

## Studying the Effect of Political Participation on the Performance of Government Institutions (Accountability and Efficiency) A case study of Kermanshah city

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### Abstract

The upcoming article examines the relationship between the political participation index and the responsiveness and efficiency of government institutions. The independent variable is both formal and informal political participation, and the dependent variable is the responsiveness and efficiency of government institutions. Research Method: The method employed in the article is quantitative, using a questionnaire as the tool. The research population consists of individuals aged 18 to 65 residing in the city of Kermanshah. According to the latest census, there were 952,287 people in this population. Using Cochran's formula, a sample of 384 individuals was selected, and the relationship and ratio between the independent and dependent variables were assessed using multiple regression analysis. Research Findings: The results indicate that both formal and informal political participation have a significant impact on improving the performance of government institutions. With an increase in the level of participation, the responsiveness and efficiency of government institutions will also improve. The research findings suggest that the average level of formal and informal political participation in Kermanshah is not at a desirable level. The obtained average scores regarding the performance of government institutions (responsiveness and efficiency) also have a low level. Additionally, the formal political participation variable has a greater impact compared to informal political participation.

**Keywords:** Formal Political Participation, Informal Political Participation, Responsiveness, Efficiency, and Effectiveness.

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## 1- Introduction

The formation of the idea of political participation arises from the sense that individuals have the right to determine their destiny, and to achieve this, it is necessary to wield power at the top of the hierarchy. Gabriel Almond first introduced the term political participation in the classification of political cultures. Participation is one of the fundamental forms of social relations defined as a purposeful action in the interactive process between the actor and the social environment, aiming to achieve specific and predetermined goals (Imam Jomeh Zadeh et al., 2010: p. 9). It can be used as a tool to enhance the responsiveness of government institutions. Responsive institutions will strive to improve the performance of their managed entities. Responsiveness is a proactive force exerted on key actors and can provide a platform for meeting citizens' demands.

Responsiveness is an expression of making individuals or groups accountable for assigned tasks (Moqimi and colleagues, 2021: pp. 183-195). From this perspective, responsiveness refers to a social relationship of government agents where they feel obligated to explain and justify their behavior and actions to citizens, authorities, and other stakeholders. Therefore, responsiveness is a relational concept that establishes a connection between government agents and those who are the audience of their duties and are affected by their actions (Montazeri et al., 2010: p. 9).

The responsiveness of institutions, organizations, and institutions within a specified legal and temporal framework to their members and superiors, includes factors that contribute to the strengthening of good governance in a

society (Sadrai, 2017: p. 29). Responsiveness should be exercised regarding the decisions made and how they are adapted within a specific period to the people and relevant authorities. Responsiveness to the law and the people should exist in all areas and sectors (Behrouzi and colleagues, 2019: 44). The goal pursued in responsiveness is to inform citizens about the reasons and methods of the functioning of institutions so that citizens can make informed decisions about them.

The promotion of responsiveness to social, economic, and political phenomena has profound effects on society (Avaz Zadeh Fath and colleagues, 2022: p. 15) and is one of the most important mechanisms of any political system to maintain acceptance among individuals. Therefore, it can be a fundamental prerequisite for combating the misuse of power. Responsiveness makes institutions feel responsible for their functions, and due to public scrutiny, they try to make decisions that serve the public interest, away from personal gain. On the other hand, governments must assure people that decision-making processes in government institutions are transparent, and people easily follow the affairs (Pour Ehtesham, 2018: p. 167).

The effectiveness of the relationship is closely related to the concept of responsiveness in democratic systems. In these systems, by responding to the demands, desires, and needs of the people and paying attention to the interests of the public, people's satisfaction is gained. A legitimate system that is committed to questioning the people and the necessity of responding to them must maximize efficiency to be able to respond to the essential demands of the people (Akhavan Kazemi, 2004: p. 34).

The efficiency and effectiveness also pay attention to the fact that the processes and decisions made should align with the needs of society and utilize resources in the best possible way. Therefore, governments must provide suitable opportunities for the general public to familiarize themselves with the goals, duties, performance, and desirable values to increase efficiency and effectiveness and achieve competitive advantages. In Iran, examples of such opportunities include participation in public and revolutionary institutions, involvement in religious ceremonies, and participation in elections (Mahdavi Haseli et al., 2022: p. 36).

The researcher in this study aims to examine the performance and governance of government institutions (responsiveness, efficiency, and effectiveness) in Kermanshah city through a bottom-up approach and a focus on social capital components (formal political participation and informal political participation) using the theory of society-centered social capital.

Using Robert Putnam's theoretical framework, the author intends to investigate the "why" and "how" of the "impasse" of political and legal institutions and, in general, administrative structure in fulfilling their role in democratizing the power structure in Iran. The impact of the public's participation in political activities, whether formal or informal, on the performance of government institutions in terms of responsiveness, efficiency, and effectiveness will be examined and evaluated.

For this purpose, the hypothesis that the researcher dedicates the study to is whether there is a relationship between formal political participation, informal political participation, and the performance of government

institutions (responsiveness, efficiency, and effectiveness). Therefore, the researchers intend to analyze the data by classifying the active population of Kermanshah city based on gender, age, and regional categorization using questionnaires and sampling. They will use the SPSS software to analyze the data and draw conclusions regarding the extent of political participation in both formal and informal ways and the level of public satisfaction with the performance of government institutions in the areas of responsiveness, efficiency, and effectiveness.

## 2- Research background

### 1-2- The background of the research done in Iran

Darabnia and colleagues (2022) in research titled "Examining the Indicators of Good Governance in the Public Sector and its Impact on Human Security in Iran" investigated the indicators of good governance. They emphasized that good governance possesses elements such as political stability and government efficiency, closely linked to human security. The noteworthy point is the significance of the government's role in achieving good governance, particularly in the context of political, economic, and social challenges faced by various groups within Iranian society.

Mohammadi (2022) in a study titled "Developing a Human Capital Model Based on Desired Governance and Organizational Stability" discussed the importance of good governance for development. They suggested that international organizations have introduced key indicators for implementing good governance, and the closer a country aligns with these

indicators, the more developed it will be. Therefore, desirable governance is considered a key factor in the puzzle of development. The establishment of this concept at various organizational levels, both national and international, considering local characteristics, can enhance effectiveness, efficiency, and stability.

Madadi and colleagues (2021) in their research titled "Examining the Indicators of Desired Governance - Rule of Law and Accountability - in Iran" aimed to assess the implementation and establishment of desired governance in Iran, specifically focusing on the rule of law and accountability. They evaluated the government's performance concerning the country's development and concluded that due to the lack of consensus on the principles of desired governance, significant changes in the development sector have not occurred, and positive outcomes in this area cannot be expected.

Ghader Zadeh and colleagues (2019) in their study titled "Political Participation and Related Factors" explored political participation as a fundamental component of political development. They emphasized the role of students as carriers and agents of political development, highlighting the importance of understanding their political interests and orientations.

Hashemi and colleagues (2010) in their research titled "Investigating Social and Psychological Factors Affecting Political Participation of Tehran City Residents" argued that political participation, within conventional and legal frameworks, is considered one of the indicators of political development in the world. They proposed that in a society where citizens

lack sufficient participation in political affairs, there will be little commitment and attachment to the political system. Therefore, political participation is crucial for supporting and legitimizing the system, especially in crises.

Sardarnia and colleagues (2009) in their article titled "The Impact of Good Governance and Social Capital on Political Trust" investigated the effects of social capital (civil associations, social networks, and civic engagement) on urban governance, focusing on responsiveness and efficiency. They argued that governance differs from government, involving political-administrative, military, and judicial institutions. Sardarnia asserted that for achieving desired governance, besides the government, civil society, the private sector, and citizens also play a crucial role.

Nasirpour and Yaseri-Shiekh-Veysi (2013) in their article titled "The Impact of Social Capital on the Performance of Employees in the Armed Forces of the Islamic Republic of Iran, Emphasizing Trust, Participation, and Network" explored the influence of social capital on the performance of armed forces personnel. They found a positive and significant relationship between social capital variables (social participation, trust, and social reciprocity) and employee performance, with trust being the strongest predictor.

## **2-2- The background of the research conducted abroad**

Geirens and Springs (2023, p. 2) in their study focused on the topic of political participation in Europe, arguing that achieving political participation involves understanding how the composition of participants is formed and how political motivations and resources guide them towards specific combinations.

Therefore, understanding participation patterns is crucial for both government and democracy. Consequently, political participation is declining across Western democracies. Some argue that this claim is detrimental to democratic performance and legitimacy, while others see it as an indicator of people's satisfaction, and a third group uses it as an excuse to justify a change like participation.

Willeck & Mendelberg (2022, p. 90) in their research entitled "Education and Political Participation" delved into the discussions related to political participation in America. They concluded that formal and informal education has a significant and consistent relationship with political participation, leading to a more democratic nation. If researchers aim to predict the level of people's participation in national and public affairs, they should pay attention to the education level of voters. However, the social and economic status of participants is the real socio-economic reason for political participation, with education merely serving as a fundamental motivator linked to the participant's status.

Rice (2001, p. 68) in his essay examined the impact of social capital present in communities and local associations on the functioning or local governance in the city of Yuwa. By distributing questionnaires on the thoughts and opinions of one hundred individuals in each of the 99 small neighborhoods and exploring the views of citizens in four large neighborhoods, he found that in cities where citizens have a favorable level of social capital, local governments are more responsive. Local associations and civic engagement of individuals, as social capital, have become instrumental in encouraging and compelling the

government to better governance with increased responsiveness and efficiency.

Maloney (2008, pp. 24-67) in an article titled "Social Capital and Urban Governance" examined the combined impact of the interactive relationship between political and institutional opportunities and civil society on good local governance in the Birmingham City Council. The result of this research has been that a high level of contact and cooperation between the City Council (institutional structure) and voluntary associations (formal and informal participation) has had a noticeable effect on the functioning of the Birmingham City Council. In contrast to Robert Putnam's findings, he believes that local governments play a significant role in shaping participation and cooperation in the local community, taking on the responsibility of mobilizing voluntary sectors, with a less prominent role for individuals.

### 3- Theoretical framework

In the present study, Robert Putnam's theory is used to examine the relationship between political participation (formal and informal) and the responsiveness and efficiency of the political system. In his book "Democracy and Civil Traditions," Putnam investigates the impact of social capital indicators, including political participation, on the performance of government institutions in Italy.

The concept of participation in historical societies has a long history in political thought, dating from ancient times to the present. Aristotle considered it a model for political life, defining a citizen as someone with the right to participate in judicial and advisory affairs. However, contemporary participation has

become a relatively new phenomenon commonly accepted in human societies today (Ab-basi Shavazi et al., 2022: p. 3).

Therefore, participation can be defined as all intentional and voluntary activities through which members of a society engage directly or indirectly in shaping their social life at the neighborhood, city, village, and country levels (Mohseni Tabrizi, 1996: p.92). Thus, participation can be understood as utilizing individual or group capacities toward achieving a collective goal (Kalohri et al., 2022: p. 200).

Putnam, in studying the regional governments of northern and southern Italy, which were formed at the same time and share similar organizational and legal structures, aims to find answers to why governments in the northern regions are efficient and dynamic democracies, satisfying citizens with the performance of existing institutions. In contrast, citizens in the southern regions are dissatisfied. To investigate this, he uses various indicators, one of which is citizens' participation in referendums. After examining the issue, he concludes that citizens in the northern regions actively participate in referendums, while their compatriots in other regions remain passive. Another indicator was participation in preferential voting, where both groups participated, but the difference lay in the quality of their participation. In the northern regions, participation focused on public issues, while in other regions, it centered on personal gains.

Therefore, from Robert Putnam's perspective, strong democracy revolves around the idea of a self-sustaining community composed of citizens who, through civic education, have united with each other not just for coordinated interests but also due to civil attitudes and

participatory institutions. A strong democracy is compatible with inclusive policies, a diverse society, and the separation of private and public spheres or is fundamentally based on them (Putnam, 2013: p. 205). In the absence of participatory components, citizens' ability to influence political dynamics and decision-making related to governance, efficiency, and responsiveness will be limited (Maclurg, 2003: p. 451).

The hypothesis pursued in this study is that there is a relationship between participation and the performance of government institutions (responsiveness, efficiency, and effectiveness).

#### **4- Sub-hypotheses:**

There is a relationship between formal political participation and the performance of government institutions (accountability, efficiency and effectiveness).

There is a relationship between informal political participation and the performance of government institutions (accountability, efficiency and effectiveness).

#### **5- Definitions of concepts**

##### **5-1- Official political participation:**

Political participation has various levels, including holding political and executive positions, active membership in political organizations, active membership in quasi-political organizations, inactive membership in political organizations, inactive membership in quasi-political organizations, participation in demonstrations, participation in voting, and

interest in political affairs (Rash, 1998: p. 125).

Political participation can be defined as the freely undertaken activities of citizens that have a significant impact on politics, which is considered a fundamental characteristic of any political system, especially democracy (Vandth, 2021: p. 2). It is described as a set of activities and actions through which private citizens seek to influence or support a specific political governance (Firouzeh, 1998: p. 7). Political participation, in the sense of people's activities and efforts to engage in the structure of political power, creates interaction between the people and the government, which is perceived as one of the crucial components of the political system in governing the country (Amini, Kavakebian, & Shiri, 2020: p. 1).

In other words, political participation is a voluntary or involuntary, organized or unorganized, periodic or continuous action that includes legitimate and illegitimate methods to influence the selection of leaders and policies, and the administration of public affairs at any level of local or national government (Saboktakin et al., 2019: p. 101).

### **5-2- operational definition of official political participation:**

12 questions have been used to measure the official political participation variable and the questions have been measured using a Likert scale. The items used to measure this variable are; I have always participated in elections, I have a desire to get a political position, if possible, I will not hesitate to give financial aid to a particular party or organization; I have done campaigning for a certain political party or organization; I will officially correspond with

the city representative to solve the city's problems.

### **5-3- Informal political participation:**

Informal political participation is any voluntary act that society members do to support or influence the political system and currents outside of the established and official frameworks of the country. This type of participation includes any political activity that is carried out in the interaction between individuals and in their relationship with the government and does not have a predetermined and planned structure and form (Habibpour Getabi and Mousavi, 2016: p. 376).

Although this type of participation is considered an important part of the democratic process, it is outside the channels of official political participation; For example: strikes, marches, sit-ins, protests, etc., of course, some of these activities are considered illegal, and can lead to violence (Masoudnia et al., 2014: p. 99).

### **5-4- operational definition of informal political participation:**

7 questions have been used to measure the variable of informal political participation and the questions have been measured using a Likert scale. The items used to measure this variable are; I follow political news through the media, I have been active in student associations, so far, I have tried to collect votes for a particular candidate, and I have encouraged my friends and family to participate in the elections.

### **5-5- Responsiveness:**

Responsiveness is a requirement of a democratic government. When transparency exists

at the forefront of governmental and organizational responsiveness, actions are taken correctly, and individuals' performance can be reported and measured. As long as the performance is not appropriate, it indicates that individuals responsible for their assigned tasks are not executing them properly (Hossein Pourchayjani, 2021, p. 1). Therefore, responsiveness here refers to a social relationship of government agents who feel obligated to explain and justify their behaviors and actions to citizens, authorities, and any other stakeholders. Thus, responsiveness is a relational concept that establishes a connection between government officials and those who are the subjects of their duties and are influenced by their actions (Montazeri, Qasemi, Keshavarz Tork, & Solhjoo, 2019: p.9).

Responsiveness means that people can question institutions about what affects them (Wallace & Pichler, 2009, p. 255), and it is essentially a guarantee that an individual or organization is evaluated based on the performance or behavior related to what they are responsible for (Zola, 2023: p.1). Responsiveness is one of the key values for users of public services in democracies, especially advanced democracies. From a broader perspective, responsiveness is part of the management identity, whether in public organizations, national administrative bodies, courts, or in companies, associations, and private teams (Faghihi & Feizi, 2006, p. 54). Responsiveness involves informing the public and relevant authorities about decisions made and how they are adapted within a specific timeframe. Responsiveness to the law and to the people must exist in all areas and sectors (Behrouzi et al., 2020: p. 44).

## **Types of Responsiveness:**

### **Responsiveness can exist in three forms:**

**5-5-1 Horizontal Responsiveness:** Composed of formal relationships within the government and governmental institutions, with its focus on internal reviews and supervisory processes. This type of responsiveness requires the existence of institutions. For example, executive bodies must explain their decisions to the legislative branch and may be challenged or penalized for violating procedures.

**5-5-2 Vertical Responsiveness:** In this type of responsiveness, citizens and their associations play a direct role in holding those in power accountable. Elections are considered a formal institutional channel for vertical responsiveness. However, informal processes also exist, where citizens organize themselves into associations to request explanations from governments and service providers.

**5-5-3 Diagonal Responsiveness:** This type of responsiveness highlights the role of non-governmental actors in responsiveness. Civil society organizations, independent media, and engaged citizens can employ a wide range of actions to provide and strengthen information related to the government. As a result, they hold the government accountable. For example, media reports can aid principles such as informed voting, and civil society organizations can directly pressure the government to change a specific policy (Luhmann, Marquardt, & Mechkova, 2020, pp. 811-820). Responsiveness without transparency cannot be implemented (Emami & Shakeri, 2016, p. 35).



### **5-6- Operational Definition of Responsiveness:**

Responsiveness variable, as a dependent variable, has been assessed through a Likert scale with four questions. The statements used to measure this variable include: Most people have access to officials and express their requests; officials often easily grant meetings to citizens and address their problems; regular sessions are held with officials answering questions from the media; people can easily access supervisory institutions, and their complaints are promptly addressed by any of these institutions.

### **5-7- Efficiency and Effectiveness:**

Efficiency and effectiveness mean that existing processes and institutions generate results that meet societal needs optimally using the resources at their disposal (Singh & Singh, 2014, pp. 254-277). It emphasizes that processes and decisions made should align with the needs of society and make the best use of resources. Therefore, governments should provide suitable opportunities for the general public to become familiar with the goals, duties, performance, and desirable values to enhance efficiency and effectiveness and achieve competitive advantages. In Iran, examples of such opportunities include participation in public and revolutionary institutions, involvement in religious ceremonies, elections, etc. (Mohadeseh Haseli and others, 2022: p. 58).

Effective discussions in the political system hold a prominent place because the political system is the broadest and most substantial pillar of a social system. Achieving efficiency and functionality in this institution ensures the fulfillment of other goals of the social system.

Efficiency is closely related to the concept of responsiveness in democratic systems. In these systems, by responding to the demands, desires, and needs of the people and paying attention to the interests of the public, the satisfaction of the people is gained. A legitimate system that is committed to questioning the people and the necessity of responsiveness to them should maximize efficiency to be able to respond to the essential demands of the people (Akhavan Kazemi, 2004: p. 34).

### **5-8- operational definition of efficiency and effectiveness:**

4 questions have been used to measure the variable of efficiency and effectiveness of governmental institutions and the questions have been measured using a Likert scale. The items used to measure this variable are; Most of the policies adopted by governmental institutions are aimed at realizing social justice; Most of the people are satisfied with the policies and programs of government institutions, if people refer to any of the organizations, their requests will be dealt with quickly and carefully; Most of the policies adopted by government institutions are aimed at improving the level of people's well-being.

## **6- Research method**

### **6-1- Statistical population, sample size and sampling method**

The statistical population of the upcoming research is the population aged 18 to 65 living in Kermanshah city, which according to the last census of 1400, the population of Kermanshah city is 1,153,300 thousand people and of these, 794,128 people constitute the eligible

population. Of these, 415,525 are women and 378,603 are men. Also, out of the total sample size, there are 196,813 people in the age group of 18-29 years, 252,357 people in the age group of 30-39 years, 146,575 people in the age group of 40-49 years, and finally; 198,383 people are in the age group of 50 to 65 years. Using Cochran's formula, 384 people have

been selected as the sample size. Of these, 179 respondents are male and 205 are female. According to the 2021 census, the city of Kermanshah is divided into 8 regions, and the questionnaire is distributed according to the population of each of these regions. After the data is collected, the information is coded and analyzed using SPSS software.

Table 1: Frequency of respondents by gender

Gender	Abundance	Percent
Male	179	47
Female	205	53
Total	384	100

### Level of Education

Knowledge of the education level of the studied community can be very important. The table below shows the level of education of the respondents. The highest sample size of

people is allocated to associate and bachelor degree holders with 45.8 percent, followed by diploma and sub-diploma degree holders with 33.3 percent. 16.4 percent have a master's degree and 4.5 percent of the population have a doctorate degree.

Table 2: Frequency of respondents based on education level

Level of Education	Abundance	Percent
Diploma and sub-diploma	128	33.3
Associate and Bachelor	176	45.8
Masters	63	16.4
P.H. D	17	4.5
Total	384	100

Among the total sample size, there are 196,813 people in the age group of 18-29 years, 252,357 people in the age group of 30-

39 years, 146,575 people in the age group of 40-49 years, and finally 151,815 people in the age group of 50-65 years.

Table 3: Frequency of respondents based on age

Age categories	Man	Female
18-29	123853	72960
30-39	106175	146182
40-49	73192	73383
50-65	75383	76432
Total	378603	415525

### Research Methodology

The current research was conducted using the survey method and using the questionnaire technique. The options are categorized using a Likert scale from very little to very much. The validity of the questionnaire questions was obtained by sending them to professors and consulting them, and Cronbach's alpha was used

to measure the reliability of the items. Based on the obtained results, the alpha coefficient related to the research variables was 0.793, which shows the high percentage of reliability of each of the questions. Government institutions include the functioning of the government, the parliament, the judiciary and the Guardian Council.

Table 4: Cronbach's alpha coefficients of research scales

Number of questions	The number of respondents	Cronbach's alpha
27	384	0.793

Table 5: Descriptive analysis of research variables

Variables	Average	Standard deviation	The least	The most
Formal political participation	2.29	0.813	1	5
Informal political participation	2.51	0.982	1	5
Responsiveness	1.55	0.623	1	5
Efficiency and effectiveness	1.52	0.573	1	5

If the data distribution is normal, inferential statistical tests can be used. To check the normality of the data, the null hypothesis is based on the fact that the distribution of the data is normal. This test is tested at the 5% error level. If a larger significance value equal to the error level of 0.05 is obtained, there will be no reason to reject the null hypothesis; Therefore, the data distribution will be normal. For the

data normality test, the statistical assumptions are set as follows:

H0: The data distribution of the variables is normal

H1: The data distribution of the variables is not normal

Table 6: Data normality test

Variables	Kolmogorov-Smirnov statistics	Significance level	Test result
Formal political participation	0.918	>0.05	normal
Informal political participation	0.947	>0.05	normal
responsiveness	0.764	>0.05	normal
Efficiency and effectiveness	0.837	>0.05	normal

Based on the results of the Kolmogorov-Smirnov test, a significant value greater than the error level (0.05) has been obtained in all cases; Therefore, there is no reason to reject the null hypothesis and the data distribution is normal.

Multivariate regression analysis has been used to predict the variables of accountability and efficiency and effectiveness of government institutions by the variables of formal and informal political participation. The results obtained are as follows.

## 6-2- Experimental test of the model's theoretical propositions

Table 7: Regression coefficients of factors affecting the accountability of government institutions

The correlation coefficient	coefficient of determination	F			sig
0.517	0.267	69.53			0.000
Variables	B (coefficient)	standard error	Beta	t	sig
Constant	0.603	0.086		7.054	0.000
Informal political participation	0.165	0.037	0.260	4.452	0.000
Formal political participation	0.235	0.045	0.307	5.241	0.000
Dependent variable: Responsiveness					

The hypotheses of the effect of formal political participation and informal political participation on the responsiveness of government institutions are confirmed by the influence coefficient and the obtained t value.

The variable of informal political participation is significant with an impact coefficient of

0.260 and a t value of 4.452, and its hypothesis is confirmed. The variable of official political participation is significant according to the impact coefficient of 0.307 and the t value of 5.241, and the hypothesis of the effect of official political participation on the accountability of government institutions is confirmed.

Table 8: Regression test coefficients affecting the efficiency and effectiveness of government institutions

The correlation coefficient	coefficient of determination	F			sig
0.448	0.201	31.86			0.000
Variables	B (coefficient)	standard error	Beta	t	sig
Constant	0.893	0.096		9.339	0.000
Formal political participation	0.268	0.044	0.380	6.014	0.000
Formal informal political participation	0.098	0.037	0.167	2.612	0.000
Dependent variable: efficiency and effectiveness					

## 7- Results and Findings:

The results obtained from the regression analysis table regarding the impact of formal and informal political participation components on the responsiveness of governmental institutions indicate a correlation coefficient of 0.517. This demonstrates an acceptable correlation between independent and dependent variables. The determination coefficient is 0.267, indicating that the independent variables have been able to explain this amount of variance in the dependent variable. Considering the obtained beta, the formal political participation variable has had a greater impact on the responsiveness of governmental institutions compared to the informal political participation variable. Regarding the confirmation or rejection of the proposed hypothesis, the research contends that the formal political participation variable, with an impact coefficient of 0.307 and a t-value higher than 1.96 (0.307), is significant. Therefore, the hypothesis of the impact of formal political participation on the responsiveness of governmental institutions is confirmed. The informal political participation variable also receives confirmation with an impact coefficient of 0.260 and a t-value higher than 1.96, although it has a lesser effect on the responsiveness of governmental institutions compared to the formal political participation variable.

Regarding the confirmation or rejection of the hypothesis regarding the impact of formal and informal political participation variables on the efficiency and effectiveness of governmental institutions, the results indicate that the formal political participation variable has a correlation coefficient of 0.448 and a

determination coefficient of 0.201. There is a significant correlation between the independent and dependent variables, and the independent variables have explained the dependent variables to a certain extent. It is worth mentioning that the formal political participation variable has had a greater impact on the efficiency of governmental institutions compared to informal political participation.

## 8- Conclusion:

The upcoming research aims to investigate the impact of formal and informal political participation components on the responsiveness and efficiency of the studied governmental institutions. The target population includes residents aged 18 to 65 in Kermanshah City. Using the Cochran formula, 384 individuals have been selected as the sample size for questioning and analysis. Additionally, the research employs the political scientist Robert Putnam's theory, which has gained prominence in recent decades regarding social capital. Putnam's approach considers social capital as a dominant perspective, named the "standard" approach, used to analyze the influence of social capital on local governments in Italy.

Putnam defines social capital as networks and considers these networks as the origin of other components. He states that formal and informal communication and transaction networks exist in every society, and these networks are meaningful in civic participation. Therefore, in this research, a multivariate regression test is used to analyze data related to the level of political participation in both formal and informal aspects and their impact on the

responsiveness, efficiency, and effectiveness of governmental institutions.

Research findings indicate that the status of social capital components (formal and informal political participation) and the performance of governmental institutions (responsiveness, efficiency, and effectiveness) in Kermanshah city are not optimal. The correlation coefficient suggests a significant positive relationship between social capital variables and the performance of governmental institutions. Regression table results regarding the impact of social capital (formal and informal political participation) on responsiveness affirm the hypothesis that "formal and informal political participation affects the performance of governmental institutions."

In other words, the higher the level of political participation in society, the more favorable the performance of governmental institutions. Social capital components at the provincial level are lower than the average level, signaling a danger for authorities, and necessitating scientific and practical solutions. Strengthening political participation is crucial in enhancing citizens' perception of the effectiveness of their decisions. Citizens with a high sense of political efficacy participate more in political affairs than those who are pessimistic about the impact of their decisions on authorities.

According to Putnam, common societal traditions and norms, including trust and

cooperation, are among the most distinguishing factors of political participation. In regions where civil traditions, along with trust in personal relationships and public trust, are prevalent, we witness active political participation. Therefore, promoting political participation requires strengthening trust foundations (public and institutional). Individuals who trust political systems participate more in political processes because they feel their participation can have a meaningful impact on changing and improving the system. The platform for dialogue and individual participation in forums and political organizations should be facilitated. Group media should strive to eliminate societal conflicts, foster cohesion, and create conditions for individuals to express their opinions. Political parties should systematically encourage individuals' participation in political matters. The field for public involvement in decision-making about community issues should be provided, allowing them to express their demands.

Another method to enhance political participation is to strengthen the culture of participatory politics. In places where this culture is dominant, individual participation is more widespread, and people are more vividly involved in political issues and processes. This culture acts as a barrier against chaos, authoritarianism, and political decline.

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