

The Public's View of Local Services: The Example of Konya Metropolitan Municipality

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Abstract

People have a number of social needs resulting from living in bulk. The social needs are met by the state. Central and local organizations of the state offer the services to the public meeting the social needs generally free or much below their costs. Increase of democracy, education, urbanization, globalization and income raised the public's expectations from the state. In Türkiye, there is an important place of municipalities in local government units. Municipalities have tasks in a wide range such as roads, side walks, greenspaces, cemeteries, transportation, health and cleanliness. The concepts such as governance, transparency, accountability and global developments have made the services of the municipalities inquirable and censurable just as the government services. The people living in the cities are the people who should have the most voice about the services of the municipalities. Therefore, they are also intimately involved in the matters of the services' adequacy, quality, efficiency and productivity. In this study, the services provided by Konya Metropolitan Municipality have been evaluated with the perspective of people living in the city. Local people's satisfaction rate of the services has been tried to be measured with the survey application. The data obtained as a result of the questionnaire were processed into the SPSS package programme and frequency analysis was used to determine the demographic characteristics of the respondents, Kruskal Wallis and Mann Whitney U tests were used to determine whether the difference was random or statistically significant by comparing the averages of the groups.

Keywords: Public Service, Local Administrations, Municipal Services, Local People, Konya Metropolitan Municipality

1. Introduction

Changes and transformations both in daily life and in the plan of thought have paved the way for changes and transformations in the understanding of the state. The dizzying developments in the field of technology and transportation, rapid urbanisation movements, the phenomenon of globalisation and the innovations brought by it have led to the spread of the social state understanding. The concept of social state, which developed to overcome some of the deficiencies of the capitalist system, accelerated the abandonment of the classical understanding of public administration. The state apparatus meets the social needs of individuals through central administration and local administrations. Concepts such as localisation, governance, citizen satisfaction, effectiveness and efficiency in services have increased the importance of local governments. As a matter of fact, the new public administration approach, which affects

the whole world, states that expanding the authority and financial autonomy of local governments will increase citizen satisfaction.

Social traditions, advertisements and other consumption-enhancing elements such as income and habits reveal new desires of people. As a result of this situation, individuals become addicted to luxury and their wants easily turn into needs (Hoeschele, 2010: 1-2). While the need is personally important for the individual in the first stage, this need also affects the society in the second stage. Thus, each need creates a system of needs from the individual to the society. Therefore, society is also affected by all kinds of needs of individuals. Public service is the production made in the areas of social needs that are necessarily outside the area covered by the market (Karahanoğulları, 2002:5). Public service is the services produced for the satisfaction of social needs (Batirel, 1990: 25). In parallel with the changes in time, the functions and duties of the state apparatus have changed and restructured in accordance with the conditions of the period (Yasa, 2017:282). The duties and functions of the state or public services have also been shaped according to social needs.

States have established centralised administration in order to fulfil their increasing public service duties in a way to cover the whole country. However, within the national borders of the country, there are many settlements of different sizes such as villages, towns and cities. Some services that are important for the local people living within these local boundaries must also be fulfilled (Ökmen and Çağatay, 2014:83). Municipalities are organisations that try to fulfil their responsibilities with the powers given to them in order to fulfil the common services that the local people need the most, and are accepted as the basis of local democracy. It is an autonomous and democratic administration with public legal personality, which puts into practice the principles of openness, transparency, human rights, pluralist and participatory democracy in its operations, and where the authorities are exercised by the administration unit closest to the local community (TODAİE, 1992:1, Kapucu, 2003:299). The duties and responsibilities of municipalities within local governments are increasing day by day. The use of resources by the units closest to where they are needed not only saves time and labour, but also brings to the forefront concepts such as transparency, audit, governance, effectiveness, efficiency, accountability, accountability and the spread of democracy, which are important concepts of contemporary management understanding. The spread of democracy at the local level will also strengthen trust and loyalty to the state.

In this study, the satisfaction of local people with the services provided by municipalities, which have an important place among local government organisations, has been investigated. Konya is the seventh largest city of Turkey in terms of population. It is also the largest city in Turkey in terms of area. More than 1 million 400 thousand people live in Konya city centre. Therefore, Konya Metropolitan Municipality provides comprehensive services to such a large population, from infrastructure to education, from sports to zoning and settlement works. A survey was conducted in order to measure the approaches of local people to the services it provides and their degree of satisfaction. In the study, it was investigated whether there is a difference between the satisfaction levels of the people living in the Central Districts of Konya province with the municipal services and demographic characteristics such as gender, age, occupational status, marital status, income level, education and duration of residence in the province.

The population of the research consists of citizens residing in 3 central districts (Selçuklu, Meram and Karatay) within the service boundaries of Konya Metropolitan Municipality and aged 18 and over. Within the scope of the research, 1019 people aged 18 and over, representing the population of Konya city centre, were interviewed between 1 May - 15 May 2025. The questions directed to the citizens for the measurement of citizen satisfaction with municipal services were utilised from the questions used in the researches conducted by Negiz and Cankuş and redeveloped by Akyıldız (2012). The questionnaire form was pre-tested on a sample of 60 students from Selçuk University Vocational School of Social Sciences and then applied to the research population by the surveyors. The questionnaire applied to the citizens consists of two parts. The first part includes demographic questions (7 questions) of the citizens participating in the survey; the second part includes questions (14 questions) about the citizen's satisfaction with municipal services. Multiple choice questions were used in the first part. In the questions of the second part, a five-point Likert scale ranging from 'strongly disagree' to 'strongly agree' was used. The data obtained as a result of the questionnaire were processed into the SPSS package programme and in the analysis of the data, frequency analysis was used to determine the demographic characteristics of the respondents, the averages of the groups were compared to determine whether the difference was random or statistical.

In the study, an academic study was conducted in line with the predetermined objectives and some results were reached as a result of the analyses. In the light of the data revealed by the questionnaire application, 7 hypotheses were tested and 6 of them were accepted. As a result of the Mann-Whitney-U and Kruskal-Wallis tests, it was found that gender, age, marital status, income status, educational status and year of residence revealed significant differences in the local people's perspective on local government services, while the occupational status did not reveal significant differences in the local people's perspective on local government services.

2. Conceptual Framework and Methodology

2.1. Human Needs and Public Service

The concept of need is defined as the minimum conditions necessary for the individual and society to be able to perform their activities effectively (Bolak, 1988:3). It is observed that the needs change over time. It is under the influence of variables such as age and fashion, it is dependent on the social environment, and the differentiation in needs begins to become obvious with technological developments (Ünügür, 1989:63). Human needs are the source of their behavior. It exhibits a hierarchy from the needs that depend more on the instinct of human survival to those that are less vital and personal.

People have to fulfill a number of needs in order to maintain their lives and be happy. They feel pleasure and satisfaction when their needs are met, and pain and sadness when they are not satisfied (Ekodialog, 2025). Needs, which are mandatory and non-mandatory according to some criteria, and which are subject to individual and social distinctions according to some criteria, have also been the subject of many fields and disciplines such as economics, sociology, politics, psychology, and even philosophy (Saripek, 2017:44). As a matter of fact, the concept of need constitutes the main theme of economic science. Because the science of economics deals with the unlimited needs of man and the limited goods and services that will meet these needs. In

order to maintain their daily lives such as eating, drinking, heating, housing, people meet their individual needs with goods and services that are usually produced by the private sector under market conditions. However, social needs such as justice and security arising from living collectively cannot be provided from the market. Social needs are usually provided by the state or organizations acting on behalf of the state free of charge, or sometimes at a price below the cost.

Social traditions, advertisements and other consumption-enhancing items such as income and habits reveal people's new desires. As a result of this situation, individuals become addicted to luxury and their desires easily turn into needs (Hoeschele, 2010:1-2). While the need is personally important for the individual at the first stage, this need also affects society at the second stage. Thus, each need creates a system of needs from the individual to the society. Therefore, society is also affected by all kinds of needs of individuals. Public service is the production carried out in areas of social needs that are necessarily outside the area covered by the market (Karahanoğulları, 2002:5). Public service is the services produced for the satisfaction of social (social) needs (Batatel, 1990:25). The state apparatus, in parallel with the changes experienced over time, its functions and the tasks it undertakes have changed and been restructured in accordance with the conditions of the period (Law, 2017:282). The duties and functions of the state or public services are also shaped according to social needs.

The problems related to which services are public services or by which methods these services will be carried out show economic and political characteristics beyond being legal (Ersöz, 2012:4). The questions of what the duties of the state will be or what the limits of its activities will be have always been the subject of discussion from the first day when people's need for the state was experienced to the present day. The duties of the state were narrowed during the periods when liberal policies prevailed, and expanded during the periods when protectionist policies were experienced. Therefore, the place, role and functions of the state have constantly changed depending on economic, social and political developments (Sandalcı and Sandalcı, 2016:414).

In general, the factors that affect the management process the most are the fundamental changes in the field of economic thought and the development of the understanding of democracy. This process, which started with the development of social rights as a result of the expectations and demands of individuals, has left its place to the provision of effective and economic services together with economic thinking. The idea of a strong, authoritarian and control-free state has been replaced by the idea of a democratic state. As a result of these searches and the events that have taken place, a new understanding of public administration and the search for participatory democracy have emerged.

2.2. The Increasing Importance of Local Governments

In order to be able to fulfill the increasing public service duties in a way that covers the entire country, the states have established a central government. However, there are many settlements of different sizes scattered within the national borders of the country, such as villages, towns and cities. Some services that are important for the local people living within these local boundaries should also be performed (Ökmen and Çağatay, 2014:83). Since the beginning of

human history, man as a social being has been in constant and intense interaction and communication with all living beings and especially with other people of his own kind (Kahraman, 2014:75). The places where this interaction and communication is most intense are the joint areas covering the service areas of local governments.

Local service can be defined as continuous and regular activities offered by local governments, non-governmental organizations and private sector organizations to meet local common needs in a particular region and to provide public benefit, and under the supervision and supervision of the relevant local government unit (Bozlagan, 2008:17). According to the Municipal Law No. 5393, the municipality; it is defined as "a public legal entity with administrative and financial autonomy established to meet the local common needs of the residents of the town and whose decision-making body is elected by the voters" (Municipal Law No. 5393, m.3).

Local governments are important and indispensable units of public administration in all countries (Ozer, 2015:525, Ulusoy and Akdemir, 2009:260). Local services are the result of multifaceted and complex relationships related to local life within the local area (Kavruk, 2002:238). In order to meet the changing and increasing social needs, modern states have had to focus on local governments as well as central government. Municipalities that have an important place in local governments; they are institutions that have come to the forefront in terms of observing the public interest and ensuring efficiency in service delivery. The provision of goods and services whose benefits are limited to a certain region and show local characteristics by municipalities, which are a unit of local government, can create positive results both in terms of cost and benefit. As a matter of fact, one of the important factors in the emergence of local governments is how important local qualified services are for local people (Siverekli, 2007:153). What the public services of a local nature will be is determined by the decisions to be taken by the decision-making bodies of local governments. There is no need to have a special authority granted by law to make such a decision (Gözler, 2009:363).

The service burden of local governments is increasing rapidly (Ökmen and Çağatay, 2014:101). For example, it does not seem possible to protect and improve the environment by excluding local governments (Geray; 1998, 64). Besides the basic functions of the municipalities, urban infrastructure, urban planning services, zoning, economic, educational, social, transportation, sports, cultural, agriculture, veterinary, financial and legal duties; thanks to the influence of globalization, they have made important contributions to the adoption of a democratic understanding, especially to the formation of local democracy and to the peace of the country (Shafakli and Guryay, 2004:537).

2.3. Duties of Municipalities in Turkey

The reason for the existence of municipalities, which are one of the most powerful units of local governments, is that some services can be performed better by them (Kapucu, 2003:348). The production and provision of local services, the benefits of which are regional services such as water, electricity, sewerage, fire brigade, park and garden, by municipalities are more rational than the central government (Geniz, 2007:37). The use of resources by the place closest to the need provides advantages such as time, savings and efficiency in the service (Gormez and Güleç, 2010:59).

Municipalities are organizations that are considered the basis of local democracy, that try to fulfill their responsibilities with the powers given to them in order to fulfill the common services that the local population needs the most. It is an autonomous and democratic administration with a public legal entity that implements the principles of openness, transparency, human rights, pluralistic and participatory democracy in its operations, where the powers are used by the management unit closest to the local community (TODAIE, 1992:1, Kapucu, 2003:299).

The main duties and responsibilities of the municipality in Turkey are as follows (article 5393 of the Municipal Law no.14):

- 1-Urban infrastructure services such as zoning, water and wastewater, transportation,
- 2-Geographical and urban information systems services,
- 3-Environment and environmental health,
- 4-Cleaning and solid waste services,
- 5-Police, fire department, emergency assistance, rescue and ambulance services,
- 6-City traffic services,
- 7-Burial and cemetery services,
- 8-Afforestation, park and green area services,
- 9-Housing services,
- 10-Culture and art, tourism and promotion services,
- 11-Youth and sports services,
- 12-Social benefits and services,
- 13-Marriage services,
- 14-Vocational and skill acquisition services,
- 15-Economy and trade development services,
- 16-Opening guest houses for women and children,
- 17-It can carry out or carry out the construction and maintenance and repair of school buildings of all degrees belonging to the state, it can meet all kinds of tools, equipment and material needs,
- 18-It can open and operate all kinds of health-related facilities,
- 19-Can do the construction, maintenance, repair of temples,
- 20-It can ensure the protection of cultural and natural assets, historical texture and places and functions that are important for urban history; for this purpose, it can carry out maintenance and repair, rebuild those that cannot be preserved in accordance with the original,
- 21- When necessary, it provides sports equipment to young people in order to promote sports, provides in-kind and cash assistance to amateur sports clubs and provides the necessary support, organizes all kinds of amateur sports events, may award prizes to students, athletes, technical managers and coaches who have achieved outstanding success in domestic and international competitions or have received degrees by the decision of the municipal council,
- 22-Can do food banking.

2.4. Literature

In Ince and Şahin (2011)'s studies titled "Measurement of Citizen Satisfaction in Municipal Services: The Case of Selçuklu Municipality"; It was tried to reveal how citizens perceive the

public services offered by Selçuklu Municipality located in the center of Konya and what are the main factors determining the level of service satisfaction. For the purpose of the study, a survey study was conducted on citizens living within the boundaries of Seljuk Municipality. Municipal service quality and municipal service satisfaction were determined by factors such as the gender, age, education level, income level, political tendencies of citizens and attitudes of municipal employees towards citizens.

In the study titled “Measurement of Citizen Satisfaction in Municipalities: The Case of Mersin Metropolitan Municipality” by Duman and Yüksel (2008), citizens residing within the borders of Mersin Metropolitan Municipality have a study to find out the degree of satisfaction with the services they receive from the municipality. after the 1980s, there was a general dissatisfaction of citizens living in the city of Mersin, which received a lot of immigration and experienced many difficulties in the production of public services.

In the study “A Research on Satisfaction Levels with Municipal Services: The Case of Çanakkale” conducted by Aslan and Uluocak (2012), it was found that the priority is based on political attitudes in terms of determining the level of relationship between people's assessments of municipal services and ideological and/or political attitude purchases.

Avşar et al. (2008) conducted by “Analysis of Factors Affecting Improving Service Competence and Service Quality in Municipalities: Application in İzmir Karsiyaka Municipality” study; In addition to the high technical and social quality of municipal services, it was emphasized that improving the individual image of the mayor and the communication quality of municipal employees are two strategic areas of study.

In the study titled “Municipal Services and Citizen Satisfaction: The Case of Uşak Municipality” conducted by Akyıldız (2012), it has been concluded that the increase in citizen satisfaction is experienced together with the quality of service. Improving the quality of service and citizen satisfaction is an investment in the future for a municipal government that is thinking about the next election race and aims to come to government again; but it is also an investment in the citizen for a municipal government that is aware that it came to office with the aim of pleasing its citizen.

Yücel et al. In the study titled “Citizen Satisfaction in the Services Offered by Municipalities: The Example of Elazığ Municipality” by (2012), the satisfaction levels of individuals from all municipal services were determined. Although dissatisfaction may occur in some service items; statistically, it has been concluded that the satisfaction of citizens with the overall services of Elazığ Municipality is positive.

Adam et al. in the research conducted by (2005) with the support of TESEV, it presents comparative performance evaluations of central and local governments from the point of view of urban residents. With the study, it was tried to determine to what extent and how local governments play a role in the representation of the people and what are the characteristics that are taken into account in their selection. The subject of how widespread nepotism (patronage) is in the execution of jobs at the central and local government levels and the distribution of paid jobs and how it works according to the public perception has been covered. The prevalence of

bribery at the central and local government levels and the predisposition of the public to bribery were evaluated.

2.5. The Purpose of the Research

The duties and responsibilities of the municipalities within the local governments are increasing day by day. In addition to saving time and effort, the use of resources by units closest to where they are needed, transparency, audit, governance, efficiency, efficiency, accountability, and the spread of democracy, such as concepts that are important to the modern understanding of management, also stand out. The spread of democracy in the local area will also strengthen trust and loyalty to the state.

In the study, it was investigated whether there is a difference between the satisfaction levels of people living in the Central Districts of Konya with municipal services and demographic characteristics in terms of gender, age, occupational status, marital status, income level, education and duration of residence in the province.

2.6. Universe and sampling

The universe of the research consists of citizens who reside in 3 central districts (Seçuklu, Meram and Karatay) that fall within the service boundaries of Konya Metropolitan Municipality and whose ages are 18 and over. May 1- May 15, 2025, 1019 people representing the population of Konya city center aged 18 and older were interviewed within the scope of the research. Dec. 1, 2025, 1019 people were interviewed between the dates of May 1 and May 15, 2025.

According to the Address-Based Population Registration System in 2024, the population of Konya is 2,320,241 people and constitutes 2.7% of the population of Turkey, which is 85,372,377. After Istanbul, Ankara, Izmir, Bursa, Antalya and Adana, Turkey has the 7th most populous city is Konya. The population of Konya increased by 23,894 people with an increase of 0.98% compared to the previous year. The number of people per square kilometer, expressed as the population density, is 105 people throughout Turkey. While this number is 60 people in Konya, Istanbul is the province with the highest population density with 2892 people. The province with the lowest population density is Tunceli with 11 people. Konya is 49th according to the population density ranking of provinces. he was ranked No.

2.7. Limitations of the Research

Konya province consists of 31 districts. The population of the 28 districts outside the Seljuklu, Meram and Karatay districts located within the boundaries of Konya Metropolitan Municipality is 40% of the total population of the province. In the research, the districts other than the 3 central districts (Seçuklu, Meram and Karatay) directly related to the Konya Metropolitan Municipality services were not included in the study. In addition, people who are under the age of voters and those who do not reside in the provincial center of Konya were excluded from the scope of the research.

2.8. Data Collection Tools and Scales Used in the Research

Konya province has a feature in the Central Anatolia Region with a wide geographical area (even the largest surface area of Turkey). there are a total of 31 districts, 3 of which are located in the city center. as of 2023, the population of the central districts of Seljuklu is 695,771, Meram is 347,341 and Karatay is 375,919. The population in the city center accounts for 59.7% of the total population of the province. Although the target audience size in the research is 390 according to $\pm 3\%$ sampling error (Baş, 2006:47), printed papers containing survey questions were applied to 1025 citizens selected according to simple random sampling, and the data of 1019 citizens who answered all the questions were processed into the SPSS package program.

The questions asked to the citizen for the measurement of citizen satisfaction with municipal services were used from the questions that were re-developed by Akyildiz (2012), which were used in the research conducted by Negiz and Cankuş. The questionnaire form was subjected to preliminary examination on a sample of 60 students from Selcuk University Vocational School of Social Sciences and then applied to the research universe by the pollsters. The questionnaire form applied to the citizen consists of two parts. The first part contains demographic questions of the citizens who participated in the survey (7 questions); the second part contains questions (14 questions) about the citizen's satisfaction with municipal services. Multiple choice questions were used in the first section. In the questions belonging to the second part, a five-part likert scale was used, which was sorted from the “I strongly disagree” option to “I strongly agree”.

The data obtained as a result of the survey were processed into the SPSS package program and in the analysis of the data, frequency analysis was used to determine the demographic characteristics of those who answered the survey questions, and Kruskal Wallis and Mann Whitney U tests were used to Decipher whether the difference was random or statistically significant by comparing the averages of the groups.

2.9. The Hypotheses of the Research

6 hypotheses have been formed about the research. The hypotheses developed in accordance with the subject and application scope of the study are as follows:

H1- Gender reveals statistical and significant differences in the perspective of local people on local government services.

H2- Age reveals statistical and significant differences in the perspective of local residents on local government services.

H3- The profession reveals statistical and significant differences in the perspective of local people on local government services.

H4- Marital status reveals statistical and significant differences in the perspective of local residents on local government services.

H5- The monthly income situation reveals statistical and significant differences in the perspective of local residents on local government services.

H6- Educational status reveals statistical and significant differences in the perspective of local residents on local government services.

H7- The year of residence reveals statistical and significant differences in the perspective of local residents on local government services.

3. The Findings of the Research

Under this heading, the findings and evaluations related to the demographic characteristics of the citizens participating in the research and the testing of assumptions about the perception of satisfaction in municipal services depending on these characteristics are included.

Of the 1019 participants who participated in the survey and were evaluated, 615 people (60.6%) were men and 404 people (39.4%) were women. December December December 446 people (43.8%) are in the age range of 18-25, 199 people (19.5%) are in the age range of 26-35, 215 people (21.1%) are in the age range of 36-45, 117 people (11.5%) are in the age range of 46-55, 42 people (4.1%) are in the age range of 56 and older. 48 people (4.7%) participated in the survey are retired, 86 people (8.4%) self-employed employees, 319 people (31.3%) students, 137 people (13.4%) housewives, 159 people (15.6%) workers, 17 people (1.7%) civil servants, 112 people (11.0%) tradesmen, 23 people (2.3%) academics, 100 people (9.8%) from other professional groups and 18 people (1.8%) are unemployed. Of the participants, 527 people (51.7%) are married and 492 people (48.3%) are single. Of the participants, 307 people (30.1%) are without income. 205 people (20.5%) less than TL 15.000, 267 people (26.2%) 15.001-TL25.000, 132 people (13.0%) 25.001-TL35.000, 63 people (6.2%) 35.001-TL45.000, 24 people (2.4%) 45.001-TL55.000 and 21 people (2.1%) has a monthly income of TL 65,001 and above. There are no participants with an income status of 55.001 TL and 65.000 TL from the survey participants. 261 people (25.6%) of the respondents are primary school graduates, 228 people (22.4%) are high school graduates, 200 people (19.6%) are associate degree graduates, 283 people (27.8%) are bachelor's degree graduates, 41 people (4.6%) are master's degree graduates and 6 people (0.6%) are PhD graduates.

Table 1. The Mann-Whitney-U Test for Gender-Related Local People's Perspective on Local Government Services

Gender	Number of People (N)	Average	Mann-Whitney	P
Man	615	495,12	1,507	0,046
Woman	404	532,65		

As a result of the Mann-Whitney-U test, gender reveals a significant difference between the scores of local people's perspective on local government services ($p < 0.05$). In Table 1, the average scores of local residents according to gender show changes. Since women have a higher average score in the perspective of local residents on local government services than men, a

significant difference was found according to the Mann-Whitney-U test ($p=0.046<0.05$). According to these results, the hypothesis established as gender reveals significant differences in the perspective of local people on local government services (H1) is supported.

Table 2. *Kruskal-Wallis Test for Local Government Services Perspective by Age*

Age	Number of People (N)	Average	Kruskal-Wallis	P
18-25	446	486,90	14,041	0,007
26-35	199	478,98		
36-45	215	543,24		
46-55	117	569,60		
56 and above	42	566,13		

As a result of the Kruskal Wallis test, there is a significant difference between the age Decency points of local government services ($p<0.05$). In Table 2, the average scores of local residents vary according to age. according to the Kruskal Wallis test ($p=0.007<0.05$), a significant difference was found that people between the ages of 46-55 had more points and average score than people between the ages of 26-35. According to these results, the hypothesis established as age reveals significant differences in the perspective of local residents on local government services (H2) is supported.

Table 3. *Kruskal-Wallis Test for the Perspective of Local Government Services by Profession*

Profession, job	Number of People (N)	Average	Kruskal-Wallis	P
Retired	48	473,61	26,334	0,002
Self-employed	86	489,36		
Student	319	472,05		
Housewife	137	611,36		
Worker	159	505,88		
Officer	17	472,59		
Unemployed	18	562,25		
Tradesmen	112	497,28		
Academician	23	603,00		

A significant difference was found according to the Kruskal Wallis test ($p=0.002<0.05$). According to the results in Table 3, the hypothesis established as does not reveal significant

differences in the perspective of local people on local government services according to their professions (H3) is supported.

Table 4. Mann-Whitney-U Test for the Perspective of Local Government Services According to Marital Status

Marital status	Number of People (N)	Average	Mann-Whitney-U	P
Married	523	536,47	11,376	0,002
Single	492	477,74		

As a result of the Mann-Whitney-U test, marital status reveals a significant difference between the scores of local residents' perspective on local government services ($p < 0.05$). Dec. In Table 4, the average scores of local residents vary according to marital status. According to the Mann-Whitney-U test ($p = 0.002 < 0.05$), a significant difference was found in the local population's perspective on local government services, since married people have a higher average score than singles. According to these results, the hypothesis established as marital status reveals significant differences in the perspective of local residents on local government services (H4) is supported.

Table 5. Kruskal-Wallis Test for the Perspective of Local Government Services According to Income Situation

Income	Number of People (N)	Average	Kruskal-Wallis	P
Gelir Yok	307	532,58	7,584	0,374
15.000 TL'den az	205	487,93		
15.001-25.000 TL	267	568,97		
25.001-35.000 TL	132	495,68		
35.001-45.000 TL	63	573,01		
45.001-55.000 TL	24	531,65		
55.001-65.000 TL	-	-		
65.001 TL and above	21	524,26		

As a result of the Kruskal-Wallis test, income does not reveal a significant difference between the scores ($p > 0.05$) in the perspective of local government services Decency. According to Table 5, the income situation reveals significant differences in the perspective of local residents on local government services (H5), the hypothesis established as is not supported.

Table 6. Kruskal-Wallis Test for the Perspective of Local Government Services According to Educational Status

Educational Status	Number of People (N)	Average	Kruskal-Wallis	P
Elementary Education	261	557,66	9,693	0,084
High school	228	492,70		
Associate degree	200	491,3		
Undergraduate	283	498,95		
Post graduate	41	468,91		
Doctoral	6	528,33		

As a result of the Kruskal Wallis test, there is a significant difference between the scores of educational status and the perspective of local government services ($p < 0.05$). As can be seen in Table 6, the average scores of local residents with primary education vary compared to people with associate degree education; a significant difference was found that they have more points, the average score, and according to the Kruskal Wallis test ($p = 0.084 < 0.05$). According to these results, the hypothesis established as the educational status reveals significant differences in the perspective of local people on local government services (H6) is supported.

Table 7. *Kruskal-Wallis Test for the Perspective of Local Government Services According to the Year of Residence*

Duration of Residence	Number of People (N)	Average	Kruskal - Wallis	P
less than 1 year	62	252,29	7,972	0,093
1-5 years	132	453,46		
5-10 years	79	305,95		
10-20 years	195	518,98		
More than 20 years	551	756,45		

As a result of the Kruskal-Wallis test, it reveals a significant difference between the scores of the year of residence regarding the perspective of local government services ($p > 0.05$). According to Table 7, the average scores of local residents vary according to the year of residence. according to the Kruskal-Wallis test ($p = 0.093 < 0.05$), a significant difference was not found that people who have lived in Konya for more than 20 years have more scores and average scores than people who have lived in Konya for less than 1 year and according to the Kruskal-Wallis test ($p = 0.093 < 0.05$). According to these results, the year of residence does not reveal significant differences in the perspective of local residents on local government services, and the hypothesis established as (H7) is not supported.

4. Result

The state meets the social needs of individuals through centralized management and local governments. Concepts such as localization, governance, citizen satisfaction, effectiveness and

efficiency in services have increased the importance of local governments. As a matter of fact, the new understanding of public administration, which affects the whole world, states that expanding the powers and financial autonomy of local governments will increase citizen satisfaction. Local governments are organizations that always maintain their place on the agenda as organizations that closely know and solve the local needs of local people. The daily needs that people expect from the public are constantly increasing in both quantity, quality and expectations. The place and importance of municipalities within local governments is quite large. The degree of satisfaction of local residents with local services is influential on issues such as the quality of services, the establishment of governance principles, the development of local democracy and participation.

In the local elections held in 2024, the total number of voters in the Konya Metropolitan Municipality mayoral election is 1,649,557 and the participation rate in the election is 75.96%. Between May 1 and May 15, 2025, 1,019 people aged 18 and over, representing the population of Konya city center, were interviewed face to face. With this study, it was investigated whether there is a difference between the satisfaction levels of people living in Seljuklu, Meram and Karatay, the central districts of Konya, in terms of their satisfaction with municipal services and their demographic characteristics in terms of gender, age, occupational status, marital status, income level, education and duration of residence in the province. In the study, an academic study was conducted in accordance with the previously determined goals and some results were reached as a result of the analyses. In the light of the data revealed by the survey application, 7 hypotheses were tested with the analysis performed and 6 of them were accepted. As a result of the Mann-Whitney-U and Kruskal-Wallis tests, it was found that gender, age, marital status, income status, education status and year of residence revealed significant differences in the local people's perspective on local government services; while in the occupational situation, local people did not reveal significant differences in their perspective on local government services.

Urban centers are very important for urban residents, the development dynamics of the region and the national economy. The city is a complex system created by different goals, needs and interests of different stakeholders as well as development factors. The continuity of local governments depends on their ability to meet the needs of urban residents and their ability to use local resources (Pawłowska, 2015:54-55). In this context, municipalities should speed up smart city applications. A smart city is a place where traditional networks and services are made more efficient through the use of digital solutions for the benefit of residents and businesses. The smart city goes beyond the use of digital technologies for better resource utilization and less emissions. Smarter urban transport networks mean improved water supply and waste disposal facilities, as well as more efficient ways to light and heat buildings. It also means a more interactive and responsive city management, safer public spaces and meeting the needs of the aging population (European Commission, 2024). Smart city is a modern concept that confronts the contemporary problems of urban life and aims to ensure the sustainable development of the city (Kozłowski and Suwar, 2021:516). Municipal governments, in cooperation with the central government and provincial organizations, are required to

disseminate smart city applications according to the requirements of the time and at the request of citizens.

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