

Evaluating the Impact of Implementing Social Policies on Trust and Social Participation of Citizens (Case of Study: Insured Persons covered by Social Security, Alborz Province)

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Received 13 September 2022 ||| Accepted 8 October 2022

Abstract: This study was conducted with the aim of analyzing the impact of the implementation of social policies on the level of trust and social participation of citizens among the insured persons covered by social security in Alborz province. This study is considered as a descriptive research considering the non-manipulation of variables and only examining the relationships between them, and as a survey research in terms of the method used, and a questionnaire was used to collect data. The statistical population includes the insured persons and retirees of the social security organization in Alborz province, with an approximate number of 692,000 people. The obtained sample size, 382 people, was determined using Cochran's formula, and the validity and reliability of the questionnaire was confirmed during the research process. In this study, the implementation of social policies, including government policies in the fields of employment, marriage, housing, education, health and social security, was considered as an independent variable, and the extent of its impact on increasing trust and social participation of citizens was considered as a dependent variable. The results of this study, analysis and its compliance with the theoretical foundations of research, while confirming the main hypotheses, showed that the implementation of social policies by the government has a positive and significant effect on improving the trust and participation indicators of citizens.

Keywords: social policies, trust and social participation.

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Introduction

The idea of implementing social and welfare policies by the government emerged at the same time as the peak of the economic depression in the industrialized countries of the West during the 1930s. On the one hand, this period is associated with the intensification of communist parties⁴ propaganda, the increase of unemployment and the occurrence of widespread labor strikes, and on the other hand, with the intensification of international tensions and the crisis of economic and political relations of industrialized states in the world arena (Manfred 1974, quoted by Zahedi, 289, 2003). Such a crisis leads to the reduction of industrial production, the bankruptcy of small businesses and the unemployment of more than one hundred million workers along with poverty and hunger. Following the escalation of this situation, the decision-making groups of the society were convinced that that the provision of people's well-being is much more important in terms of maintaining public order and defense than it is entrusted to market mechanisms in the fluctuating conditions of a free economy or only promoted through informal customs and arrangements. Accordingly, democratic governments were convinced that they should take responsibility for the well-being of all members of society in order to confront communism, so that their authority and government influence would increase to curb opposing political currents

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⁴ There are a number of communist parties active in various countries across the world and a number that used to be active. They differ not only in method, but also in strict ideology and interpretation, although they are generally within the tradition of Marxism–Leninism.

(Zahedi, 2012). Social policies imply the existence of measured and purposeful measures in the field of providing a minimum standard of living for everyone and promoting equality in life opportunities and taking clear responsibility for the well-being and well-being of all members by a legal and official government. Of course, developing countries should pay serious attention to the degree of conformity of their intellectual traditions and political and legal structures with the ideals of social policy in the definition and implementation of social policies, so it should be checked that, for example, Are there the same perceptions of individual freedom and social justice in their country and other countries, especially in the West? (Mohammadi, 2015).

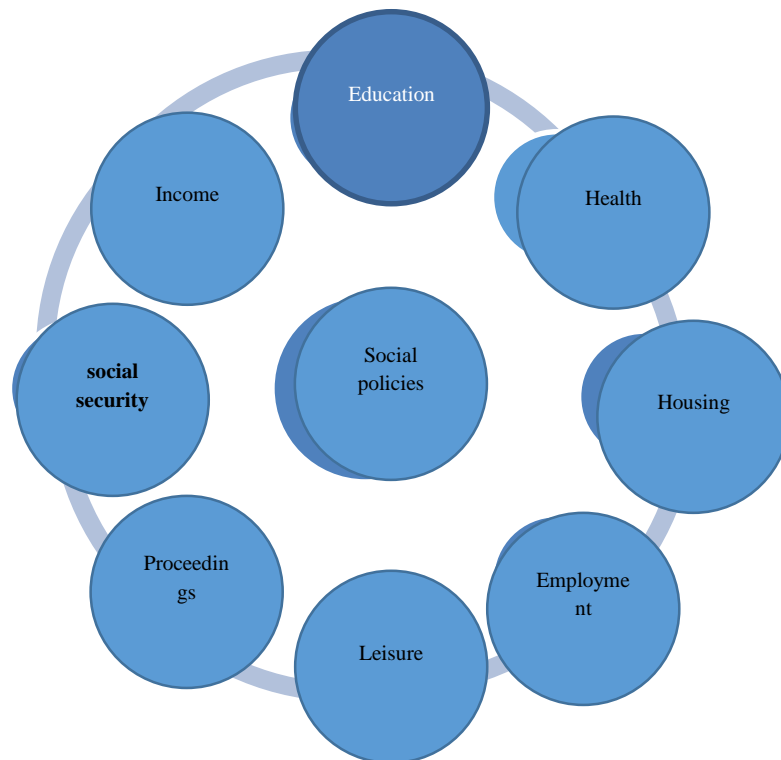
In sociology, different theoretical approaches have provided frameworks for the analysis of social policies, and they have contributed to the understanding of social policy processes and its functions in micro and macro dimensions, among which three categories of sociological theories have had a major impact on social policy, and have helped us to understand the relationship between the individual and the society: The theories of functionalism, conflict and construction or desocialization. The theory of functionalism shows how social policies such as government education affect our way of thinking and behavior, the theory of conflict shows how the intolerance of police forces with social groups as a social policy leads to provoking resistance within communities. The theory of construction or desocialization can provide insight into how powerless people, such as disadvantaged groups, can make their voices heard in society. (Qarakhani, 2010:15). According to the theory of functionalism, the implementation of social policies by the government, especially in the fields of employment, marriage, housing, health, education and social security, can directly affect the increase of public trust, which is one of the most important components in social capital and one of the most important and vital concepts in science. It is social, and a factor in the interaction between individuals, groups and social organizations that plays an important role in creating order and solidarity and social participation. According to the results of many empirical researches, there is a direct relationship between government behavior and social trust. (Azad Aramaki, 2004). Social trust¹ is a collective matter, and it is formed in the relationship between the performance of the government and the people (Azkia and Ghafari, 2010) and in other words, social trust can be defined as the good opinion of one's self towards other members of society, which leads to the expansion and facilitation of social relationships and as a result social participation (Amirkafi, 2001: 18 quoted by Kafashi and Fathi, 2011). In general, it can be said that the need for social trust has been raised in more serious levels and dimensions due to the current state of the society, i.e. the expansion of urbanization, the creation of new areas of employment and life, drastic changes in population, the transformation of the class structure and economic and social changes, and as a result the increasing interaction with people outside the kinship axis and so on, Perhaps the most important characteristic of Giddens's views is the integration of micro and macro levels, as well as the characteristic of analyzing trust patterns in the pre-modern and post-modern eras and how to change it (Kafashi and Fathi, 2010; 53).

Social trust is formed and strengthened by purposeful and conscious implementation of social policies, followed by; Social participation is one of the important and influential factors in the development and improvement of the living standards of human societies. From a sociological point of view, participation is a multi-directional interactive process that will result in people's intervention and supervision and the political and social capabilities of the government in achieving development with justice. Accepting the principle of people's equality and making them participate in power and allowing them to monitor their own destiny and grounding their use of development opportunities in the society is considered as the most fundamental idea of the infrastructure of social participation (Tusi, 1971:5). According to Huntington, development and participation requires the formation of a person with a modernist character. He believes that traditional human always expects stability, no change in nature and society. But the modern man is faced with different attitudes and ways of thinking that accepts and participates in the possibility of any change and transformation. The consequences of modernization lead to the transformation of values among the masses and increasing the demand for their political participation. (Huntington, 1971). Some of the most important effects of social participation are the feeling of

¹ Social trust is a belief in the honesty, integrity and reliability of others – a “faith in people.”

responsibility of the people of the society towards their destiny and the acceptance of social, economic and political responsibility, which leads the society towards mobility, dynamism and prosperity and the culture of authoritarianism-subordination is reduced, and anti-participation factors and the dynamics of society is neutralized.

In general, social policies have political consequences in addition to social effects and are always a measure to measure the efficiency and acceptability of governments, and the inability to meet the basic needs of citizens makes political systems face the crisis of lack of acceptance and lack of participation, and being on the path of gaining public trust and social participation, it faces the failure of its plans. This study identifies the existing weaknesses and strengths by examining the role and impact of the government's social policies on gaining trust and social participation and offers suggestions for its improvement.



(Source: qarakhani, 2018: 49)

Literature and research background

Voyne Parsons (2006, vol.1, quoted by Qarakhani, 2018:53) believes that the roots of social policy analysis are as old as the government itself, that is, since the time when kings sat with their advisors to talk about politics, they have actually been involved A kind of social policy analysis, because, in 378 BC, Plato asked, "How should the government of an ideal society be in order to provide for the needs of its helpless citizens?" until today, the questions that political philosophers raise about the role of the government in the lives of citizens are of the same kind. This type of analysis can be traced with different intensity and weaknesses until the years of World War II. (Qarakhani, 2018; 53).

The emergence of the maturity of the welfare state and social policies in the world basically goes back to the 1930s and the widespread economic recession of this decade (Zahedi, 2003; 288) have called the 1930s the Red Decade, because in this decade it seemed that only the left forces were able to present a way. A solution to deal with the sufferings and calamities that had plagued the masses of people in industrialized societies due to the economic crisis. The more or less identical socio-political conditions of industrialized countries and the existence of the danger of communism caused the ruling governments of free industrialized countries to feel a common insecurity and danger in facing these conditions. (2003, 1974; 134 quoted by Zahedi, 2003).

The first sparks of modern social policies were ignited during the presidency of Amir Kabir, in relation to the background of governments' attention to their social duties in Iran, despite the existence of evidence of social policies in ancient Iran, which include measures to eradicate smallpox, deal with cholera, and create diseases. It was a government house, training doctors, cleaning the city, taking care of beggars and establishing educational centers like Dar al-Funun (Admit, 1378). After the Islamic revolution, welfare, social justice and implementation of comprehensive social policies have always been emphasized, and different governments have been responsible for education, health and treatment, employment, etc. Social policies in Iran arise from different values, preferences and interests that determine how and to whom the country's income is distributed. In short, the social policies in Iran cannot be explained simply and solely in terms of the political approaches of the governments or a fixed and consistent policy, or even adapted to the well-known and existing welfare ideologies, because they are often subject to short considerations duration and daily life in social policies. (Qarakhani, 2018; 160).

The left forces are able to provide a solution to deal with the sufferings and calamities that plagued the masses of people in industrialized societies as a result of the economic crisis. The more or less identical socio-political conditions of the industrialized countries, and the existence of the danger of communism, caused the ruling governments of the free industrialized countries to face a common insecurity and severe danger in these conditions. (Manfred, 1974; 134 quoted by Zahedi, 2003). The first sparks of modern social policies were ignited during the presidency of Amir Kabir, in relation to the background of governments' attention to their social duties in Iran, despite the existence of evidence of social policies in ancient Iran, which include actions in the field of smallpox eradication, dealing with cholera, creating diseases. It was a government house, training doctors, cleaning the city, taking care of beggars and establishing educational centers like Dar al-Funun (Admit, 1999). Welfare, social justice and implementation of comprehensive social policies have always been emphasized even after the Islamic revolution, and different governments have been responsible for education, health and treatment, employment, etc. In Iran, social policies arise from different values, preferences and interests that determine how and among whom the country's income should be distributed. In short, it is not possible to explain the social policies in Iran simply and solely in terms of the political approaches of the governments or a fixed and consistent policy or even adapting to the well-known and existing welfare ideologies, because it is often subject to short-term and everyday considerations. It is in social policies. (Qarakhani, 2018; 160).

The space of social sciences in Iran is less familiar with this issue despite the importance of social policies as one of the modern political issues, and it can be referred to the following as the case of published works, such as Ms. Dr. Masoumeh Qarakhani's work titled "Government and Social Policies in Iran" (2019) and also Dr. Masoud Mohammadi's work "The Role of Social Policies in Improving Human Development Indicators" (2016) and The work of Mr. Abdolamir Ghadariani entitled Analysis of social policies affecting the system of the Islamic Republic of Iran on the preservation of social capital (1400) A.D. In this work, Ms. Karakhani focuses on two basic goals: firstly, providing analysis and scientific picture of social policy in Iran, secondly, understanding and expanding the knowledge of social policy in Iran. The research method of the book has a historical and comparative approach that examines the periods of social policy and pays attention to the works of social policy in Iran and then criticizes it. The method of this documentary research, by adopting a comparative approach and using secondary data analysis, answers the questions raised in an argumentative manner. Secondary data is obtained by referring to the laws of the development program, government approvals, the budget law of 1980-2009 and other research data. At the end of this study, Mrs. Qarakhani concludes that social policies in Iran have a class character instead of helping to increase trust and social participation and creating solidarity which are the main indicators of social capital in a country, and the extent of benefiting from its services in the fields of education, health, employment, housing, etc. depend on the financial ability and class belonging of people, and the unbalanced and ineffective implementation of social policies in Iran has not been able to have the necessary and useful results in the realization of social justice and public welfare. It is necessary to be independently researched in order to examine the extent of governments' adherence to social policies, while analyzing the output and results of government social policies, the

performance of other institutions and organizations providing services and public goods, such as the needy foundation, the martyr foundation, the relief committee, the welfare organization and the organization Social security in Iran. Mr. Mohammadi during a study entitled "The role of social policies in improving human development indicators", discusses the experience of the four countries of America, England as a symbol of liberal democracy welfare state thinking and Germany and France as symbols of social democracy thinking. In the intellectual tradition of liberal democracy, individual freedom is the main foundation of human coexistence in society, and each person is responsible for creating prosperity for himself, and social and economic inequalities are accepted to a large extent and are considered to be caused by differences in people's capacities and performance and the government is the only guardian of the spontaneous social order that arises in the conditions of acceptance of individual freedom and the government's social policies are only for the production of public goods in areas such as education, health and some measures to provide income and help the disabled or elderly.

Widespread social and economic inequalities between members of the society are not accepted in the intellectual tradition of social democracy, and two important mechanisms for allocating resources and distributing wealth and welfare in society are the free market mechanism, along with the welfare state and social policies in the social democracy approach to reduce social and economic inequalities. In the end, Mr. Mohammadi concludes that social policies can have a positive and direct effect on improving human development indicators, increasing trust and interaction between people and their participation. AbdolAzriani during a study entitled "Analysis of social policies affecting the social capital of the Islamic Republic of Iran on the preservation of social capital in Khuzestan province", examines the impact of the social policies of the Islamic Republic of Iran on:

1. Maintaining social trust in Khuzestan province.
2. Maintaining social cohesion in Khuzestan province
3. The amount of social participation in Khuzestan province

Necessary measures were taken done to collect information in the statistical population sampled by descriptive method, survey, and by designing a researcher's questionnaire, and according to the results of this research, the social policies of the system as much as possible in line with the emphasis on the rule of law, justice and equality and the development of capital human rights and eliminating administrative corruption and discrimination, the level of trust, participation and social solidarity has also increased twice, so that social capital can be used to solve problems in crisis situations.

Table (1): Ideologies of social policies

Social radical	Social democracy	New right (neoliberal)	Title
The government is the absolute owner of all businesses and large transactions and matters related to government decisions.	Free market but with government control, balance between rich and poor, and high taxes	Free market without government interference, low taxes, freedom of choice, and spending by the people	Economies
Inequality is wrong, and needs must be answered through government action, and as far as possible society must be without classes of rich and poor.	Inequality is accepted and unavoidable, but not extreme, so the welfare state must prevent the abnormal increase in wealth by taxing the rich heavily.	Good inequality, and encouraging people to work hard, is a must, and people should be rewarded more for working harder, not taxed more.	Inequality between people
The highest welfare state is good, and the pressure of the working class should be reduced, and the least welfare state is bad, and it hinders the will of the people to fundamentally restore the capitalist system.	The welfare state is good, it helps people to create participatory citizenship together and compensation is paid to those who have lost in the market.	The welfare state is bad, because a culture of dependency is created when people rely on the government instead of helping themselves and their families, and welfare leads to economic costs and unlimited bureaucracy.	The welfare state

Source (Walsh, 2000 quoted by qarakhani, 2019:17)

Theoretical Framework

The theoretical framework used in this article is based on the theories of Anthony Giddens, Robert Putnam and Karl Popper. Giddens shows his opposition to pure liberalism by emphasizing the government's involvement in the market system and economic structures. He believes that the social investor government should follow (beyond the left and the right) strategies such as providing for the aging period, unemployment, disability, illness, employment and comprehensive education in order to gain the trust and social participation of the society. (Giddens, 1384: 96) Robert Putnam emphasizes how the impact of social capital on political regimes and different democratic institutions, Putnam considers social capital as a set of concepts such as trust, norms and networks that have created communication and participation among members of a community and ultimately benefits will provide for their reciprocity. Trust and mutual communication of members in a network are resources available in the actions of community members. He considers social capital as a means to achieve political and social development in different political systems. Building trust between citizens and their governments and political elites leads to political development, so trust is considered as a valuable source of capital that if it exists in a large amount in a government, the same amount of social development and social participation will increase. Also, according to Robert Putnam, social capital is the various aspects of social organization, such as trust, norms, and networks, which can improve the efficiency of society by facilitating coordinated actions (Putnam, 2008: 285, quoted by Tanhaei, 2007).

According to the Karl Popper's Social engineering theory, governments should put a regular and systematic fight against certain corruptions such as injustice, poverty, unemployment, etc. instead of trying to realize an ideal life in an unknown and distant future, so Man has the right not to be miserable before he has the right to be happy. Therefore, Popper seeks to combat the greatest and most common evils plaguing society, not to search for the ultimate good and the ideal society in his progressive engineering program. (Bashiriyeh, 2013: 74-73).

Research hypotheses

It is necessary to mention the research base before mentioning the research hypotheses, the meaning of the research base is what position the research assumptions have, and what position they have (Tenhai, 1999, quoted by Hazrat Soumeh, 2008), since this study seeks discovery the research problem, so it has a discovery base, and the research questions are set by extracting from the theoretical framework and finally the analytical model is presented.

1. It seems that there is a significant relationship between the implementation of social policies by the government and the social trust of citizens.
2. It seems that there is a significant relationship between the implementation of social policies by the government and the social participation of citizens.

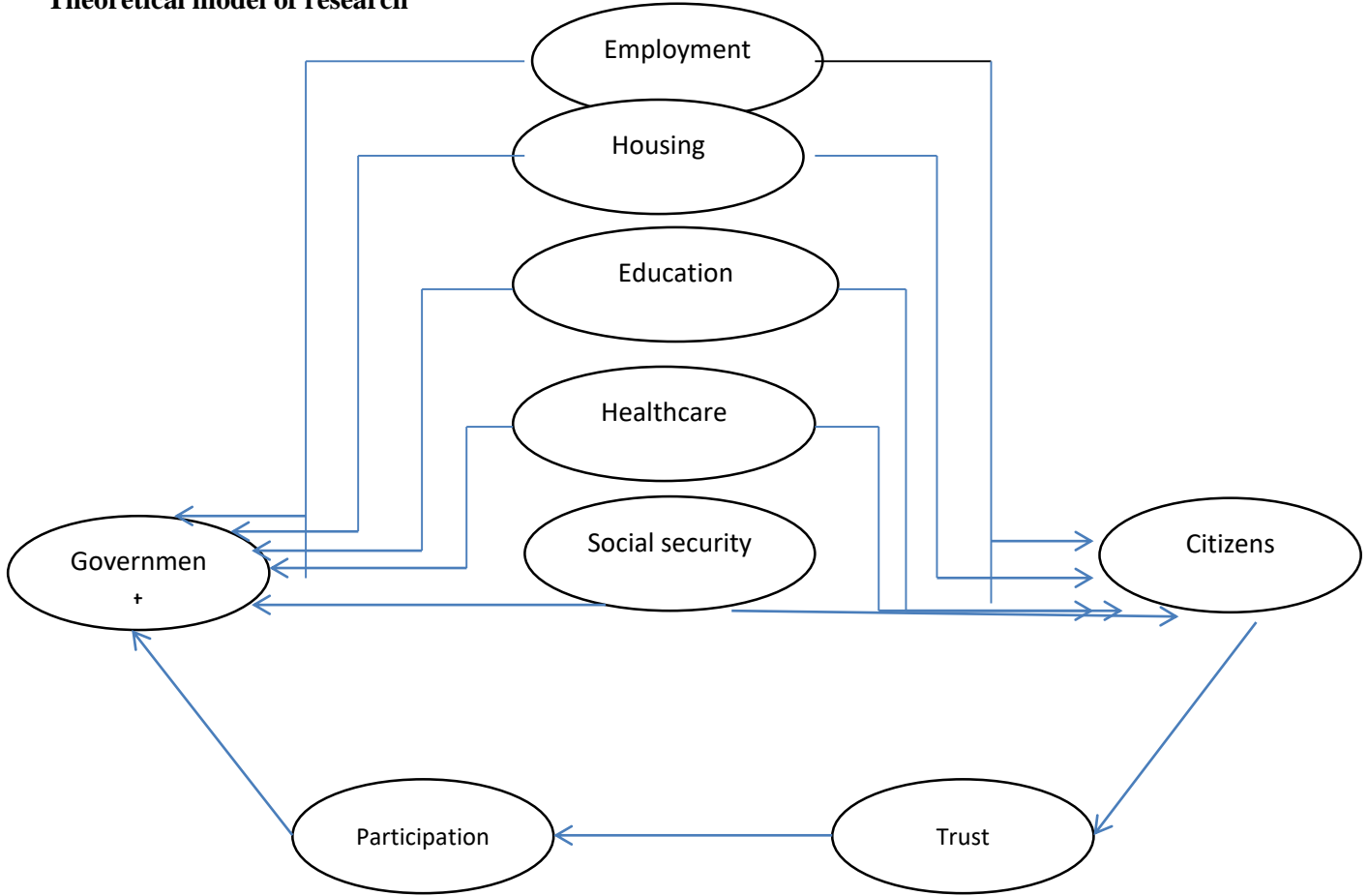
Methodology

This study is considered as a descriptive-survey research in terms of the research method, and the analysis was done at the micro level and the unit of analysis is the individual. The term "individual" refers to the people who make up the statistical population, including all the insured persons covered by social security in Alborz province, approximately 692,000 people. The researcher-made questionnaire was used as a data collection tool in this study, which was designed and developed using the Delphi technique, and Cochran's formula was used to determine the sample size, and 382 people were selected as a statistical sample using the random cluster sampling method. Several stages of social security branches in Alborz province and the questionnaire was distributed among them. The content dimension of the questions was emphasized regarding the validity of the measurement tool of this research Composite Reliability Index (CR) was equal to 83% and Average Variance Extracted Index (AVE) was 64%, which indicates sufficient and appropriate reliability of the questionnaire and the confirmatory factor analysis method was used for the validity of this questionnaire.

Also, considering that Cronbach's alpha coefficient of $\alpha = 0.88$ was obtained, the reliability of the questionnaire is good.

The first part of the questionnaire includes personal characteristics and the second part includes 36 items designed based on the five-point Likert scale. This questionnaire has 2 dimensions of social trust and social participation. The data were analyzed using SPSS software at two descriptive and inferential levels.

Theoretical model of research



Testing for normality of distribution of components

The Kolmogorov-Smirnov test was used to test normality of the data, the H0 and H1 to measure the distribution of the variables is as follows.

H0: The variables have a normal distribution.

H1: The variables do not have a normal distribution.

If the significance level of the test is less than 5% in this test, the H0 is rejected and with 95% confidence it can be said that the data distribution is not normal, and if the significance level of the test is more than 5%, we accept the null hypothesis. , and the data distribution is normal.

Table (2): Testing for normality of the distribution of research components

Description	significance level (sig)	z-statistics	Research components
sig<0.05: acceptance of the H0 and normal variable distribution	0.108	0.09	Implementation of social policies
sig<0.05: accepting the H0 and the distribution of the variable is normal	0.214	0.075	social trust
sig<0.05: accepting the H0 and the distribution of the variable is normal	0.18	0.019	social participation

According to Table (2), since the significance level of the normality test of all variables is greater than 0.05, therefore the H0 is confirmed, and with 0.95 confidence it can be said that the distribution of the variables is normal and parametric tests are used to test research hypotheses.

Findings

The results extracted from the SPSS software are as follows after distributing 382 questionnaires among the statisticians and based on the analysis of the data and its compliance with the theoretical foundations. According to the findings of this study, 60.75% of the respondents were male and 39.25% were female, of which 39.77% were married and 60.23% were single. Also, the largest number of respondents aged between 35 and 24, which constitute 30.39 percent of all respondents, and the lowest number of respondents aged between 75 and 66, which is 4.3 percent of all respondents. The highest level of literacy of respondents with bachelor's degree and above, 203 people, which is 53.1%, and the lowest literacy is related to illiterate people, who are 6 people and 1.6% of the respondents.

Research hypotheses

H1: It seems that the implementation of social policies increases the trust of the persons covered by social security in Alborz province.

Table (3): Pearson correlation statistic

Citizens' trust in the government		Implementation of social policies
0.893	Pearson correlation statistic r	
0.005	Significance level	
382		Number

This hypothesis has examined the relationship between the implementation of social policies and the level of trust of citizens (insured persons covered by social security in Alborz province) in the government. According to the significance levels (sig) in Table 3, the significance level related to the Pearson correlation tests between the implementation of social policies and the level of citizens' trust in the government is less than 0.01, so this hypothesis is confirmed. Therefore, it can be concluded that there is a significant correlation of $r=0.893$ at the level of 0.01 between the implementation of social policies and the level of citizens' trust in the government according to the studied sample. In other words, from a statistical point of view, it can be concluded that according to the opinion of the respondents, the implementation of social policies by the government increases the general trust of the citizens in the government.

H2: It seems that there is a significant relationship between the implementation of social policies and the level of social participation of citizens.

Table (4): Pearson's correlation test of the relationship between the implementation of social policies and the level of social participation of citizens (insured persons covered by social security in Alborz province)

Citizens' trust in the government		Implementation of social policies
0.860	Pearson correlation statistic r	
0.005	Significance level	
382		Number

This hypothesis has examined the relationship between the implementation of social policies and the level of social participation of citizens (insured persons covered by social security in Alborz province). According to the significance levels (sig) in Table 3, the significance level related to the Pearson correlation tests between the implementation of social policies and the level of social participation of citizens is less than 0.01, so this hypothesis is confirmed. Therefore, it can be concluded that there is a significant correlation of $r=0.893$ at the level of 0.01 between the implementation of social policies and the level of social participation of citizens according to the studied sample. In other words, from a statistical point of view, it can be concluded that according to the opinion of the respondents, the implementation of social policies by the government increases the level of social participation of citizens.

Discussion and conclusion

In order to answer the research questions, this study has focused on the issue of social policy research and its effect on the trust and participation of citizens as one of Iran's social issues. Political action is considered as a social action before anything else, and the essence of politics is not about conflict and seeking domination, but it is based on reducing conflicts and creating balance and justice (Naqibzadeh, 2017: 24). Therefore, on the one hand, the government, as the largest and most important political pillar of a society, is responsible for managing the public affairs of the society, without having a personal or group aspect, and on the other hand, it is not different from the influence of social forces, and governments need to gain satisfaction, trust and people's participation is to show their power in a legitimate way, and the implementation of social policies by governments is the most important special task and one of the most effective tools in increasing national trust and strengthening the relationship between the government and the nation, participation in civil dialogues, facilitating social harmony and promoting national power. The results of this study are consistent with the findings of Masoumeh Qarakhani (2019), Masoud Mohammadi (2016) and Abdul Amir Azariani (2021). According to the results of the tests, there is a statistically significant relationship between the implementation of social policies and the increase in trust and social participation, and based on Giddens's theory beyond left and right, it is possible to analyze and justify the need for government intervention in the production and distribution of wealth in society. Social policy tools.

According to the results of the data analysis and findings of this research, it is suggested:

1. **Understanding, defining and determining the role and position of social policies in the macro policies of the country:** first, the theoretical scope and implementation support of any social policy must be determined before determining and implementing it in order to avoid institutional and value conflicts in solving social issues and to be able to While considering the needs of ethnicities and population groups with the economic and geographical conditions of each region, it achieved the expected results in the welfare and social fields by adapting its goals to the essential needs of the society.
2. **Creating social balance:** poverty and inequality are the product of the wrong distribution of power and wealth in the society, so it seems necessary to review the concept of citizenship rights and the adherence and response of governments to the legal demands of citizens and to clarify its powers and duties in order to reform the power distribution system and wealth, so that everything is in its natural place.
3. **The necessity of employing expert and efficient people who have successful experience in their past:** today, even the most demanding political groups do not deny the principle of meritocracy, but unfortunately, when they come to power, they prefer the principle of spoiling political jobs and divide it among their supporters to follow the principle of meritocracy and justice and national interests.
4. Gradual reform and change of the role of governments from the position of serving a certain class or group to its real functional position as an agent, to satisfy the needs of the public and the political embodiment of its society in order to prevent the collapse of people's trust.
5. Developing a long-term, scientific and conscious model and away from any idealism and unrealistic ambitions in social policies with the approach of solving social problems instead of confronting them, whose implementation path has not changed with the change of governments, and its sociological effects will lead to poverty reduction, increase welfare and finally to gain trust and social integration.
6. Preventing parallel work and wastage of social investments in organizations and institutions providing public services, such as the needy and veterans' foundation, the martyr foundation, the relief committee, the welfare organization, the health insurance social security organization, health care insurance, etc.
7. Adopting a global approach and resolving the contradictions in the internal social policy system with global policies:

Political convergence in the field of global economy leads to the reduction of costs and common prosperity, improving the quantity and quality of living standards and making economic activities more productive and considering interests instead of feelings.

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