

The Effect of the Urbanization on the Quality of the Services Given by the Municipal Councils of Bethlehem

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Abstract:

This study aimed to measure effect of the Urbanization on the quality of the services given by the Municipal Councils of Bethlehem, and determining the quality of the services provided by the municipal councils in Bethlehem in the water services sector, and reveal the quality of services that the municipal councils of Bethlehem provide in the solid waste sector.

To achieve the goals of this study, it adopted on the analytical descriptive approach and quantitative method by using the questionnaire that has been distributed on an available sample made of 69 citizen, and the qualitative method using the closed interview that has been done with a chosen sample of 13 municipal workers from the three municipalities.

After testing the hypotheses of the study the results had shown that there is no statistical proof of differences at the level $0.05 > \alpha$ in the effect of urbanization on the quality services provided by the municipal councils of Bethlehem in both the water and solid waste sectors due to the variable number of years of presence in the area of expansion and the type of real estate and the monthly income.

While the study results has also shown statistical proof differences at the level $0.05 > \alpha$ in the effect of urbanization on the quality services provided by the municipal councils of Bethlehem in both the water and solid waste sectors due to its following municipals and to Bethlehem's municipal own good and then to the good of Betjalas municipal and then Beitsahours.

The study results has shown that Bethlehem's municipal is working on the expansion in the Urbanization area since two years in a big pace, while that seems to be much less in Bietjalas municipal which aims to divide the city commercially and residentially in the shades of occupations obstacles and the unfair confiscation of land.

As for Beitsahours municipal there is a conflicts between the respondents in expressing the municipals care about the urbanizing areas in the plans that has been done previously, for the ideas of Bethlehem, Beitjala and Beitsahour municipals in urbanizing and providing special services for it by strategic planning stands out.

The study results has also shown the provided services and projects in the urbanization areas, work is being done to provide traditional services, however its being done so slow and it's not enough. The study has also shown that there are a bunch of difficulties that the municipal face in providing the water and solid waste services, and that's because the lack of citizen and financial support to the planned projects.

On the other hand the results showed that the occupation procedures and the civil administration decisions stands in front many municipals work and achievements, and the non-compliance from the beneficiaries with bails and subscriptions. The results also showed that there is a proportion between the service qualities that the municipal provide for the urbanizing areas with the quality of services that is provided by civil centers according to the sample of the study.

The study has a set of recommendations, the most important of which is for the municipals to stick with the water distribution program, which is announced in the journals and official sites and to follow up with specialists, and to do all that by following proper ways for the citizens, so there will be no noise and disturbance in cleaning the streets specially the morning cleaning cars, and for Beitjalas municipal specially to consider the planning in the urbanizing areas in her available areas despite the occupation and its concur to a part of its rustic, and to consider that in the strategic planning, and to form a monitoring committee from the three municipals to work on enhancing the current services level and suggest ways or methods to deal and handle the problems and to communicate and reach some specialists in different kinds of services.