Nowadays importance of women's participation is in such a way that without them as half of population, it seems impossible to achieve sustainable development goals. Since women are more likely than men to experience or face inequality, possibility of ignoring them in process of development is not far from expected. Whereas the historical inequality that woman have experienced in itself, can make them incapable of active participating in claiming their rights or social participation. One of the most significant instances of individual rights in any society is citizenship rights which are closely related to nationality and geography of place of residence. According to this geography, a person is defined as a citizen and deprived of some rights and benefited from some others. According to Giddens, inequality is related to integration in new social policies. In fact, integration in general implies the citizenship rights which refer to civil, political and social rights and actually all the advantages that all members of a society should enjoy. Furthermore, integration implies individual opportunities and their participation in public sphere (Giddens 114-115: 1999). Due to the fact that different forms of inequalities have different outcomes like exclusion and marginalization of some of social groups, it has a negative

effect on individual participation in realization of society's goals (in this case, sustainable development). Citizens who are deprived from their rights are not able to participate actively in development process. In this sense citizenship rights are citizens' tools that equipped them for dynamic and active participation in social affairs. In this regard, Kautery believes that if a person has been deprived of fair share of his entitlements, it is difficult to ask him to actively participate in wellbeing and prosperity of society and to be committed to it. The desire for more equality not only is a justice-seeking ideal but also it is pre requisite of dynamic and balanced development (Kaotry 37:2000). It is notable that in spite of the fact that citizenship rights are divided into three groups of civil, political and social rights, which are started with civil rights including freedom of speech, fair trial and equal access to legal system, citizenship rights are expanded as political rights which are developed after civil rights and consist of right to vote, right to stand as a candidate for elections, right to participate in political parties and right to participate in policy making processes. Citizenship rights finally end to social aspect as the third aspect of citizenship which has been developed with the emergence of "the new welfare state" (Kivistio 1999). But

according Thomas Humphrey Marshall what is more important than ever is social citizenship rights because affinity of social sphere with public sphere and historical exclusion of women from this sphere has been led to their deprivation of basic rights like education, employment, health etc. Furthermore according to feminist theorists, realization of social citizenship rights is an unspoken pre requisite for women to enjoy civil and political rights which are more close to women's political life (Shaditalab, 2017).

Therefore neglecting women and historical elimination of their human capacity, today has been led to call for social interventions. First of all, such interventions help women to access to their social citizenship rights and ideally, they make it possible to benefit from women's ability to achieve sustainable development. From this point of view non-governmental organizations as one of the social elements, are able to be actors of this sphere and while playing their role in realization of sustainable development can effectively contribute to women's access to their social opportunities and rights. So, NGOs are proper tool for realization of women's rights in cultural, social, political and civil aspects. Given the importance of social citizenship rights, analysis indicates that the process of NGO's participation in public sphere can be studied at

two levels. The first level is their presence at educational, health and social participatory dimensions for social groups specially neglected groups, and the other level is the phenomenon of their presence in business affairs as well as social entrepreneurship and as economic activists which is another increasingly expanding trend illustrated by models and approaches such as "social enterprise" and "social economy". According to the first level, one of the most fundamental strategies of NGOs is participation in access of socially excluded or marginalized groups including women to their rights (Eftekhari, 2016). Therefore the current study aims to investigate the place and effectiveness of participation of non-governmental organizations in women's access to their social citizenship rights. Thus this article attempts to answer this question that what is the model of efficiency of participation of NGOs? And what is their place in women's access to their rights? And what is their place in women's access to their social citizenship rights? And the research hypotheses are as below:

- Efficient model (place, effectiveness and authority) of NGOs' participation in women's access to their social citizenship in Iran is an integrated, networked and nativized model.

- The place of NGOs in the field of social citizenship of women is of great power in Iran.

Research Background

Analyzing domestic researches indicates that there are little studies examining efficiency of NGOs (place, effectiveness and authority) in women's access to their citizenship rights and most of researches are only limited to examining factors affecting participation of these organizations. As an example, Qolinia et al (2011) found out that in order to equip, develop and strengthen local rural women NGOs to achieve their goals, raising awareness and capacity building (two existing and desirable approaches) empowerment (motivational, communicative and cognitive approaches) sensitizing (both managers and experts of administrative organizations and members of local communities) standard making, development of social resources (social – economic approaches) and implementation (combinational gender analysis framework and systematic approach) is necessary. Finally, Habibpour's research results (2017) indicate that generally women and family NGOs have little effectiveness in management of women and family affairs at national and provincial levels. In addition, different internal and external factors including

economic and social factors have affected on their poor performance and low effectiveness.

Studies at global level also examined factors affecting effectiveness of organizations in achieving their goals in social fields. These studies indicate that wide range of intra - organizational factors like impact of management and targeting (Aboramadan 2018) networking and sharing opportunities and resources (Azmat and Kummer 2019) considering needs and motivations of employees (Amuna et al 2021) and extra-organizational factors like economic, social and political contexts and changes, specially economic instability (Lehmann, & Bebbington 2018 Heiss & Kelley, 2017) influence on NGO's performance to achieve their goals. Martinze and Howel (2021) in examining the impact of political conditions and governmental policies on NGOs found out how laws and political structures influence on realization of goals of NGOs. Zifakis et al. in a study examined impact of economic crises on status of NGOs. Their findings are more interesting and indicate that these effects have a negative impact on organizations and their structures on one hand and have positive impact on their efficiency and effectiveness on the other hand. Zi (2020) in addition to macro factors, emphasizes on influence of cultural and social factors and necessity of considering

differences of environments in developed and developing countries in realization of social rights by NGOs and this increase necessity of paying more attention to strengthening of local organizations. Findings of studies on active NGOs operating in Yemen conducted by Society for the Development of Women & Children also display that management and structural characteristics of organization in interaction with official structures are effective in undermining performance and effectiveness of NGOs.

Women's Resource Centre (2008) found in a study on status of women NGOs in Britain that although the government has taken positive measures according to its obligations toward non-governmental organizations, NGOs still are encountering with some challenges to be effective.

Kilby (2011) in his book titled "NGOs in India: the Challenges of Women Empowerment and Accountability" emphasized that NGOs face structural and governmental interactive obstacles to be effective in the women field. In his opinion dynamics of intra- group and extra – group relations of NGOs also influence on effectiveness of activities of NGOs. Furthermore, role of government and its relation with NGOs is effective on participation of NGOs on realization of women

rights. Rao & Jain (2011) in their study find out that NGOs face the problem of lack of bargaining power with governments and also face non-acceptance of their role as collaborators by government. Abu Ramadan (2013) in his research on women's NGOs in Gaza Strip suggests that NGOs should take into account opinions of women members to be more effective. They also should have a replacement plan ready in advance so that they can use it if they encounter with problems in implementing their programs and finally evaluate effectiveness of their programs at least after two years. Kumari et al. (2018) based on their collected data emphasize that examining activities of ten NGOs in Bihar province of India demonstrated that lack of efficiency of these NGOs in empowering women is due to impossibility of interaction with governmental institutions. As an example, 90 percent is because activity licenses of NGOs are not issued on time and 70 percent is due to indifference of government towards activities of NGOs and lack of financial support for them.

It is notable that this research specifically seeks to examine effectiveness of NGOs (place, effectiveness and authority) in women's access to their social citizenship rights and this is the difference between this

paper and the research background available to the authors.

Theoretical Foundations and Frameworks

Non-governmental organizations: Cambridge Dictionary defines non-governmental organizations (NGO) as follows: the organization which attempts to achieve social or political goals and yet is not under supervision and control of government (Cambridge Dictionary, below non-governmental organizations). Furthermore, Collins Dictionary defines non-governmental organizations as a non-profit organization which is not managed by government (Collins Dictionary, below non-governmental organizations). The World Bank defines such organizations as private organizations which are established to eliminate suffering, improve quality of life of poor people, environmental protection, providing basic social services and social development (World Bank website June 2001). In Iran the executive directive of deputy of social affairs and councils of the ministry of interior of the Islamic Republic of Iran regarding establishment and operation of non-governmental organizations defines such organizations as follows: “non-governmental organizations refer to organizations which are voluntarily established by a group of natural or legal non – governmental persons to achieve

non- governmental and non – political goals according to their statute. Titles such as society, association, center, club, group, assembly, network, house, institution and so on may be used instead of the term organization in naming.” (Norouzi & Golparvar: 2010, district report of status of youth non- governmental organizations 2006). In this study by non-governmental organizations, we mean those organizations which are civil and independent from government, voluntarily established with clear and non – profit goals and defined fields of activity and have assumed role of mediator between people and government. It is notable that NGO stands for “non – governmental organizations/ civil society organizations”. From now on in this paper the non – governmental organizations will be referred as NGO as an abbreviation.

Citizenship: in the encyclopedia of social science, citizenship is a legal position determined by government and conferred to all of people. Thus today equal rights and obligations are dedicated to all citizens because the concept of second class citizens based on place of birth, place of residence, race and class are not acceptable anymore (Kuper & Kuper, 2001:85). Generally, citizenship in literature is defined as a legal relationship between a citizen and a country to which an individual owes allegiance and in turn is entitled to its

political and social privileges. In most resources, nationality is synonymous with citizenship but some experts believe that nationality is automatically acquired by birth and it has cultural and religious load which citizenship lacks (Karlsson, 2009).

The United Nations Human Settlements Program proposes a short and simple definition of citizenship indicating that all of individuals who are registered under a city title and live in it are considered as its citizens (UNHABITAT, 2016). According to UNESCO the concept of citizenship is a multidimensional notion which is in direct relation with increasing development of interdependency and relationship among economic, cultural and social aspects. Certainly, such relations regarding international commerce, immigration, communications and so on will occur (UNESCO, 2014). Thus, in this paper, citizenship is conceptualized as a set of rights and duties, which acknowledge individual's access to social and economic resources of their society.

Participation: The Cambridge Dictionary defines participation as taking part in or engaging with an activity (Cambridge Dictionary under Participation). Also, the Oxford Dictionary defines as the act or reality of taking part (Oxford Dictionary under Participation). National and international

institutions have not explicitly addressed the concept of participation. However, the United Nations has considered the concept of participation of NGOs. This paper by participation means participation of NGOs in women's access to social citizenship rights. In fact participation means some sort of activities by means of which a group of citizens arbitrary and in form of a voluntary organization provides services to women for claiming their social citizenship rights.

Social citizenship rights: according to Marshall these rights include a wide range from the right to welfare and economic security to the right to fully enjoying social heritage and civilized living based on standards of one's society (Marshall 1953: 149 & Marshall: 1950:11). From this point of view, Marshall has defined social citizenship rights in accordance with realization of justice. So, nowadays social rights are defined as individual's right to access to economic resources, employment, health services and place of residence in line with one's needs (Roche 2002:71). In the current study, social citizenship rights mean the same as Marshall and Roche's conceptualization consisting of accessing to right to education, schooling, knowledge and awareness, employment, public health, medical care, welfare, social

services, educational and socio – cultural participation.

Additionally, in this paper, as per the topic, theoretical framework is based on theories of citizenship, sustainable organization and participation which are largely able to explain the topic.

Thomas Humphrey Marshall's theory of citizenship: Marshall may be considered as the founder of modern citizenship. Marshall's historical – sociological analysis is the benchmark of citizenship subject. His ideas were largely product of his own era since he developed his theory with a high sense of optimism about post – war welfare state at Britain. Thus according to his critics, his thoughts are not as much suitable for understanding contemporary society as they should be (Nash 2008: 192). According to Marshall's view, the modern citizenship include three types of basic rights: civil rights, social rights and political rights. Marshall discusses that political component of citizenship includes the right to participate in exercising political power as a member of society who is bestowed political authority or is as the selector of members of such community. According to this view, active citizenship expands to all individuals of a society. Citizenship model of welfare state, gives the most value to citizens and citizenship

acquires universal aspect (Behrouz Lak, 2007: 286-287). However, Marshall's definition of social rights is more abstract than his definition of civil and political rights. He believes that what is meant by social rights includes a wide range of rights from the right to enjoy a minimum of economic wellbeing and security to fully enjoying the social heritage and the right to live as a civilized being in line with norms of society (Marshall 1992:8). In fact Marshall consider attainment of citizenship a social process beginning with realization of political citizenship and ending to social rights.

Sustainable Organization theory: according to UNESCO's definition, sustainability is a realistic call for a dynamic balance among social, cultural and economic factors needed by human beings and equilibrium between environmental necessities and human – centered developmental needs (UNESCO 1997: 12-14). According to Wales' view (2013) common definition of a sustainable organization is "business continuity". The other common definition is "stabilization of future of organization". Though in fact organizational sustainability means realizing today's goals without endangering future's needs. Organizational sustainability is more of a kind of intra-organizational culture fostered by establishing values and fundamental beliefs of an organization. This intra-organizational

culture may originated from expertise and knowledge of human resources, type of relationship with clients, member recruit method etc.

Also, the International Organization for Standardization defined sustainability of an organization as its ability to monitor external environment for opportunities, changes, trends and related risks. (Standard, 2007:4). ISO/CD900 considers sustainability of an organization to be dependent on creating balance between financial-economic interests and socio- environmental interests of organization and relates it to direct and or indirect stakeholders of organization. This standard whose draft was suggested in 2007, was finalized in 2010 and it categorizes organizational sustainability rankings in to five levels: beginner, hyper-active, flexible, innovative and sustainable. It considers realization of organizational sustainability as dependent on its strength in facing with environmental changes along with achievement of organizational goals. This is important since organization's access to equal opportunities, makes it possible to benefit from governmental and non- governmental networks. The main idea of formation of sustainable organizations is that carried out activities to gain benefit are aligned with ecological and social environments in which

they operate. And wherever it is necessary restore and strengthen such environments to develop balance among environmental, social and economic activities (Parrish 2010, Shepherd & Patzelt, 2010). From this perspective, according to writings of Tilly and Young (2009) a sustainable organization emerges when economic, social and environmental entrepreneurship goals are integrated with a holistic view in an organization which is sustainable in terms of visions and wealth building (Tilley & Young, 2009). This concept of sustainable organization is reinforced with general trend of sustainability ideas meaning success of organization (Dean & McMullen, 2007. Pacheco & Dean & Dresner, 2008 Payne. 2010, Hockerts & Wustenhagen. 2010). Therefore a sustainable organization is also manifested in achieving its goals. According to this theory a sustainable NGO will be realized when all of its resources are in service of continuity of activity and stabilization of future. In this way, effectiveness and authority of an organization are closely related to its efficiency. It should be kept in mind that realization of sustainable NGO as well as its efficiency depends on a two way interaction with governance, intra- group and extra- group networking and compatibility of their activity model with domestic condition of country.

Functioning method of NGOs may also be effective on their authority and effectiveness. To explain efficiency of NGOs' participation in women's access to social citizenship rights it is necessary to review James Midgley's participatory theory. Midgley emphasizes that based on reaction of government to participation of people, society or NGOs, participation is categorized into four types:

- 1) Anti-participatory method: government does not allow public involvement and participation in policy making.
- 2) Guided participation method: government based on its hidden intentions supports participation of local communities
- 3) Increasing participation method: government's approach to participation is dual. In such a way that in spite of declaring support in its official stances, it does not take any effective measure toward realization of participatory suggestions.
- 4) Real participation method: government fully supports social participation and strives for effective local community involvement by some mechanisms (Habibi & Saidi Rezvani, 2005:18).

According to the participatory theory, real participation occurs with government's support of NGOs' participation. In this kind of participation, due to openness of field for people's active presence in their social affairs through NGOs, an integrated participation is realized. In fact, government is able to create possibility of an integrated and significantly effective participation along with involvement of civil society through social policy making at macro level. Obviously the most ideal type of participation is real participation which can serve realization of women's social citizenship rights and the worst type is anti-participation in which social participation becomes a victim of governmental suppression and NGOs' capacity will not be used for realization of rights.

According to the above theories, it can be concluded that social citizenship is the most important aspect of citizenship as mentioned by Marshall. Women's access to social citizenship is only possible with participation of non-governmental organizations. These organizations to achieve their goals as a sustainable organization, while maintaining balance among their financial- economic and social interests and so on should try to create balance with extra- organizational environment and in this way take step towards realization of their goals.

Theoretical Model

According to the aim of this paper that is to study effectiveness of NGOs in women's access to their social citizenship rights in Iran,

the theoretical model of the current research has been drawn based on the theoretical framework as below:

Table 1. The main concepts of discourse analysis and their operational definition and examples from the field of family studies (based on the movie *The Book of Law* and *Forever and One Day*)

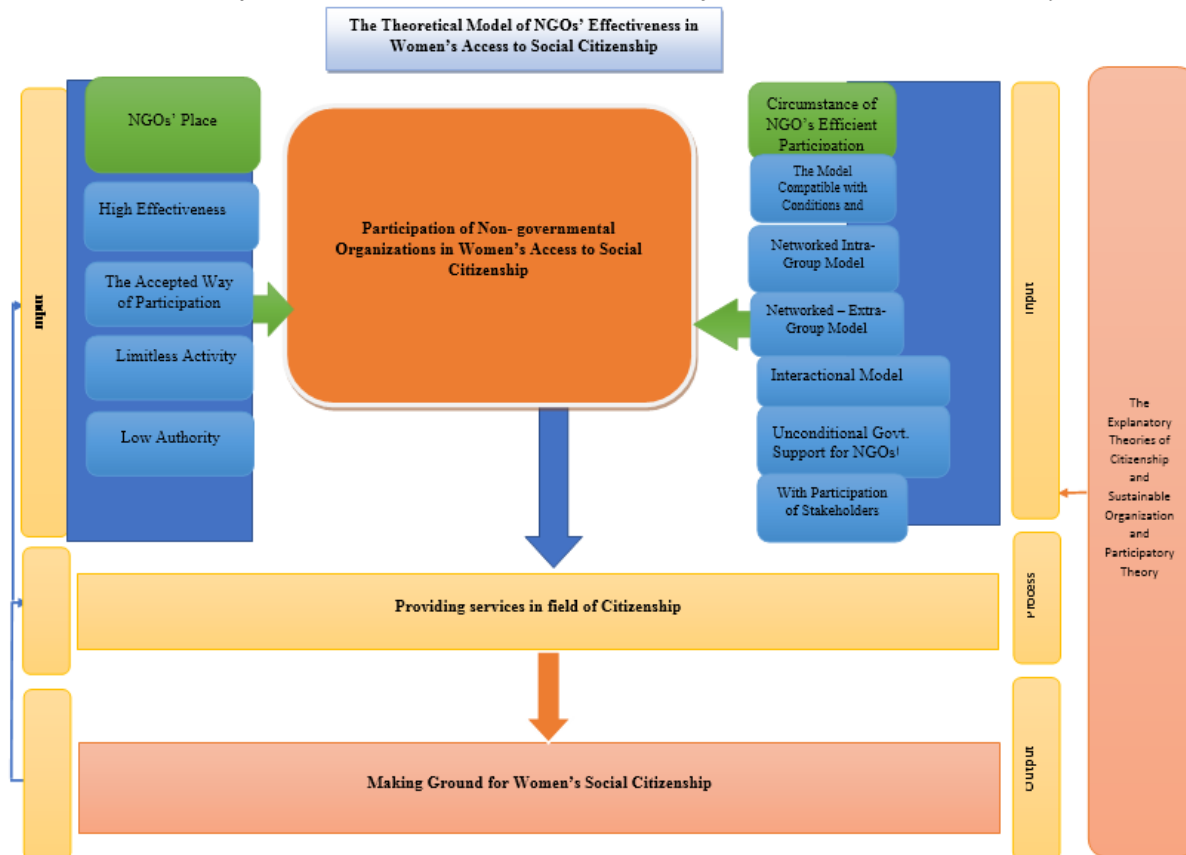


Table of the Research Variable

The Variables Identified by Consultation with the Related Experts
The circumstance of the efficient model of participation of NGOs in women's access to social citizenship rights:
An efficient model compatible with conditions and structures (country, official centers, law and social culture)
Networked model (intra-group relationship based on internal communication of NGO's members with each other)
Interactive model (mutual relationship between government and NGOs)
Networked model (extra-group relationship based on communication of NGOs with each other, private sector and government)
the efficient model of Government's unconditional support for NGOs regarding women's access to social citizenship (education, schooling, knowledge and awareness, employment, public health, medical care, welfare and social services and finally socio – cultural and educational participation) in Iran is integrated(its elements are integrated, compatible with each other, not conflicted and complementary)
Efficient model with participation of all stakeholders (members, government and private sector)

The condition of the place of women NGOs in the social citizenship field High effectiveness (advocacy and pursuing) of NGOs Acceptable method of participation of NGOs Limitless activity of NGOs Low authority (impacting on women's status and solving their problems by bargaining with governmental institutions)		
Table of Scale Items		
Variable	Items	Cronbach's Alpha
The circumstance of the efficient model of NGOs' participation in women's access to social citizenship rights	1-6	0.74
The status of the women NGOs' place in the field of social citizenship	7-10	0.67

Research Findings

In this section we study the circumstance of the efficient model of participation of NGOs in women's access to social citizenship rights and the status of women NGOs in the field of social citizenship, based on the purpose and hypotheses of the paper.

a) The circumstance of the efficient model of participation of NGOs in women's access to social citizenship rights

According to table (2) which displays the average of all items related with "circumstance of the efficient model of participation of NGOs in women's access to social citizenship rights in Tehran", with alpha standard limit of 0/05, it is obvious that the average of all items is 2/57 which is lower than the optimal level.

In addition, the item of "the efficient model is government's unconditional support for NGOs regarding women's access to social citizenship

(education, schooling, knowledge and awareness, employment, public health, medical care, welfare and social services and finally socio – cultural and educational participation) which is integrated in Iran (its elements are integrated, compatible with each other, not conflicted and complementary)" has the highest average amount of 3/15 compared to other items. However the item of "the efficient model compatible with conditions and structures (country, official centers, laws and social culture)" with an average of 2/11 has the lowest value. Also, the average of all items of "circumstance of the efficient model of participation of NGOs in women's access to social citizenship rights in Tehran", for the expert group, with alpha standard limit of 0/05, is 2/48 which is lower than the optimal value. Additionally, the item of "the efficient model of participation of NGOs should be along with participation of all stakeholders (members,

government and private sector)” has the highest value with an average amount of 2/60 compared to the other items and the item of “the efficient model compatible with conditions and structures (country, official centers, laws and social culture)” with an average amount of 2/30 has the lowest value compared to the other items.

On the other hand the results of the research regarding items of “the circumstance of the efficient model of participation of NGOs in women’s access to social citizenship rights in Tehran” from NGO managers’ point of view display that the average of all items is 2/61 which is lower than the optimal level. The item of “the efficient model of NGO participation in women’s access to social rights should be

along with participation of all stakeholders (members, government and private sector)” has the highest value with an average of 2/90 compared to other items and the item of “the efficient model of NGOs’ participation in women’s access to social rights is the networked model (intra-group based on internal communication of NGO’s members with each other)” has the lowest average of 2/20 compared to other items.

Table (2) the significance level of all items related to the circumstance of the efficient model of NGO’s participation in women’s access to social citizenship rights in Tehran from point of view of NGO’s target population, the experts and NGO’s managers according to one sample t- test.

Numerical desirability of the test item= 3									
Group	Items	Number	Average	T-statistic	Degree of freedom	Significance	Mean difference	Confidence interval of 95%	
								Low limit	High limit
NGO’s target population	Total sum	319	2.57	-13/292	318	0/000	-0/421	-0/483	-0/358
Experts	Total sum	30	2.48	-4/782	29	0/00	-0/511	-0/729	-0/292
NGO’s managers	Total sum	10	2/61						

b) The place of women NGOs of social citizenship field

According to table (3) that displays the average value of each item of “the place of women NGOs in social citizenship field” for the target population group, with alpha standard limit of 0/05, is equal to 2/77 which is less than the optimal level. The item of “NGO’s authority (impacting on women’s status and solving their problems by bargaining with governmental institutions) in the field of women’s social rights is low in Islamic Republic of Iran” has the highest value with an average of 2/87 compared to other items. And the item of “effectiveness (advocacy and pursuing) of NGOs in women’s social rights is high in Iran” has the lowest value with an average of 2/53.

Furthermore, the average of all items of “the status of women NGOs of social citizenship field” for the expert group with alpha standard limit of 0/05 is equal to 2/45 which is less than the optimal level. The item of “NGO’s authority (impacting on women’s status and solving their problems by bargaining with governmental institutions) in the field of women’s social rights is low in Islamic Republic of Iran” has the highest value compared to other items with an average of

2/53 and the item of “the method of NGOs participation in women’s access to their social rights is acceptable” with an average amount of 2/40 has the lowest value. Therefore the analytical study of the items rejected the hypothesis of “NGO’s influence and authority in Iran” and accepted that based on the views of the sample population, the place of NGOs in Iran is of low influence and authority.

On the other hand, the research results regarding the items related to the place of women NGOs in the social citizenship field in Tehran from the NGO managers’ point of view indicated that the average of all items is amount to 2/50 which is lower than the optimal level. According to NGO managers the item of “NGO’s authority (impacting on women’s status and solving their problems by bargaining with governmental institutions) in the field of women’s social rights is low in Islamic Republic of Iran” with an average of 2/60 has the highest value and the item of “effectiveness (advocacy and pursuing) of NGOs in the field of women’s social rights is not high in Islamic Republic of Iran” with an average amount of 2/40 has the lowest value. In general from the managers’ point of view, the place of NGOs in Iran is not in good condition.

Table 3 Significance level of all items related to the status of women NGOs in the field of social citizenship in Tehran from point of view of the target population, experts and managers according to one- sample T-test and Chi- square

Numerical desirability of the test item= 3									
Group	Items	Number	Average	T- statistic	Degree of freedom	Significance	Mean difference	Confidence interval of 95%	
								Low limit	High limit
NGO's target population	Total sum	319	2/77	-5/839	318	0/000	-0/229	-0/307	-0/152
Experts	Total sum	30	2/45	-4/610	28	0/000	-0/54	-0/785	-0/301
NGO's managers	Total sum	10	2/50						

Summary and Conclusion

In this section according to the findings, summary and comparative conclusion of the items for the three groups of NGO's target population, experts and NGO managers have suggested in 2 parts.

A) The status of the efficient model of NGOs' participation in women's access to social citizenship rights in Tehran

Based on table (4) regarding "the circumstance of the efficient model of NGOs' participation in women's access to social citizenship rights in Tehran" and by examining the convergence and divergence of the items according to the

target population, experts and managers' views it may be concluded that only the item of "the efficient model of participation of NGOs should be along with participation of all stakeholders (members, government and private sector)" demonstrate a divergence in the target population group with the other two groups of the experts and managers. This may be due to level of literacy, knowledge and awareness of the target population group and it may be originated from the fact that the target population has no idea about the mutual relationship between provision of better services by NGOs and participation of other stakeholders. According to the experts and managers the item of "the efficient model of

participation of NGOs should be along with participation of all stakeholders (members, government and private sector)” is not in good condition. There are convergence among the other items of the three groups. According to the three groups, the item of “the efficient model of NGOs’ participation in women’s access to social rights is the networked model (intra-group based on internal communication of NGO’s members with each other)” and the item of “the efficient model of NGOs’ participation in women’s access to social rights is the Networked model (extra-group relationship based on communication of NGOs with each other, private sector and government” are not in good condition. The convergence of the three groups can be interpreted as the lack of intra-group and extra-group activities of NGOs. While the importance of networked activities of NGOs whether in internal structure or better service delivery or in social structure to take advantage of opportunities and possibilities, is undeniable. Because of conflict of interest between government and NGOs, government’s conditional support for NGOs, need for governmental permission and approval for activity and survival of NGOs, there is consensus among the three groups that the item of “the efficient model is government’s unconditional support for NGOs regarding

women’s access to social citizenship (education, schooling, knowledge and awareness, employment, public health, medical care, welfare and social services and finally socio – cultural and educational participation) which is integrated in Iran (its elements are compatible with each other, not conflicted and complementary)” is not in good condition. Also, they agree about unfavorable condition of interactivity of the efficient model of NGO’s participation in women’s access to their social rights. However, efficiency of model of NGOs’ participation in women’s access to social rights requires interactivity as a mutual relationship between government and NGOs. This originated from one-way relationship between government and NGOs which considers NGOs either as government’s administrator or in need of governmental approval and supervision and does not allow a mutual win-win interaction. Eventually the three groups are of same opinion regarding the unfavorable situation of the efficient model of NGO’s participation in women’s access to social rights in Iran as a model compatible with condition and structure (country, official centers, laws and social culture). However, to achieve efficiency, there is a need to a participation model which is compatible with conditions and structure of country, official centers, laws and social culture. Since the

averages of all items for three groups of target population, experts and managers are 2/58, 2/48 and 2/61 respectively which are below the optimal level, the analytical study reject the hypothesis of existing an efficient model of NGO's participation in women's access to social rights as an integrated, networked and

nativized interactive model. Furthermore, the analytical study confirm that according to the views of three sample population, the model of NGOs' participation in women's access to their social rights in Iran is not interactive, integrated, networked and nativized.

Table 4. Comparison of data of the items related to the circumstance of the efficient model of NGOs' participation in women's access to social citizenship rights in Tehran according to the three sample population

No.	items	NGO managers	Experts	Target population
1	the efficient model of participation of NGOs should be along with participation of all stakeholders (members, government and private sector)	*	*	✓
2	the efficient model of NGOs' participation in women's access to social rights is the networked model (intra-group based on internal communication of NGO's members with each other)	*	*	*
۳	the efficient model of NGOs' participation in women's access to social rights is the networked model (extra-group relationship based on communication of NGOs with each other, private sector and government)	*	*	*
4	the efficient model is government's unconditional support for NGOs regarding women's access to social citizenship (education, schooling, knowledge and awareness, employment, public health, medical care, welfare and social services and finally socio – cultural and educational participation) which is integrated in Iran (its elements are compatible with each other, not conflicted and complementary)	*	*	*
5	the efficient model of NGO's participation in women's access to social rights is an Interactive model (mutual relationship between government and NGOs) in Iran	*	*	*
۶	the efficient model of NGO's participation in women's access to social rights is compatible with conditions and structures (country, official centers, laws and social culture)	*	*	*

B) The place of women NGOs in the field of social citizenship and NGO's participation in women's access to social citizenship rights in Tehran

Based on table (5) regarding data related to the place of women NGOs in the field of social citizenship and NGO's participation in women's access to social citizenship rights in Tehran and analysis of convergence and divergence of the items according to three groups of the target population, experts and managers, it may be concluded that there is convergence in all items of the three groups. The item of "NGO's authority (impacting on women's status and solving their problems by bargaining with governmental institutions) in the field of women's social rights is low in Islamic Republic of Iran" the average amounts of the three groups are below the optimal level indicating that NGOs' authority in women's field in Islamic Republic of Iran is not high and there is no possibility of impacting on women's status and solving problems just by bargaining with governance. The data related to NGOs' policy makings in terms of social rights, as told earlier, indicates weakness of bargaining power of NGOs. This may be originated from the fact that NGOs' activities in the women field is perceived as political in Iran. In addition, the data of the three groups

indicates the unfavorable situation of NGOs' effectiveness (advocacy and pursuing) in the field of women's social rights in Iran. Due to the complexity of women's demand, their issues will not be solved only by demanding in Iran, but this requires advocating women's rights and pursuing till realization of women's social rights. So, advocacy of women's demands requires a mutual relationship with governance. Weakness of NGOs in this regard, has led into the unfavorable situation of this item. Furthermore, the average of the three sample population for the item of "NGOs' activity is not limited in the field of women's social rights" and the item of "the method of NGOs participation in women's access to their social rights is acceptable" indicate undesirable situation and perhaps below the optimal level. This indicates that not only according to the three sample groups, NGOs are facing with both internal and external restrictions for their activities in the field of women's social rights, but also their methods of participation in realization of women's rights are not acceptable. The average of all the items for the three groups of the target population, experts and managers are 2/77, 2/45 and 2/50 respectively which are lower than the optimal level. The analytical study of the items of the three groups, rejected the

hypothesis of effectiveness and authority of women's NGOs in Iran and accepted that according to the three sample groups, the place of non-governmental organizations in Iran is of low effectiveness and authority.

Table 5. Comparisons of data related to the status of women NGOs in the field of social citizenship and NGOs' participation in women's access to social citizenship rights in Tehran according to the three sample populations

No.	items	NGO managers	Experts	Target population
1	NGO's authority (impacting on women's status and solving their problems by bargaining with governmental institutions) in the field of women's social rights is low in Islamic Republic of Iran	*	*	*
2	Effectiveness (advocacy and pursuing) of NGOs in the field of women's social rights is high in Iran	*	*	*
3	NGOs' activity is not limited in the field of women's social rights	*	*	*
4	the method of NGOs participation in women's access to their social rights is acceptable	*	*	*

It is notable that in the comparative study of items of efficiency of NGOs in women's access to social citizenship right, merely the item of "the efficient model of participation of NGOs should be along with participation of all stakeholders (members, government and private sector)" displayed a divergence in the target population group with the other two groups of the experts and managers. This may be due to level of expertise and awareness of the target population group. Therefore, caring about specialization, knowledge and awareness in recruiting volunteers and selecting managing board of NGO plays an important role in realizing NGOs' goals.

Additionally, the findings emphasize on low desirability of NGOs' participation in policy making. Facilitative measures by organizations in policy making and avoiding relations with governance solely based on implementation, may open the field for competition based on knowledge, competency and expertise by NGOs. In addition, the findings display importance of organizational sustainability and considering indicators of organizational sustainability, recognizing available resources and noticing way of intra – and extra – organizational interaction will lead to purposeful intra- and extra – group networking of NGOs. In general, it can be say that it is

necessary to create a uniformed network to contribute to women field by NGOs. Finally, the current study gap in the research filed of efficiency of NGOs in women's access to

social rights demonstrates need for more studies. Phenomenological analysis of differences of these organizations is important and worthy of consideration.

References

- [1] The Executive Directive of Establishment and Operation of Non- governmental Organizations of the Deputy of Social Affairs and Councils of the Ministry of Interior of the Islamic Republic of Iran.
- [2] Eftekhari, Abdolreza Roknodin, Diyani, Leila and Ehsan Eftekhari, (2016). 'Content Analysis of Rural Citizenship Rights in the Five years Social, Economic, and Cultural Development Programs of Islamic Republic of Iran', *Scientific Research Quarterly of Space Planning and Development*, Volume 20, No. 2 Pp. 190-249
- [3] Barari, Marzieh, Motahari Asl, Razavi Khorasani Seyed Jama, (2013). 'Studying the Effect of Women's Membership in Non-governmental Organizations on the Social Capital of Women Heads of Households, *Women and Society Quarterly*, 3rd Year, 1st Issue, Spring Pp. 153-176
- [4] Habibpour Getabi, Karam, (2015). 'Evaluating the Performance of Non-governmental Organizations Active in the Field of Women and Family and Providing Strategies to Strengthen and Empower Them', Center for Strategic Studies and Education of Ministry of Interior of the Islamic Republic of Iran.
- [5] Shaditalab, Jhaleh, (2016). 'Gender Reading of Citizenship', *Haft Shahr Magazine*, Spring & Summer, No. 57-58
- [6] Coleman James, (1998). *The Foundations of Social Theory*, Translated by Manouchehr Sbouri, Tehran: Ney Publishing
- [7] *District Report of Youth Organizations in 2005* (2006). Deputy of Studies and Research of the National Youth Organization
- [8] Mohseni, Reza Ali, Khoshfar, Qolamreza, Babaei, Ghorbanali, Ebrahimi Mitra, (2012). 'Investigation of Factors Affecting on Motivation of Women's Participation in Non- governmental Organizations', *Women and Society Scientific Research Quarterly*, 4th Year No. 2 Pp. 167-190
- [9] Nash Kate (2007). *Contemporary Political Sociology*, Translated by: Mohamad Taghi Delforooz,, Tehran: Kavir.
- [10] Nowrozi Fezollah, Golpavar Mena, (2009). Investigating Women's Feeling of Enjoying Citizen Rights and the Factors Affecting it, *Strategic Scientific Research Quarterly*, Year 20, No. 59, pp. 167-190
- [11] Alwani Seyed Mahdi, Shirvani Alireza, (2006). *Social Capital (Concepts, Theories and Usages)* Tehran: Mani Publication House, First Edition.
- [12] Aboramadan, M., (2018). 'NGOs management: a roadmap to effective practices'. *Journal of Global Responsibility*.
- [13] Ramadan, A., & Jamil, L., (2013). Assessing the evaluation of women projects implemented by NGOs in Gaza strip: projects coordinators perspective.
- [14] Amuna, Y. M. A., Aqel, A., Kasim, E., & Tharya, H. (2021). 'How far Organizational Silence Influence NGOs Job Performance?' (IJAMSR), 5(6).
- [15] Akpabio, I. A., & Aboh, C. C., (2007). Factors affecting women NGOs' success with local women groups in Akwa Ibom State, Nigeria. *The Journal of International Social Research*, 1(1), Pp. 20-30.
- [16] Azmat, M., & Kummer, S., (2019). 'Importance of key success factors for local and international NGOs in humanitarian supply chain. *LogForum*, (4).
- [17] Dean, T. J., & McMullen, J. S., (2007). Toward a theory of sustainable entrepreneurship: Reducing environmental degradation through entrepreneurial action. *Journal of Business Venturing*, 22(1), Pp. 50-76.
- [18] Dresner, S., (2012). *The Principles of Sustainability*, London: Routledge.
- [19] Enjuto Martinez, R., Qu, Y., & Howell, J., (2021). 'Effects of government contracting of services on NGOs in China: convergence and divergence with international experience'. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, 1-11.
- [20] Hockerts, K., & Wüstenhagen, R., (2010). Greening Goliaths versus emerging Davids—Theorizing about the role of incumbents and new entrants in sustainable entrepreneurship. *Journal of Business Venturing*, 25(5), Pp. 481-492.
- [21] Heiss, A., & Kelley, J., (2017). 'Between a rock and a hard place: International NGOs and the dual pressures of donors and host governments'. *The Journal of Politics*, 79(2), 732-741.
- [22] Karlsson, S., (2009). *Women and Citizenship Legislation in Lebanon*.

- [23] Kilby, P. (2010). *NGOs in India: The Challenges of Women's Empowerment and Accountability*, Taylor & Francis.
- [24] Kumari, R., Rai, R. C., & Kumari, A., (2018). 'Constraints Faced by NGOs in Empowering Rural Women'. *Int. J. Curr. Microbiol. App. Sci*, 7(5), Pp. 2482-2487.
- [25] Lehmann, D., & Bebbington, A., (2018). NGOs, the state, and the development process: The dilemmas of institutionalization. In *The changing Role of the State in Latin America* (Pp. 251-270). Routledge.
- [26] Marshall, T. H., (1950). *Citizenship and Social Class* (Vol. 11, pp. 28-29). New York: Cambridge.
- [27] Marshall, T.H., (1964). *Class, Citizenship and Social Development*.
- [28] Marshall, T. H., & Bottomore, T. B. (1992). *Citizenship and Social Class* (Vol. 2). London: Pluto Press. Pp. 3-51
- [29] Marshall, T. H., (1950). *Citizenship and Social class* (Vol. 11, Pp. 28-29). New York: Cambridge.
- [30] Pacheco, D. F., Dean, T. J., & Payne, D. S. (2010). 'Escaping the green prison: Entrepreneurship and the creation of opportunities for sustainable development'. *Journal of Business Venturing*, 25(5), Pp. 464-480.
- [31] Parrish, B. D., (2010). 'Sustainability-driven entrepreneurship: Principles of organization design'. *Journal of business Venturing*, 25(5), Pp. 510-523.
- [32] Rao, S. M., (2012). 'Role of Non-Governmental Organizations in India'. *International Journal of Transformations in Business Management*, 1(4).
- [33] Roche, M. (1987). 'Citizenship, social theory and social change'. *Theory and Society* 16, Pp. 363-399.
- [34] Shepherd, D. A., & Patzelt, H., (2011). The new field of sustainable entrepreneurship: Studying entrepreneurial action linking "what is to be sustained" with "what is to be developed". *Entrepreneurship Theory and Practice*, 35(1), Pp. 137-163.
- [35] Sherraden, M., (2006). *Social Development Partnerships: Examples and Lessons*. Center for Social Development. Washington University Press.
- [36] Tilley, F., & Young, W., (2009). 'Sustainability Entrepreneurs'. *Greener Management International*, (55).
- [37] Tzifakis, N., Petropoulos, S., & Huliaras, A., (2017). 'The impact of economic crises on NGOs: The case of Greece'. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, 28(5), Pp. 2176-2199.
- [38] UNESCO, (1997). *Educating for a Sustainable Future*, Hesseloniki: UNESCO the Government of Greece.
- [39] UNESCO, (2014). *Global Citizenship Education Preparing learners for the challenges of the twenty-first century*
- [40] UNHABITAT, (2016). *Urban Citizenship in Nomadic World Interdependency*.
- [41] Wales, T., (2013). 'Organizational sustainability: What is it, and why does it matter'. *Review of Enterprise and Management Studies*, 1(1), Pp. 38-49.
- [42] Westmarland, N. (2011). Co-ordinating responses to domestic violence. In *Handbook on Sexual Violence* (pp. 313-333). Routledge.
- [43] Xu, X. (2020). Theoretical Misunderstandings and Space for the Development of NGOs. In *Social Transformation and State Governance in China* (pp. 177-188). Springer, Singapore.




تاریخ دریافت: ۱۴۰۰/۱۰/۱۵

تاریخ پذیرش: ۱۴۰۱/۲/۱۱

تاریخ انتشار: ۱۴۰۱/۴/۱۰

مطالعه کارآمدی سازمان‌های مردم‌نهاد در دسترسی زنان به حقوق شهروندی اجتماعی در ایران (مطالعه موردی: تهران)

نسیم السادات محبوبی شریعت‌پناهی^۱، عبدالرضا رکن‌الدین افتخاری^۲، لیلا فلاحتی^۳ 

^۱ دانش‌آموخته دکتری مطالعات زنان
دانشگاه تربیت مدرس، تهران، ایران
(نویسنده مسئول).

E-mail:
nassimasharyat@gmail.com

^۲ استاد رشته برنامه‌ریزی جغرافیایی،
دانشگاه تربیت مدرس، تهران، ایران.

E-mail:
eftekhaa@modares.ac.ir

^۳ استادیار گروه مطالعات زنان،
موسسه مطالعات فرهنگی و
اجتماعی، تهران، ایران.

E-mail: falahati@iscs.ac.ir

چکیده: سازمان‌های مردم‌نهاد به‌عنوان رکن سوم جامعه و نماینده جامعه مدنی نقشی اساسی در دسترسی گروه‌های طرد شده اجتماعی از جمله زنان به حقوق شهروندی خود دارند. مهم‌ترین بعد شهروندی، شهروندی اجتماعی است که قرابت نزدیکی با عرصه عمومی دارد. به‌نظر می‌رسد سمن‌ها نقش مهمی در تسهیل دسترسی زنان به حقوق اجتماعی خود دارند، هرچند در مسیر تحقق این هدف جایگاه، کارآمدی و اثرگذاری آنان مورد مناقشه متخصصان است. هدف این مطالعه بررسی کارآمدی سازمان‌های مردم‌نهاد در دسترسی زنان به حقوق شهروندی اجتماعی در ایران است. این پژوهش با رویکرد کمی و روش پیمایش و ابزار پرسشنامه انجام گرفته است. پرسشنامه مشتمل بر عوامل مؤثر با روش کتابخانه‌ای تهیه و به‌منظور بررسی روایی صوری در اختیار خبرگان حوزه زنان قرار گرفت. داده‌های این مطالعه از بین سه گروه شامل ۳۰ نفر از خبرگان علمی و اجرایی، ۱۰ نفر از مدیران سمن‌ها و ۳۱۹ نفر از مخاطبان سمن‌ها که از طریق نمونه‌گیری طبقه‌ای انتخاب شده بودند، جمع‌آوری شد. تحلیل داده‌ها فرض کارآمدی و قدرت بالای سمن‌ها در دسترسی زنان به حقوق شهروندی اجتماعی در ایران را رد کرد.

واژه‌های کلیدی: کارآمدی، سازمان‌های مردم‌نهاد، زنان، حقوق شهروندی، حقوق شهروندی اجتماعی.