

## **Assessment of Economic components on residential satisfaction and its impact on household's residential relocation (Case of Study: Yaftabad, Tehran)**

**Mohammadreza Daroudi**

*Department of Art and Architecture, Science and Research Branch, Islamic Azad University, Tehran, Iran*

**Laala Jahanshahloo<sup>1</sup>**

*Department of Art and Architecture, Science and Research Branch, Islamic Azad University, Tehran, Iran*

**Kamoleddin Shahriyari**

*Department of Art and Architecture, Science and Research Branch, Islamic Azad University, Tehran, Iran*

*Received 24 July 2016*

*Revised 11 November 2016*

*Accepted 23 February 2017*

---

**Abstract:** *Realization of satisfaction in residential environments is shaped by several factors; one of these factors is the economic elements of the city. Economic indicators, along with other factors such as physical, cultural, social, etc., is effective on the inhabitants' assess of their place of residence and it is introduced as one of the effective factors on the motivations of households to move from their residential places. The objective of this study is to evaluate the effect of economic factors on residential satisfaction and its impact on the movement of households in Yaftabad Neighborhood y considering its history in the Tehran metropolis. In addition, the study has used descriptive – analytical method to collect the information and based on the number of samples, a total number of 347 questionnaires were developed. The gathered data was analyzed using SPSS method and CSM index. The results indicated that the residences are satisfied with access and transportation safety in the area but there are not satisfied with residential units and neighborhood services and facilities. These issues have caused 59.2 percent of desire to relocate and 40.8 percent with no intention to residential relocation despite the presented problems.*

**Keywords:** *Elements of Urban Economy, Housing Satisfaction, Residential Relocation, Yaftabad Neighborhood.*

---

### **Introduction**

Nowadays, with the rapid expansion of cities and the development of science and technology in the world and the increasing economic and social development, understanding the urban economy matters is necessary more than ever. Issues such as urban growth, transportation, housing, marginalization and migration, unemployment, welfare, better use of economic resources, environmental problems, pollution, and international trade and so on are defined in form of urban economy concepts (Rhineberger, 2003). In fact in this field, the tools of economics are applied for analyzing the related factors of decision making process of households to select a proper residential unit and also the economic firms of city (Salvesn, 2002). Therefore, one of the effective factors in this regard that can be considered as the major factor of household satisfaction in residential environment and also the urban relocations, is the topic of urban economy. In fact, the residential satisfaction is a degree of satisfaction of an individual or a family that is defined according to the current state of the residence (Davies&Mcmillan, 2000); which includes not only the satisfaction about residential units but also the satisfaction from neighborhood and area (Ogu, 2002) and its result is the idea of people about the concept of quality of life (Djebuarni & Al abed, 2000). In studies of residential relocation, the notion is also household's respond to issues related to the problems of their residential place. The intensity problem can be seen when the current state of their residential units fails to meet their demands and can gradually lead to dissatisfaction, and continuous stimulation of desires, goals and expectations (Coulter et al, 2011).

---

<sup>1</sup> Email: L.jahanshahloo@srbiau.ac.ir (Corresponding Author)

Several reasons for residential relocation are named and the most important one of these theories is based on the rational choice theory. In this regard, moving individuals are persons and groups who are rationally motivated to achieve better economic life (Ebrahimzadeh 2006). The basis of this theory is that in order to maximize profits and minimize losses, humans take action for moving to improve their living conditions. In this analysis, the optimal conditions of life such as housing, urban welfare facilities, and other items such as quality of life and social status, are considered as the basis to determine the destination. Therefore, Attraction and repulsion of origin and destination locations are evaluated. Now, we are confronting with this question that how much the economic factors of the city affect the extent of satisfaction or dissatisfaction of residents with their residential environments and whether the factors can be a key factor in the relocation of residential households.

Yaftabad is located in district 18 of Tehran Metropolis and it is one of the old neighborhoods of the city. Thus, it is a suitable and aggregated framework for investigation of economic factors influencing satisfaction and residential relocation of residents. Accordingly, the basic concepts of the research are described and then the different point of views about residential satisfaction and relocation of households are investigated based on urban economic view. Then, based on the successful international experiences and the provided model for the subject of study based on these factors, satisfaction and willingness of residents to relocate are assessed using analytical methods.

### Literature Review

Studies of the relocation and the satisfaction of residential environment have been implemented in diverse fields i.e. cultural, ethnic, economic, or from the perspective of the type of residential units, its features, neighborhood, etc. (Pettit 2004). About the reasons of relocation, the influential studies of Rossi (1955) were one of the first performed studies in this field. He claimed that relocation is a function of structure of family and its changes. Besides Rossi, Sabagh et al (1969), Speare (1970), Do'kmeci & Berko'z (2000) provided some works in this regard and besides social issues, they paid attention to the effect of issues such as the household and city's economy, ownership right and income on relocation (Lauren M. Ross, 2012). In addition, career change as one of the most important events in the life, may be a reason of relocation. Bartel (1979) Linmman & Gariuz (1983), Clark & Jadouga (1999) and Kaan (1999 and 2000) reported a positive relationship between job and residential relocation in US. Bohem and Taylor (2002) reached to similar results in UK (Lersch, 2014). In this regard, Van Ommeren et al (1999) and Van der Vlist (2001) studied some of the interactions between job displacement and residential relocation in Netherlands based on the Search Theory (Van der Vlist et al, 2011). Today, the costs of traveling (in terms of distance and time) and its impact on the propensity to change jobs or places have double significance. Van der Vlist in his studies indicated that long distances will cause change of job and has little impact on residential satisfaction and relocation (Van der Vlist et al, 2006). Table 1 shows some of the studies in the field of effects of economic factors on residential satisfaction and relocation.

*Table (1): literature review of the subject and significant results from experts' view*

Experts	Studied Variables & Indicators
Rapoport(1977), Rossi (1980), Dieleman, ( 2001) Turksever and Atalik(2001), Ibrahim & Chung(2003), Clark & Huang, (2003), Fang, (2006), Santos et al(2007), Das(2008), Apparicio et al(2008), Luis Diaz-Serrano (2009)	House, that includes physical dimensions of residential places such as number of person per room, number of rooms per residential units and so on and are resulted from the policies of local government in this regard and in the local level this indexes has special inequality
Burgess W. Ernest (1967) , Giddens, Anthony(1984), Ibrahim and Chung(2003), Burfeind, W, James and Dawn Bartusch (2006) Santos et al(2007), Li and Wang(2007), Das(2008), Apparicio et al(2008), Akers, L, Ronald and Christine, s, Sellers (2009)	Safety; these researchers believe that residential relocations will decrease the stability of an urban area and do not let the residences to follow the model of friends network and relatives bounds. This will lead to decreased of the sense of belonging to the neighborhood and the local community is not able to exercise effective control in public places such as streets and parks.

Lawrence and Pivo(1977), Belezer(2002) Holmgern(2012),Madanipour(2006)	Transport and access; paying attention to the transportation network can help to improve the quality of life. The distance between the residence and office has impact on residential satisfaction and can serve as an incentive for the residential relocation of households.
Wheeler & Muller (1986), Marcotullio (2001), Bastanifar & Sameti (2004), Richards et al (2007), Das (2008).	Facilities and services; one of the factors affecting the relocation is distribution of urban services. If the distribution of services is not tailored to meet the needs of urban areas and use of urban spaces of citizens, it can increase the density of population in other areas.
Briassoulis(2000) † Jokish(2002) † Lopez(2006) † Koomen et al(2007)† Nigal et al(2008)	Function of lands; the researchers paid attention to change of function of lands, effective factors, theories and related models and they believe that the change of population and relocation is very important.

(Source: Authors)

The residential relocation and satisfaction of households is investigated based on different fields and researchers have investigated several aspects to this issue. Strassmann (1991) has provided a model for the correlation between interventions in the housing market and residential relocation (Strassmann 2000) and Chan (2001) examined the effects of negative shocks of the housing market on the relocations (Chan 2001). These studies are important for showing the search process and opportunities assessment will change based on market conditions. In the other studies, given the level of household income, the housing market is defined and analyzed and the impact of financial constraints on residential relocation is examined (Alkay 2011). Considering growth in the literatures, subject of impact of the local housing market conditions on housing selection and changes in local conditions in the housing market are gained a lot of attention. Conceptually, the relationship between the behavior of individuals and families and changes over time and space is not yet clear in literature (Dieleman, 2001). In addition, it is cited that there is a significant and positive relationship between the relocation possibilities and capital and higher-income households are more likely to move from their residential environment. For example, possibility of relocation of households from slum to the formal housing market is strongly linked to increased regular savings of the residents (Lall et al. 2006). Parker et al (2002) indicated that residents in low-income neighborhoods are more unsatisfied than those living in affluent neighborhoods, and also, dissatisfaction are more in high-density residential neighborhoods (Clark, 2006). People want to live in a good neighborhood and raise their children in a safe environment. Duncan et al (1994) stated that the growth in poor neighborhoods have a negative impact on the success of a child. The relationship between the victim and unsafe neighborhoods has shown by others (Sampson & Fowler, 1997).

### Theoretical Foundations

Residential satisfaction is a concept that is formed from the various fields including economics, sociology, psychology, planning, geography, etc. (Galstar, 1987) and it has a complex conceptual structure. In fact, the reaction of residences is toward their living environment and in this case the environment is not only the physical aspect, but also the social and economic factors (Chapman&Lombard, 2006). Satisfaction will cause promotion of urban environmental quality and fulfillment of the urban objectives (Nurizan & Hashim, 2010) and any discrepancy between objectives, needs and abilities of citizens in the choice of residential location will cause dissatisfaction and residential relocation (Mohit, 2010). In addition, the selection of residential place affects the body and physical shape of city in different ways and some of its consequences are the high rate of relocation of households in long term, the formation of clusters of housing and increased urban diffusion that will lead to a lot of problems in urban societies (Aiello et al, 2009). Based on urban theories, relocations and distribution of population is based on various spatial – social factors such as ethnicity, employment, income, urban class, distance from the city center and some of these effective factors have impact on the priority is effective decisions based on the residential movements such as affluent residential neighborhoods and the structure and physical properties of the city, the old parts of the city, neighborhood safety, access to services.

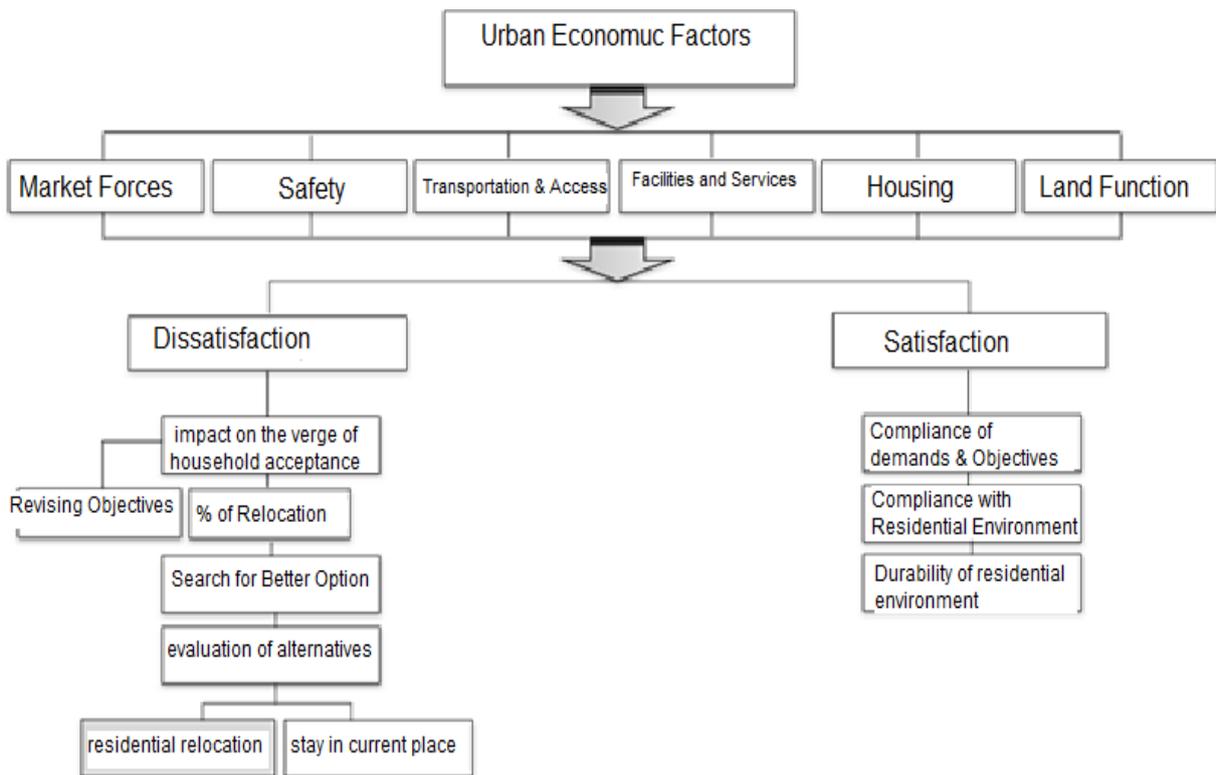
The study of satisfaction and residential relocation has a long history and many factors are affecting it and each one of them has their own part in this attitude and decision. In addition to the physical aspects, social, cultural, racial and ethnic categories perhaps it can be said that the urban economy has a significant impact on residents' satisfaction and the relocation of households. In fact, the city's economy is the science of the study of urban areas economic and it is a branch of microeconomics that is defined based on the combination of geography and economics (Hart, 2010). In this discipline the spatial structure of the city and the location selection for residential households and enterprises are studied (Colin, 1951). The families make their selections to maximize compliance and met their demands and in order to gain satisfaction of their residential locations, they will take actions for relocation. These displacements are based on the individual, social and economic reasons and motivations and they have a major role in the formation or change of urban spatial structure that is one of the city's dynamic aspects (Bastanifar, 2004). Urban economics can be separated into six areas including:

- 1- Job and Employment: Rapid population growth in cities that have a low income and duality in technology, will lead to making a dual market. The current models and methods of analysis and development of cities are mostly considered the official market and workforce. In this regard, the business trips in the cities are the most important factor in the models of urban economics and are considered as the most important factor for transportation activities.
- 2- Function of Urban Lands: Today the land function change is considered as an effective process in the urban environment. These changes are mostly a result of human activities. Due to lack of proper planning, lack of attention to sustainable development and the environment is one of the most important problems of modern urban spaces (Pourahmad et al, 2011). Since the decisions of households and firms to locate in cities shapes the urban and land use patterns, it can lead to substantial changes in land use (the loss of agricultural land) to urban functions, slum formation, urban environmental disturbances, lack of services and dissatisfaction of urban residents and finally, the transformation of cities from centralized mode to decentralized cities and separation of population according to race, income and education level (Khakpour and Baratali, 2002).
- 3- Transportation and Access: Public transport is one of the issues of the urban economy, because it influences on the ability to access to various places and thereby influences on urban land use patterns. In this area, some solutions are provided for the problem of urban congestion and the role of public transport in urban transportation system is studied (Hadizenouz, 2009). Development based on public transport is an example of urban development patterns that are first used in America on the late 19th and early 20th century (Nourmohammadzadeh, 2006). The basic assumption is based on the development of public transport is increasing the satisfaction of a residence in the nearby public transport stations. But failure to provide basic and essential requirements of such development can also create traffic problems, physical, social and economic issues that are effective in reducing the satisfaction of residences (Abbaszadegan et al., 2010).
- 4- Safety: In this domain, urban crime and the relationship between crime and other urban issues i.e. poverty and low literacy are examined (Hadizenouz, 2009). E. W. Burgess was one of the first authors who investigated the reasons of social damage from the perspective of the urban economy based on concentric zone theory. He believed that there are some circumstances in the environment and residential relocation causes social harm (Parker, 2004).
- 5- Housing: selecting a residence place is depend on selecting a location because, the house is immovable (Hadizenouz, 2009). House, neighborhood and district will affect the quality of life. It will form the dimensions of social classification and it is affected by urban economy and general policies (Schmitt, 2009). In this regard the issue is considered that why house is different from other purchasable and how the policies of housing can be effective. On the other hand, Increasing urbanization and growth in recent decades turned the need to accommodation place to the most important need of the urban population. And the cities are platforms of human life; therefore, they are important in human satisfaction. Housing will affect the important indexes of planning such as quality of life, relocation rate, forecasting the housing demand (Djebuarni and Al-Abed, 2000).

- 6- Facilities and Services: Another issue to consider in urban studies that is the subject of different researches is the utilities (including public libraries, police services, fire stations, hospitals and schools). Urban utilities can play a crucial role in residents' satisfaction, and it can be a relatively important factor for relocation of households (Mohit, 2010). Much of these utilities can be provided by private and public sector. But all of them have in common is that their production sites provides a network to provide easy access to valuable sites (Hadizenouz, 2009). Distribution of services in the cities that is the obvious result of ecological separation, affects the spatial distribution of population in urban areas. Therefore, optimal distribution of social, economic, cultural and health facilities among regions and areas is one of the most important factors in the prevention of inequalities and gaps of develop and it is a good method for appropriate spatial distribution of population across the country (Marcotullio, 2001).

As mentioned, the urban economics combined the economics and geography together and investigates the geographic or spatial choice of families to achieve compliance and meet their demands. In addition, urban economics identifies the spatial selection inefficiencies and examine the public policy options for developing an effective alternative. However, this choice may lead to improved life. But in some cases, it may be lead to some negative changes, at least in some aspects of life. Therefore, relocation occurs when the resident satisfaction is changed based on effective indicators of the physical, cultural, social, racial, economical, etc. factors (of course, in some cases, the relocation is purely compulsory) (Lu, 1999).

*Figure (1): Conceptual model of the impact of the urban economic component on relocation*



(Reference: Authors)

### Research Method

The main objective of this research is to determine the impact of economic factors on satisfaction with housing and relocation of households. Dependent variable is satisfaction and residential relocation and urban economic factors associated with the 2 concepts in Yaftabad Neighborhood of Tehran. The

descriptive research method is used and for review of the literature and previous studies, definitions and data collection to help develop the frameworks the library research and field work is done. Also in this research the evaluation of the satisfaction level is done using the indirect method. This method is performed through classification of economic indicators related to consumer satisfaction in the study area have been conducted on two levels (Table 4). In the first level, the factor is divided to six criteria (employment, land function, transport and access, safety, housing, services and facilities) and in the 2<sup>nd</sup> level each criteria is divided to several sub-criteria. The research population is residences of Yaftabad of Tehran. Given the population, the sample size was estimated of about 3596 people. Random sampling is performed. In order to assess the qualitative variables the Likert Scale is used and to measure and analyze the results the Chi-Square Test and Gamma Test was used. Given that the number of families living in the neighborhood is very large and studying their reviews and information is exhausting, the T-sample formula is used. Using the Cochran formula, the population size is estimated 347 people. The indexes are quantified using the direct method of questionnaire. The questionnaire was divided to 2 parts, the personal questions and the questions about economic status of households was placed in the first part and the 2<sup>nd</sup> part was dedicated to related questions to pointed factors.

$$n = \frac{NT^2 S^2}{d^2(N-1)+T^2 S^2} \qquad n = \frac{3596(2/58)^2 \cdot (1/85)^2}{(0/05)^2(29437)+(2/58)^2 \cdot (1/85)^2} = 347$$

Research area is the District 18 of Tehran. District 18 is located southwest of Tehran and based on the reforms of the new detailed plan of the district<sup>1</sup>, its area is about 3720 hectares. Many of the lands of the current neighborhood was farms originally and only near Mirhashemi and Zandieh Streets and a little part in southeast known as Hemmatabad (former Gavmishkhaneh) the residential units could be seen. After 1956, development of neighborhood was toward the south direction and as aerial photograph from 1979 shows the growth in that time interval (1956 to 1979) was further to the south. In addition, other basic information and a map Yaftabad District of Tehran are provided. Current state measurement technique is based on the SWOT and showed the conditions and characteristics as follows:

*Table (2): General Information of the District*

Social, Economic and Physical Indicators		Neighborhood
Basic Indexes	Population	3596
	Employed	8473
	Number of Households	536
	Family Dimension	3.24
	Number of Available Housing Units	2953
	Medium Density Residential Building	149
	Average Residential Plots Area	160
	Density of People Per Residential Units	1.2
	The Gross Density of Population	297
	Number of Working People	10261
	Medium Size of Plots	200
	Proportion of Residents to Employees	3.7

*(Resource: The report of the detailed plan of District 18, 2006)*

<sup>1</sup> Aban Consulting Engineers, 2005

**Table (3): Evaluation of Study Area Using the SWOT Technique**

<b>Advantage</b>
<ul style="list-style-type: none"> <li>• valuable historical context</li> <li>• good designed internal traffic network</li> <li>• The long history of settlement in the area</li> <li>• Residents more familiar with each other</li> <li>• Facilities of region, such as pharmacies and Seminary</li> </ul>
<b>Disadvantage</b>
<ul style="list-style-type: none"> <li>• Devote about 50 percent of the land to housing (twice the city average)</li> <li>• Lack of hierarchy in the road network</li> <li>• Lack of services within the neighborhood</li> <li>• Poor permeability of neighborhoods</li> <li>• Little plots and structural instability</li> <li>• Lack of proper performance infrastructure network</li> </ul>
<b>Opportunity</b>
<ul style="list-style-type: none"> <li>• The district is surrounded by main roads</li> <li>• Neighborhood enjoys the added value of local projects of Damavand Street Corridor</li> <li>• Access to urban and suburban passenger terminal</li> <li>• Access to the subway station</li> <li>• There trans-regional applications in northern and southern marginal zone</li> <li>• Possibility of reconstruction of old texture</li> <li>• There are cheap land to buy and rent</li> <li>• Youth and cheap labor</li> <li>• Immediate vicinity to the district 21 from the south</li> <li>• Lack of earthquake faults</li> </ul>
<b>Threat</b>
<ul style="list-style-type: none"> <li>• Lack of sewage system</li> <li>• Segmental and dissociated tissue by the highway</li> <li>• Growth of industrial activities and inefficiency of the usual trade-driven</li> <li>• The lack of a suitable building for the renovation of the city of Tehran</li> <li>• Incredulity toward some action from authorities and local authorities</li> </ul>

(Resource: Authors)

### Research Findings

Given the purpose of this research, the process of analysis is performed using questionnaires and analysis of gathered data. Then, using SPSS software, data is assessed based on statistical techniques such as mean, factor analysis and regression. To access the full results of the assessment of residential satisfaction and its impact on the relocation of households in the Yaftabad neighborhood of Tehran, the following methodology has been applied. At this point 347 questionnaires were distributed in the Yaftabad neighborhood and then we entered data in SPSS software and the analysis was performed. At the beginning, in order to determine the level of satisfaction, the understudy factors for residential relocation are used in case study and the mean of each one of them is presented.

In examining the economic indicators related to residential satisfaction, it can be said that access to services and facilities for residents with an average 3.4 shows the highest level of satisfaction. While, neighborhood housing situation index represents the minimum mean of satisfaction. The minimum mean is due to high density of residential units and dissatisfaction of materials used in residential premises. For access and transportation services, due to the high speed bus station (BRT) and the subway station in the neighborhood, satisfactory is desirable. But the services and facilities as well as the security of the district have another story. In the facilities and services field, lack of leisure and sports facilities as well as indoor spaces, cultural and artistic insufficient space per capita in comparison with the standards of the neighborhood is the reason for dissatisfaction with the services and facilities. For safety, due to high density of residential units and number of watchful eyes, according to the theory of Jacobs (Jacobs 1961) the mean is in the appropriate level. But there are areas of insecurity occurrence that was

mentioned during interviews with residents. The land function, due to the tendency to using small units and the wear of a lot of residential buildings has followed discontent.

*Table (4): Mean of Satisfaction Based on Economic Factors Found in the Yaftabad Neighborhood*

First Level	Second Level	Mean	Standard Deviation
Employment	Proximity of Residential Area to the Workplace	2.8	2.45
	Employment Status in Area	2.5	2.33
Function of Lands	Level of Wear and Texture Compression	3.2	2.34
	Availability of meta-urban land uses in the area	3.6	3.12
	Coordination of land uses in the neighborhood	3.1	2.71
	Occupation and Level of Congestion	2.9	2.65
	Arrangement of Block	3.2	2.34
Transportation and Access	Satisfaction with Access to the Rest of the Neighborhoods of Tehran	3.5	2.21
	Satisfaction with Public Transport (Subway, Bus, Taxi, etc.)	2.9	2.13
	The Sidewalk and Street Network	3.1	2.99
Safety	Adequate Lighting of Public Spaces	2.3	2.16
	Satisfaction with Women and Children Traffic Safety at Night	2.9	2.58
	Satisfaction with not Bothering the Pedestrians in the Neighborhood	3.2	2.59
	No Fear of Crime (Drugs, Smuggling, Vagrancy, Harassment, Theft, etc.)	2.4	2.22
Housing	Using Standard Materials of Construction	2.2	2.82
	Size of Residential Units	2.9	2.89
	Abandoned and Dilapidated Lands in Neighborhoods	3.1	2.87
	Residential Density	2.1	2.79
	Housing Facilities	2.3	2.01
Facilities and Services	Satisfaction with Shopping Centers	3.2	2.55
	Satisfaction with Healthcare Centers	2.8	2.75
	Satisfaction with Service Centers	2.9	2.35

(Resource: Authors)

In order to evaluate the level of satisfaction, Customer Satisfaction Measurement Index (CSM) is applied. The index is calculated using the following formula to derive the satisfaction of each of the variables (Jeanne, 2003):

$$CSM: \frac{\sum_{i=1}^n \alpha_i \cdot \beta_i}{\sum_{i=1}^n \alpha_i \cdot (\max \beta_i)} * 100$$

Here, GSM is percentage of level of satisfaction of Yaftabad residences of the economic factors of residential satisfaction. Obviously, 100% means full satisfaction. If this index is much lower than 100, it shows far distance with satisfying expectations (Shatryan et al., 2011). In investigation of level of satisfaction of residences, it shows (51.1 percent) with respect to the factors of the urban economy in employment, (49.4 percent) for land function, (65.9 percent) for transport and access, (57.2 percent) for security, (41.1 percent) for housing, and (47.2 percent) for services and facilities. According to Table 5, the low satisfaction degree of satisfaction of the residents in the housing sector and high satisfaction in the field of transport and access is confirmed.

**Table (5): The Expected Performance and Satisfaction in Different Sectors (%)**

Description	Level of Satisfaction		
	Function	Expectation	Differences in Performance
Employment	51.1	100	48.9
Land Function	49.4	100	50.6
Transportation and Access	65.9	100	34.1
Safety	57.2	100	42.8
Housing	41.1	100	58.9
Services & Facilities	47.2	100	52.8

*(Source: Authors)*

With regard to residential satisfaction in the study area during the second stage of the research, the impact of residential satisfaction or dissatisfaction of household on relocation is examined. Assessment of questionnaires indicates that the 40.8% of residents are not willing to leave their residential places and 59.2% of them have f dissatisfaction with the current state and they are willing to relocate to a new neighborhood. The reason is the difficulty in building quality, high density of neighborhood, lack and insufficiency of services and facilities, lack of parking lots, and so on.

### Conclusions and Recommendations

Researchers who work in urban areas deal directly or indirectly with factors that affect the quality of the environment. These factors are often considered ambiguous and identify or design of them is always faced with difficulties. One of the studies that have been considered in recent decades is satisfaction and residential relocation. The extensive studies on human behavior and residential environment are an issue that is the source of many urban problems. Meanwhile, residents' assessment of their residential environments effects the uptake and retention of population in urban places and is considered as one of the most important factors affecting urban population movements. Residential relocation can also have significant implications on the land market boom and bust, housing and rent, new housing construction and renovation and repair of existing houses, changes in the pattern of housing and residential density in different parts of the city and shape and change social areas within the city. This paper examines the impact of economic factors on consumer satisfaction and its effect on residential relocation. Sample of 347 people participated in our study through questionnaires and interviews in Yaftabad District of Tehran. In literature review, we reviewed Persian and English sources to gather useful information.

Analysis of the data was performed using SPSS software and CSM method. Based on the evaluation of satisfaction level in Yaftabad for urban economic factors, the housing factor (41.1%) is the main factor causing dissatisfaction among the residences and the most important factor for satisfaction was the factor of access and transportation (65.9%). Also, according to interviews and studies, 40.8% of the residents refused to leave the area due to the problems. The major reason of this group is their long history of living in this district and the fact that they feel they are belonged to this neighborhood. Instead 59.2% of the population due to wear and high density of housing, lack of recreational facilities, sports and cultural and full dissatisfaction of the security tend to leave their neighborhood. The following suggestions can contribute greatly to the satisfaction of the residents and to prevent their decision about relocation. Finally, it can be concluded that the components of the urban economy has a significant impact on household residential relocation. Because the understanding of satisfaction or dissatisfaction with the quality of the living environment has a direct relationship to the household relocation and therefore the proper functioning of the organizations responsible for city and meet the needs and desires of the residents (such as provisioning of cultural, service, sports functions as well as access and transportation) can comfort the residences and provide security for them and on the other hand leads to the promotion of good feeling toward the their residential environment.

## References

1. A detailed plan report of District 8, (2006), Tehran Municipality
2. Abbaszadegan, M., and Rezazadeh, R. and Mohammadi, M. and Alipour Eshkili, S. (2010), Assessment the factors that influence the satisfaction of living in the adjacent neighborhoods to Tehran Subway stations; *Journal of Transportation*, 7<sup>th</sup> year, No. III, p. 247
3. Aiello, A., Ardone, R., & Scopelliti, M. (2010), Neighborhood planning improvement: Physical attributes, cognitive and affective evaluation and activities in two neighborhoods in Rome. *Evaluation and Program Planning*, 33(3), 264-275
4. Alkay, Elif.(2011), The Residential Mobility Pattern in the Istanbul Metropolitan Area, *Housing Studies*, Vol. 26, No. 4, 521–539.
5. Bastanifar, iman, (2004), An inquiry of Green Tax effect on decreasing af air poiition of Isfahan province GIAN international symposium & workshop, Isfahan university.
6. Brandstetter, M. C. G. de O.(2011). Consumer Behavior Analisys of Real Estate Market with Emphasis in Residential Mobility, Choice and Satisfaction Brazilian Cases, *The Built & Human Environment Review*,4(1),56-80.
7. Chan, S. (2001) Spatial lock-in: do falling house prices constrain residential mobility, *Journal of Urban Economics*, 49, pp. 567–586.
8. Chapman, D., & Lombard, D. (2006), Determinants of neighborhood satisfaction in feebased gated and nongated communities. *Urban Affairs Review*, 41(6), 769-799.
9. Clark, W. (2006) Mobility, housing stress, and neighborhood contexts: evidence from Los Angeles, *Environment and Planning A*, 38, pp. 1077–1093.
10. Colin, (1951), “Urban Population Densities”, *Journal of the Royal Statistical Society. Series A (General)*, Vol. 114, No. 4.
11. Coulter, R., van Ham, M., & Feijten, P. (2011). Partner (dis)agreement on moving desires and the subsequent moving behaviour of couples. *Population, Space and Place*, Early View, 1-15. DOI: 10.1002/psp.700.
12. Davies, A. M & MacMillan, D. C. (2000). The Use Of Choice Experiments In The Built Environment: An Innovative Approach. the Third Biennial Conference of the European Society for Ecological Economics. Vienna, Austria.
13. Dieleman, F. (2001) The geography of residential turnover in twenty-seven large US metropolitan housing markets, *Urban Studies*, 37(2), pp. 223–245.
14. Djebuarni, R., & Al-Abed, A. (2000). Satisfaction Level with Neighbourhood in Low-Income Public Housing in Yemen. *Property Management* , 18 (4), 230–242.
15. Ebrahimzadeh, E., (2006), Migration and urbanization: Causes and Consequences, economic and political information; p. 158- 171
16. Galster, G. (1987) Homeowners and neighborhood reinvestment, Durham, NC: Duke University Press.
17. Hadizenouz, B., (2009), Introduction of the concept of income urban economics on urban economics, *Journal of Economics*, Vol. 1
18. Hart, Christopher (2010) Legacy of the Chicago School of Sociology. isbn 9 781905 984145 lulu.com/9238347
19. Jacobs, J. (1961). *Death and Life of Great American Cities*. New York: Random House.
20. Jeanne, R. (2003) Customer Satisfaction Measurement in a Business to Business Context: a Conceptual Framework, *Journal of Business & Industrial Marketing*, Vol. 18, pp.179 – 195.
21. Khakpour, A. and Baratali, R., (2007), Patterns of land function changes during the years 1983-2008 in Babol City, *Journal of Geography and Regional Development*, No. 8, Fall & Winter, pp. 81

22. Lall, S. V., Suri, A. & Deichmann, U. (2006) Households savings and residential mobility in informal settlements in Bhopal, India, *Urban Studies*, 43(7), pp. 1025–1039.
23. Lauren M. Ross;(2012); You Can't Always Get What You Want: The Role of Public Housing and Vouchers in Achieving Residential Satisfaction; *A Journal of Policy Development and Research* ; Volume 14, Number 1.
24. Lersch, Philipp M; (2014); Residential Relocations and their Consequences Life course effects in England and Germany (Life course effects in England and Germany); *springer*.
25. Lu, M. (1999) Analyzing Migration Decisionmaking: Relationships between Residential Satisfaction, Mobility Intentions, and Moving Behavior, *Environment and Planning A*, 30, 1473–1495.
26. Marcotullio, Peter, J, (2001), *Asian Urban Sustainability in the era of globalization*, united Nation University, Institute of Advanced Studies, Tokyo, Japan.
27. Mohit, M. A. (2010). Assessment of Residential Satisfaction in Newly Designed Public Low-Cost Housing in Kuala Lumpur, Malaysia. *Habitat International* , 34, 18–27
28. Nourmohammadzadeh, H. (2006), Determination of the purpose of urban planning, *Fine Arts Magazine*, No. 26, p. 27.
29. Nurizan, Y., & Hashim, A. H. (2010). *Perumahan dan Kediaman*. Malaysia: Universiti Putra Malaysia.
30. Ogu, V. I. (2002). Urban residential satisfaction and the planning implications in a developing World context: the example of Benin City, Nigeria. *International Planning Studies*, 7(1), 37–53.
31. Parker, Simon (2004) *urban theory and the urban experience*, published by Routledge
32. Pettit, Becky. 2004. "Moving and Children's Social Connections: Neighborhood Context and the Consequences of Moving for Low-Income Families," *Sociological Forum* 19 (2): 285–311.
33. Pourahmad, A. and Rezayi, R. (2009), the role of concentration of economic activities in population growth of Tehran metropolis; *Journal of Human Geography*, First Year, No. III
34. Rhineberger, M, Gayle, (2003), *social disorganization ,disorder ,social cohesion,informal control:a reformation and test of systemic social disorganization theory*. western Michigan university, doctoral dissertation.
35. Rossi, P. (1955) *Why Families Move* (New York: Macmillan).
36. Salvesn, David , (2002), *The making of place*, <http://www.matr.net>.
37. Sampson, G. & Fowler, M. (1997). Geographic mobility and children's emotional/behavioral adjustment and school functioning. *Pediatrics*, 93, (2), 303–309.
38. Schmitt R. B. (2009), *Considering Social Cohesion in Quality Of Life Assessments: Concepts and Measurement*, *Social Indicators Research*.
39. Shaterian, M. and Eshnooyi, A. and Ganjipour, M. (2011), Assess of the satisfaction of the inhabitants of old texture of Arran Bidgol about the quality of life, *Urban and Regional Studies*, 4<sup>th</sup> year, No. XIII, pp. 127-144
40. Strassmann, W.P. (2000) Mobility and Affordability in US Housing, *Urban Studies*, 37(1), 113–126.
41. Van der Vlist ;van Ommeren, J.N, A.J. and P.Nijkamp, (2006), Firms' Transport-related Fringe Benefits. *Journal of Regional Science* 46: 493-506.
42. Van der Vlist, A.J., D. Czamanski and H. Folmer, (2011), Immigration and Urban Housing Market Dynamics: the Case of Haifa *Annals of Regional Science*. 47: 585-598.