

**An-Najah National University  
Faculty of Graduate Studies**

**Community Participation in Architectural Design  
(Evaluation of Al-Maageen Housing in Nablus)**

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**2006**

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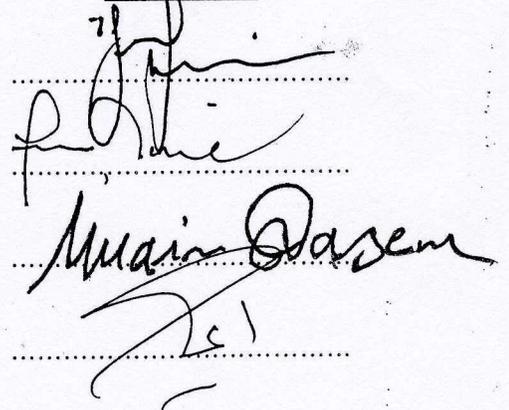
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**Signature**

  
The signature block contains four handwritten signatures, each written over a horizontal dotted line. The signatures are: 1. A signature that appears to be 'Ziad Senan'. 2. A signature that appears to be 'Khairi Marei'. 3. A signature that appears to be 'Moeen Al Qasim'. 4. A signature that appears to be 'Eman Al Assi'.

### III

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**Abstract**

This work explores the issue of participation in architectural design process. Participatory design, user participation, citizen control, making decision process and other approaches are discussed to be reflected the implication for practice when the design process involves many parties.

As more and more actors are being called to participate in the design process, the roles of the participants and the boundaries of their contributions are being reframed and negotiated. What design strategies and tactics are needed to be brought up into the design process to allow fruitful participation of the users? How designers can facilitate the involvement of the users? The issue of participation seems to imply new positions that require designers to design not only the end product, but also the process that will help more people to become involved in the design process.

The work presents a case study about participation in Al-Maageen housing in Nablus city, Palestine. This case study investigates the current practice of the participation process in our Palestinian community. The founding concentrates on the level of participation in this community. It was clear that the residents try to participate in their housing but it was not as they want as it began lately.

# **Chapter One**

## **Introduction to Participatory Design**

**1.1 Introduction.**

**1.2 Study Significance.**

**1.3 Study Objectives.**

**1.4 Hypotheses.**

**1.5 Study Plan & Methodology.**

**1.6 Study Outline.**

**1.7 Data Sources.**

### **1.1 Introduction:**

The community participation in architectural design can be achieved by the mutual relationship between the designer and the user. This idea belongs to the democracy concept. The customers should participate in everything that influences themselves, as they are the first persons who will be affected by the designer decisions regarding their environment. Therefore, they have the right to participate in decisions making regarding the design process of their buildings.

In Palestine, several methods and models are used in architectural design one of them is participation. However, we can say that this method is not used in relation to its size, kind, procedure and tools. This participation is not enough, nor dose not take place scientifically and in most cases it happens by chance. It depends on the personality of the user and designer. The real problem, which faces the community today, is that many designers disregard the opinion of the user in the different stages of the design. This causes many problems. The question here: can the participation solve problems between users and architects? Is there a place in our community for participation model? When yes, can it solve the problem between the architect and the community? In addition, how can we success to apply this participation?

Consequently, what are the ways and methods by which we can succeed to apply this participation? These ways and methods differ from one project to another and from one architect to another. This variation depends on the degree and level of the needed participation. The participation has different degrees. The first one is related to architect's control on the project. The second is the balance stage between the

architect and the user. The third is the user's control on the project that minimizes the role and intervention of the architect. Finally, we may see participation without any control of the architect.

The participation idea must finally lead to a successful and integrated design. This success is associated with the user's needs and preferences, which could be mostly achieved through participation. The user's feeling of self-confidence is another factor in facilitating the role of participation in design. This is because the user understands the design and participates in setting the proper solution; therefore, he/she accepts the design and preserves it.

This study will discuss a group of subjects which related to participation design. The first part discusses the introduction of the thesis, the significance of this study and the objectives. The second part addresses the theoretical background of participation; its concept and significance in improving the architectural design. It investigates also the factors influencing participation and the variation of these factors on succeeding the participation.

The third part includes the experience and the role of community participation in architectural design. The most important one of these roles is the tools of participation and its practical methods of applying it. Then the study talks about the levels of participation which differs by the tools and the condition of the project. Another important subject in this part is the kind of the user and his/her influence on the process and the quality of the mutual relationship between him and the architect.

The fourth part of the study discusses the practical side of participation. It introduces one of the international experiments in

participation. Then it applies the concept of participation on our Palestinian community. This part aims at knowing where participation can be reached in our community. The study uses Al-Maageen Housing in Nablus city which is under An-Najah National University employee's control as a case study.

The case study about the participation process was done after occupation the housing units from its users. The main objective is to know if there has been any mean of participation. This part studies if the user knows what participation means and if he/she participates in the housing. Different research methods were used in this part such as a questionnaire, interviews and formal papers from the society of the housing. The final part of the study deals with the results and the recommendations.

### **1.2 Study Significance:**

The experience has proved that community participation was one of the successful methods for solving many problems in planning, design, construction and in renewal project in the world. These problems are not only changing the design, but also leaving the house, modifying, or living unpleasantly in it. Moreover, the design will be unsustainable, so it will not serve the user permanently. There are many advantages for participation; one of them is putting the designer in the actual situation. This makes both the designer and the user set together to draw a clear picture for the designer in this stage, so he/she will be able to put the best solution for the design. The UNESCO mentions that 60% - 80% of the residential buildings are changed or removed because of abrogating the participation from the user.

The participation of the user in the design indicates a progressive cultural level and a high cultural architecture. Consequently, the process will become a transparent, which minimizes the mistakes and the unwanted results of the individuality of the designer according to his own opinion, and not coexisting with the actual situation for the environmental requirements in design. Participation, therefore, gives the user a feeling of self-confidence, making him able to administrate the matter with the best form pushing him to increase his awareness of his own architectural in which environment he will be living.

There are many literatures discussing this subject but the importance of this study is on being one of the first studies in Palestine regarding community participation in architectural designing buildings. The study includes the methods of participation that can facilitate and activate the design process. This participation means the involvement of both the designer and the user or owner in the same design process throughout its several stages.

To practice the theories and concepts of participation, a case study about the housing of the university (Al-Maageen Housing) used in this study. Its significance appears in understanding how far participation applied in our Palestinian community. This study opens the door widely to know what participation means for the user and the architect in our community. This will be achieved through practical part in this study which is related to Al-Maageen Housing in Nablus. This housing belongs to a group of An-Najah National University employees. Through this experiment, those cultured class of our community will know that participation is a right for them and they know also what it means. When

those educated people know the importance of participation, they will be a core in our community work to spread the concept of participation through them. When they talk about their experiment in the participation of their students at the university, their student will be another source of information in spreading new architectural culture.

### **1.3 Study Objectives:**

This study aims to examine and analyze the significance and role of community participation in architectural design. It aims at raising the real level of our architecture, and enhancing the role of participation in the planning and design of our community. In addition, the study seeks to attain the following specific aims:

1. Merging between the theory and the practice in terms of the role of participation in the design process. The study includes two sides; one of them is the theoretical background of the role of participation. The other side is the practical applying the theories on Al-Maageen Housing in Nablus in Palestine.
2. Decreasing the distortion and frustration that our architecture suffers. Participation draws the real picture for the culture of the community according to their owner's desire, and not as some specialists who transcribe the picture and culture of others for one reason or another. Every client or user has his culture which is reflected directly on architecture. So the Palestinian user must participate in decreasing this distortion by his participating in the architecture design.
3. Developing and applying the tools or methods of participation to enable the layman to participate in taking the decision about his own

residential building, these tools must be understood easily.

4. Increasing the architectural awareness and the architectural culture about different classes in Palestinian community.
5. Emphasizing on the importance of participation in raising the architectural level, and motivating the researchers and institutions to be concerned with this field and to be part of the design process.

#### **1.4 Hypotheses:**

- 1- There are no statistically significant differences in participating in any stages of the projects in architectural design due to gender.
- 2- There are no statistically significant differences in changes or willing to change the form of interior decoration or the interior partition of the apartment, due to gender.
- 3- There are no significant relationships between participating in any stages of projects in architectural design and willing to change or change the form of windows or openings.
- 4- There are no significant relationship between participating in any stages of projects in architectural design and willing to change or change the form of entrance of the building.
- 5- There exists no significant relationship between participate in any stages of project in architectural design and willing to change or change the interior decoration of the interior partition.

#### **1.5 Study Plan & Methodology:**

The procedure of this study will be undertaken in the following

frameworks:

1. The theoretical framework:

This part deals with the conceptual and theoretical background of community participation in general and its relationship and role in architectural design. In this respect, the meaning of participation, its significance, characteristics, tools, processes and different strategies will be highlighted. In addition, some relevant case studies and the experience of other countries in this field will be reviewed. This study will not talk about the participation in general but it will specialize in participation in architectural design. So, the theoretical subject will be focused on the design phase in order to be an introduction to the practical part in the study.

2. The informative framework:

This framework includes collection of data and information about the selected case study (Al-Maageen Housing) to be practiced as well as the local experience regarding community participation and its impact and role in the architectural design. This housing is in city of Nablus, Palestine and it is under the control of a group of An-Najah National university employees. It consists of 10 buildings which include 110 apartments. Primary information relevant to the study was obtained by fieldwork techniques. These techniques are the interviews, observation, drawings, questionnaire conducted as methods for measuring the different images people have about participation.

3. The analytical and evaluation framework:

This can be achieved, by applying the relevant theories and other

experiences on the selected case study. Reaching to the practical inference that can be dedicated in another status, evaluating and analyzing this experiment in order to benefit from it in the future.

### **1.6 Study Outline:**

Based on the above-mentioned plan, this study has been divided into the following chapters:

Chapter I: Introduction to participatory design

Chapter II: Conceptual and Theoretical Background of participation in architectural design.

Chapter III: The Experience and Role of Community Participation in architectural Design

Chapter IV: Practical Section: Applying Theories on the Case Study; the level of participation in Al-Maageen Housing.

Chapter V: Results and Recommendations.

### **1.7 Data Sources:**

The data and information in this study will depend on the following sources:

#### 1. Library Sources:

Including references, books, journals, and thesis relevant to the subject of the study (community participation, public awareness, architectural design). As we mentioned earlier this study will not talk about the participation in general but it will specialize in participation in architecture design. So the library sources will be concentrated in the designing part.

## 2. Official Sources:

Including data and information to be collected from the related governmental and non-governmental institutions (Ministry of Planning, Ministry of Local Government, Ministry of Housing, Universities, Research Centers, Al-Maageen Housing society).

## 3. Personal Sources:

It is related to the practical side of the study and the data and information on the selected cases study (Al-Maageen Housing). This data will be collected by the author using different methods such as questionnaires, interviews, surveys, observations as well as the author's own experience as an architect.

## **Chapter Two**

### **Participation, Conceptual & Theoretical Background.**

#### **2.1 Concept of Participation in Architecture.**

**2.1.1 Ways of Participation.**

**2.1.2 Singles & Groups Participation.**

**2.1.3 Human Architecture & participation.**

#### **2.2 Significance of Participation.**

**2.2.1 Face to Face Design.**

**2.2.2 Minimizing the wrongs.**

**2.2.3 Producing a Sense of Self-Confidence.**

**2.2.4 Accepting the Decisions.**

**2.2.5 Making process of architectural design more democratic.**

**2.2.6 Increasing Control of Users.**

**2.2.7 Putting a Program for the Design Process.**

**2.2.8 Increases Coordination.**

**2.2.9 Saving the cost.**

**2.2.10 Sustainability & Architecture.**

#### **2.3 Influencing Factors on Participation in Architectural Design.**

**2.3.1 The Cultural Level of Community.**

**2.3.2 The Designer.**

**2.3.3 Methods of Carrying out Participation.**

**2.3.4 Type of User.**

**2.3.5 Natural of Community Texture.**

**2.3.6 Authorities & Participation.**

## **2.1 Concept of Participation in Architecture:**

The concept of participation differs according to the system by which the process of participation will be carried out. It could be on the political side, and here it means democracy. This can be done through a practical way as voting. Ghname (1998) said that this means that the layman will participate and share in the political, economical, and social life. They are sharing in drawing the general objects of the country and the community. When people select the person who will represent them, they almost commit themselves to his decisions concerning their own life and community. So, he participates in making this decision. For the Oxford English Dictionary, participation means that: the action or fact of partaking, having or forming a part of.

Participation could be specialized in one aspect of life. One of the most important aspects is the participating of people in drawing the plan of development and advancement. We mean here the direct and the indirect people participating in the determination of the phase of the development. They determine the domain of the development and what they are concerned in it, what they accept and what they refuse. Participation in this concept, as Ghname (1998) said, means participate the groups and the sections of the exposed inhabitants in determining the objects of the development plan. This plan is a guide to improve the situation of those groups. They must share in carrying out this plan and evaluating it, which means that the development will go ahead from the base to the top of the pyramid or from down to up. That is to participate the beneficiary people on the local level in preparing the plans of the environmental work specialized with them. These plans must give a future vision for their

societies, and they must determine the subjects that must be solved to transfer this vision into accomplished facts.

### **2.1.1 Ways of Participation:**

Wulz (1990) said that there are different involved parties that can be involved in decision making, which in turn, has different forms such as citizen implication, citizen' influence, citizen' action group, cooperation, co-decision, self decision, etc. All these forms are considered as forms of participation. This means that participation is a general concept covering different forms. The participation in the architectural design concept is what we are concerned with here. It is the participation between the architect and the user in making decision in all aspects of this design. This can be applied by the achievement of the needs and the wants of the user by the scientific and the artistic guidance of the designer. The designer plays the role of a guide and a controller of what the user think about. The architect can extend the mental faculties and the imagination of the user by what he owns of scientific background and experience which others lack.

Participation can be defined as the process of user involvement in decision making. Not long ago, this term of user involvement has been used in our life. When user control over decisions concerned with changing the built environment, they can be called participants. Sanoff (1990) said that there has been a considerable movement towards the direct involvement of the public in the definition of their physical environment. The recent meaning of participation defines it as face-to-face interaction of individuals who share a number of values important to all, that is to say a purpose or reason for being together. Participation will be a major aspect in a society in which the freedom of all citizens is well assured. In this

respect, participation is a matter of control over decisions by the participants. Therefore, participation refers to fundamental changes. It implies exerting effort in making decisions.

Participation isn't restricted to one stage of the building stages. It could be in planning, the designing, or the constructing stage. All these stages have special and private methods. Participation can be done in the construction stage on the country level. This participation appears when earthquake or flood strikes one area.

### **2.1.2 Singles & Groups Participation:**

Participation in design becomes to be associated with the community architecture. Community architecture indicates sharing with the public in planning or designing some thing. It is almost coupled with groups and not with singles. Most of what we here about participation is in under this concept. The required participation comes from establishing general policies that allow the group to participate with the single person and help in all the details of his house. The term Community Architecture suggests simply an alternative form of architectural practice. That poses a powerful challenge to the professional attitudes of architects. The involvement of groups of ordinary people – untutored in the language of design and development – meant the evolution of new methods and techniques.

By this, we find that to guarantee successful community architecture, we must find a method to participate with the people in their thinking. We must try to find a common language with them. We must work to increase their knowledge and their understanding of the design terms. The commitment of the participation as a principle of the design process forces the designers and the users to be cooperative. Every one tries to understand

what the other wants and understands him. *"The designer's job is no longer to produce finished and unalterable solution but to extract solutions from a continuous with those who will use his/her work. The designer's energy and imagination will be completely directed to raising the level of awareness of his/her partners 'clients/user' in the discussion, and the solution will come out of the exchanges between the two"* (Sanoff, 1990, p.7). This cooperation between the two sides will get us to the real participation. This participation will make the process of design a democratic process, which has truthfulness in expressing the community character. Everyone takes his real part without decreasing the part of the other side. This will go ahead with the acceptance of the two sides, so they will be able to take over their principalities in the future.

Here we must concentrate on this point. The participant, through his participation in design, can classify his/her imagination of the process of design. So, he can demonstrate the plea of the architect in every step of the design process. With this participation, he can correct the mistakes that the architect could do.

### **2.1.3 Human Architecture & participation:**

Participation makes our architecture more human as it expresses the opinion of its owners, and not only the specialist opinions. So Thompson, (1990) writes that the user is obviously the first person who will use the project, and his involvement continues through out. He has to do many things:

- 1- Initially he considers the needs to build, appoints the design team and briefs them.

2- Then he confirms the initial sketch design, he puts forward whatever information is necessary for more detailed design, and approves the architect's proposal.

3- He supplies further detailed information to allow the detailed working drawings to be prepared and approves them where necessary.

4- The contractors tender then has to be approved by him, and then he signs the contract.

5- During the building operation, he continues to supply information as required by the design team.

6- Through the project, the client pays all the bills and on completion accepts the finished building.

## **2.2 Significance of Participation:**

It is difficult to restrict the significance of the participation in some points. Participation has proved its success through practice and not through papers and research. The needs of applying it in our daily life and in our design activity are very necessary. We can distinguish the most important significance of participation in these points:-

### **2.2.1 Face to Face Design:**

Participation puts the designer in actual and practical situation of the design process. The meeting between the designer and the user face to face will draw obvious picture for the designer in this stage. So, the designer will be able to put suitable solution for the user. Participation gives us a clear and a restricted imagination of the problems which face the public.

This may help in putting object and defining of the priorities exactly. The architect's expectancy of the problem, which the users face, is not enough as well as his expectancy for the situation which the users live in. On the contrary, this individual expectancy which is away from the user can draw untruthful picture. It gives unsatisfied solution for the user.

Thompson (1990) and sanoff (1990) said that any building to be successful, it must meet the need and the wants of the user. The architect shouldn't consider building as a chance to translate his idea or his personality. He must always remember that his role is to act as an agent of his clients. Architects must give the user the feeling of power and control. In order to get a good architecture, the user's needs and the values must be on the top ladder of the architect interests. By allowing the users to take part in the decision-making, the planners and designers have to add new capacities to their conventional approach. It does not mean that their creativity has been obliterated. When people participate in the creation of their environment, they need the feeling of control; it is the only way that their needs and values are taken into consideration. To achieve the exact and the complete knowledge of the needs of the users, it is inevitable to go through active participation for. This participation is carried out through a particular method. These methods, which will be discussed later, are prepared by specialized people.

### **2.2.2 Minimizing the errors:**

Participation will minimize the errors and the danger which appear as a result of the designer dictatorship. The designer sometimes does not coexist with the real situation of the environment which we want to design. The opinion of the person who will use this design and live with it could be

the most important one in this equation. The considerations of the user mostly differ from the considerations of the designer. The ratio of all mistakes in one opinion is more in a number of opinions. These opinions are the only ways, through which we will decide either the design is successful or failing. The community participation corrects the decisions and the development policies. This is because when opinion and viewpoint join together, then this opinion will be more developed and improved. In participation when any mistake takes place, all the participants are responsible and not only the designer. The user is also well-informed about what happens in the design process.

Sanoff (1990) said that when the user participates in making decisions, the architect will be also the gainer. Sharing the decision-making process ends in "us and them". If users take part in the decision, they also bear some of the responsibility for the success and the failures. At the end of the day, he/she cannot turn around and blame the architects for design faults. This aspect for user participation is often not understood.

To reduce the mistakes, we must share all the persons of the group who use the project. We must not be content with the opinions of representatives especially at the beginning of the project. So the opinion will be more correct and more expressing. Also, the designer must profit from all the proposed opinions. These opinions aim to improve the design and solve the problems. Many of these problems can be resolved practically if every member of the group is committed to solving the problem in the best possible way. So, participants can shift their emphasis from personal capabilities to collective capabilities. Along with participation, we can solve one of the big problems which face the design

in our community. So we must be more concerned to persuade the specialized with these policies, and try to apply them practically.

### **2.2.3 Producing a Sense of Self-Confidence:**

Participation produces a sense of self-confidence for the user. This self-confidence makes him able to realize the subject in the best way. It pushes him to increase his awareness of the architectural situation which we live in since he is part of the design process. User is a very important factor in the process of design so allowing him to participate in it can be very helpful. It motivates the user to be more self-confident. He will be braver to advance his opinion without fear of having a wrong opinion. Promoting this feeling of trust depends on the other side of the process who is the designer .The designer can make this process successful or merely a failure. The personality and psychology of the participant has a very important part in this subject.

All these factors have a dominant influence on the controlling process which the user imposes upon the project. This trust, which is a result of the process of participation, contributes directly in improving the design. Moreover, the increasing of self-confidence contributes in discovering the talent and the special abilities of the user. These abilities aren't be used if there is no trust. By means of the strong communication Architect/Family-Customer, it is possible to avoid mistakes when projecting or remodeling dwellings. The best solution with the minimum cost is always found. The method gives architects a new dimension of their work, less formal and more humanized. By paying attention to housing problems by this means, a greater portion of the population is benefited, the usefulness of the dwelling is extended and living condition is improved.

Community participation is considered to be one of the most important ways to increase self-dependence and create the responsible and cooperative character. "*Participation enables designers to better negotiate with users and understand the effects of decision on them. Solving the user needs problem offers researchers and designers opportunities to them from user and from each other's*". (Zeisel, 1981, p.35). The method "participation" helps beneficiaries to feel as active parties instead of receiving ideas and opinions from others. When the user realizes that his opinion is required, he will spare no effort to make this opinion more truthful, and he will be ready to search about it. This will make him more confident and active instead of being a passive person receives and doesn't send. So participation strengthens the principle of self-dependence and cooperation between the owners of the projects. It is stopping dependence on others because the users will search about solutions satisfying them without returning to those who will impose these solutions.

#### **2.2.4 Accepting the Decisions:**

Participation leads the participant to accept the decision which they participate in. They work to support, carry out, and defend it. This enters into the nature of the human self, whereas the people in their nature like to protect their opinion. If the user feels that he is a creature of the decision in the resulting design he will be a strong defender of this design. We can profit by this in the general project whereas the co-ownership is exposed to waste much more. So we participate with people in designing their environment to make them defenders. The participant will feel that he owns this project and he is part of it.

Sanoff (1990) said that "*Our experiences in involving people in the process of design indicate that the major source of satisfaction is not so much the degree to which the individual needs have been met but the feeling of having influenced the decisions.*" (Sanoff, 1990, p.3) This awareness results from the process of the participation work towards improving the design. It leads to adjusting the decisions and trying to develop it without being opposes. It also pushes the user to think more deeply to add something to these decisions to make it stronger. Also the user tries to pride in the presence of the other whose opinion is applied in this design and has a special touch in it. In this side, Ghname (1998) said that the community participation in the development field, help in creating a psychological willingness for the public to accept the expected changing and development because they participate in it.

The architect can profit by this acceptance to protect his work through sharing the user in taking decisions. This doesn't mean that the architect tricks the user in some word to make him feel that he participates in the design, so he must be satisfied with the result. The designer must concentrate on the active participation which will allow us to reach to the user from inside instead of outside, and then our architecture will be more humane.

### **2.2.5 Making process of architectural design more democratic:**

Participation makes the process of architectural design a democratic process. Participation means that it gives freedom in determining the form of their life. The design is a very important process in our life, so when people control it, it will be a democratic process. This will raise the level of the design process to make it a human process. There are few methods

which make the design process a democratic one. The most important one of these methods is participation, sharing the people in making decision, sharing them in planning and designing the space, and sharing them in choosing the materials and the colors.

The relationship of the government with the people is dependent on whether the government is democratic or non-democratic. Democracy is the source of power while the public is the audience who work through the non-democratic government. The right to dissent and the acceptance of an opposition are two institutions that distinguish democratic societies from dictators ruling in the name of people. When the power of the public is expressed, then the architecture can be defined as democratic. (Jencks & Valentine,1980). We can, through participation, give the feeling of the power for the public or the user, taking their opinion and respecting it.

Khgname (1998) as well as Comerio (1990) write that the participation reduces the part of the local leader. It cancels many of the economical and social problems which result from the nature of social caste. So it reduces the bureaucracy. It confirms the principle of the consultation between the institutions of planning in every administrative level. In our attainment of democracy, participation expresses a very civilized high level and a high architectural culture. Community design methods are being modified in light of experience, and with deference to emerging ideas on grassroots initiatives, community ownership, and economic development. Participation values regarding justice, empowerment, and motivation helping people in gaining control of their own resources, remains the guiding principle.

A very few researchers take care of this importance. But, we must concentrate on it and make it one of the most important aims that must be in the participation process. I think that it is considerable to be a school that teaches people democracy. It could be considered as the first lesson which the layman takes in this part. We can concentrate on some sides of participation to increase democracy in our life.

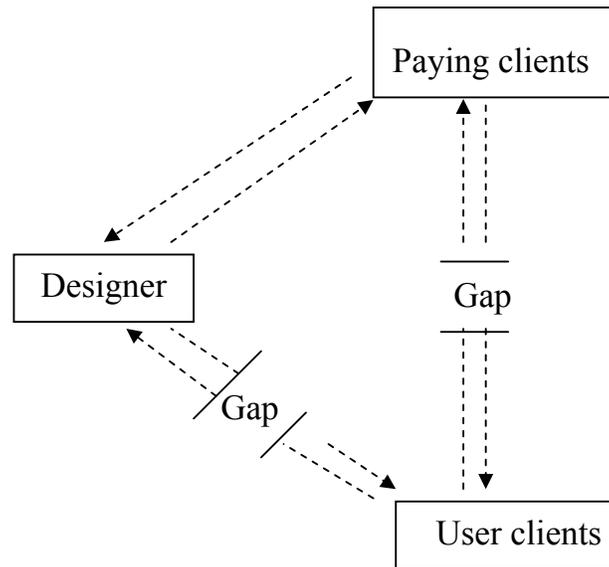
### **2.2.6 Increasing Control of the User:**

Another benefit of the participation is to increase the control of the user clients and reduce the gap between the user clients and the paying clients. It is well-known that there are two types of clients. He/she could be an investor client paying to sell or rent, or he/she could be a user client. There is a gap between the two sides. Participation can reduce this gap if we know who the users are. Instead of knowing the user directly we can know the group which represents him and make them participate in the design.

Zeisel (1981) writes that also there is a gap between the user client and the designer as citizen-participation includes user clients as partial members of design teams and gives them control which is traditionally reserved for paying clients. To reduce this gap researchers and designer suggest the flexible building frame work with partition. This method solves or at least improves the user's needs. When user client be able to adapt a structure by themselves, they will have more direct control over their environment. Figure (2.1)

It is wrong to depend only on the opinion of the investor client because he is usually worried about his returns and profits. So, we must search about new tools of participation through which we could merge

between designers on one side, and put the user clients and the paying clients on the other side. So, we can reduce the gap between the user client and the other parts and then carry out all the benefits of the participation.



**Figure(2.1)** The user-needs gap (Zeisel, 1981, p.35)

### 2.2.7 Putting a Program for the Design Process:

By using participation, it will be easy to the designer to put a program for the design process. Designer can't know individually the important thing for the user, but he is to be satisfied with the general concept in which all people take part. Also, this participation gains benefits clearly in putting a program for the new project which has appeared in the last time. This is because there is a new functional reflection quickly rising into the architectural building.

Zeisel (1981) writes that programming the design process is very important to state which of the buildings is expected to be as the user or the designer. This program describes the requirement of the building such as: amount of floor space, minimum room dimensions for certain uses, types of

spaces, specific materials and hardware, maximum cost estimates, minimum windows area in proportion to floor area. This program is not important only in determining the requirement of the building. Such process continues to be useful in solving problems raised while designing a sketch, or drawing, and drafting, especially when they are faced with making tradeoffs-deciding the relative importance of the effects of decision.

### **2.2.8 Increases Coordination:**

Participation also increases the activity of the coordination between the governmental institution and the non governmental institution in carrying out any developmental project. This contributes in reducing the exaggerated centralism. So we create a high level of flexibility in planning and carrying out the general project, especially residential projects. It is found that in many project participation there was one of the strategic solution to solve the problems of the big growth of the low income settlements. This can be achieved through sharing these groups in making decision in every thing in their residential future. Then they will find the suitable solution for them and they will accept it as it isn't imposed on them. *"However, a number of recent initiatives, mostly in the voluntary sector, have established beyond doubt the viability of Participatory Rapid Appraisal (PRA) and Community Action Planning (CAP) as potential tools in planning."* (G.Oliveira & Denaldi,1999).

### **2.2.9 Saving the cost:**

In many projects one of the most important benefits of participation is the reducing of the outlay. These benefits clearly in the big cooperative projects which we call the self-help project. In this kind of the project,

participation could be in construction as in design. For example, the quarter residents can participate in design and carrying out the park of the square of the quarter. So, we can save the laborer. Therefore, the lack of the financial power was the generator behind community self-build.

#### **2.2.10 Sustainability & Architecture:**

The sustainability of the building and its continuity is significance. As the owner of the building is satisfied with it and expresses what he wants, then he will make every effort to keep it. Tower (1995) writes that as user participates in making decision about any building, he/she will be very interested to preserve it. Over the years, the building which he/she participates in it suffers less from neglect, poor maintenance and misuse. A sense of proprietorship will be for the participant as the source of looking after the building he/she uses.

As a result, we find that the importance of participation isn't limited to one side. It exceeds the architectural importance to all fields as economical, social, human, etc. In every project it could have there is some a main direct profit, while the other profits don't appear clearly. So we must think deeply before we start the participation process. What are the profits which we want to apply through the project. Then, we must concentrate on these profits through the tools which we must make use of the participation process.

Also, there are many profits for participation which we don't mention here. It appears in indirect form and we will discuss some of them later in this study. However the points mentioned before are enough to be a very clear sign for all specialized, architects, planners, governments, human

institutes, and individuals to make participation process on the top ladder of our interests.

Participation is not amino requirement that can be ignored. So, it is definitely right to ask the unions to impose laws or some legal proceedings on the designer to make him take the lowest of participation at least. These unions also can play the mediator part between architect and user to guarantee the participation process.

### **2.3 Influencing Factors on Participation:**

The influencing factors change from community to another, from project to another, and from person to another. But we can talk about a list of factors which appear clearly:-

#### **2.3.1 The Cultural Level of Community:**

It is a term of a very comprehensive meaning which is not restricts the architectural level. But, what we are concerned here is architecture. If we talk about a community in which a person has a good limit of cultural awareness of architecture, then it is easy for them to participate in making decisions in issues that affected them. They can understand many architectural and engineering terms which enable them to go into an open dialogue with the architect or with themselves. Moreover, the designer finds it easy to pass his idea to them and understanding what they think. Their problem can be reviewed in an easy and transparent way.

Zeizel (1981) said that if designers are planning a school with citizen, for example, it is essential that each part of the process understands what the other means if they are to be able to design together. Research presented holistically as well as analytically can be used to develop shared

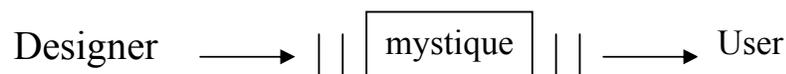
images of people's behavior and of physical settings. This architectural culture can be achieved through education, lecture, mass media and others. This enlightenment could be put into two forms; one of it is in general without specialization. It aims to spread the architecture cultural to all citizen of the community. While the other form is specialized in some group of the people in some limit time and in some limit place. It strives for some owner of one project before starting in this project and it is going suddenly. Also, we can consider the habits as a very important part in building a good architectural culture for people. This can be achieved through transporting the architecture culture from one generation to another.

Sudden realization is one way for the user to acquire an understanding and awareness of architecture and it is rarely to be achieved, but habit is not necessarily passive because it enables understanding to grow with experience. So we find that, as Khamees (1999) said, spreading a high ratio of social cultural and political awareness between the individuals and the forms of the community or at least between some of persons of the community is one of the influence factors in the community participation. This factor is very important not with regard to the size of participation, in relation to the kind and the direct of this participation. The more increasing the ratio of awareness firstly and reaching to others fields and vocabularies secondly, the more increase the importance and the activity of participation. Also, the spreading of a high level of architecture awareness helps in putting the user in real situation of the design process and what obstacles it faces. So, it helps in developing the design and reaching into a result that satisfies the user.

For example, the person who can understand what is the plan, and he can read and distinguish between elevations, sections, and perspective is more able to participate than the person who can't understand all these things. So, we find that the new curriculum in many countries begin in teaching these basic engineering information for the basic classes in the school. This happens after they become aware for the importance of this in supporting participation which draws the real picture of this community.

### 2.3.2 The Designer:

The acceptance of designer for participation process is one of the most important factors that influence participation. This means the degree of the designer conviction in the importance of participation. Some of the designers believe strongly in its importance of in developing the design process. They motivate the users to give their opinion. They try to explain the concept of design to the users and allow them to take part in every stage of design. They sit with the users before, during, and after the design process and every stage of these has its special importance. On the other hand, we find many of the designers who don't care about the user opinion. They don't give him/her any opportunity to express his points as they believe that they are more able to understand what is appropriate to the user than himself. Also, they believe that their study and science enable them to reject everything from the others. But, they don't know that after the design is finished and the user takes the permit from the municipality, the user will apply on earth what he is convinced in. The user doesn't care about the plans and the design in front of his hands because he doesn't participates in it. This will increase the opportunity to fall in errors.



In order to limit the interventions of the user in the design process, most professions go to use a mystique. They try to create an exaggerated impression of expertise in order to put a limitation against anyone wishing to question their decisions. Even when they talk about the merits of participation, they use complex beautiful terms about the poetry of the space and light. This mystification could be arising in an intended or spontaneous way. Generally, it comes from the energy and the power of the words which are used. We find that the designer increases using the architectural terms which it are mostly strange for the user. These terms will prevent the user from the progress to the participation as he can't understand the designer. At the same time, he can't confess that he is unable to understand these terms. This makes him agree on the proposal design without knowing what is behind these proposed suggestions. It is not excluded that in many cases the user has a wrong understanding to what the designer says because the terms which he use are not clear for the users. So, after finishing of the design, we find that the user is unsatisfied with the design and he says that he imagines another thing or he understands something different.

Towers 1995 said that there are still many of the design professionals who resist the user participation. Some, perhaps as a result of experience, are genuinely fearful of attending consultation meetings anticipating verbal or even physical assault and public humiliation. Many of those professionals are afraid on their expertise and authorities are to be transferred through participation of the users. Some of them say that participation process is not useful as the users only want to promote their personal or sectional interest, and those users are not representative. Influenced by these reservations, many seek to maintain rigidly the separate

roles of client and professional. They may talk and write in a florid terms about participation but remain secretly contemptuous of the users they come into contact with. Also they should constantly seek to undermine the process and impose their own preferred solution although through participation but as they want.

To get out from this problem, we must persuade the designers of the importance of the participation. They must know that "*the designer, in contributing a particular expertise to this symmetrical decision process, doesn't abrogate his or her professional responsibility and may very well create workplaces that are stylistically identifiable*" (Sanoff, 1990, p.1). We must use many tools to persuade the designer in the importance of participation. Some of these tools are as workshops and lectures which must be carried out to explain its significance on the long time. Also, enough information about the success of the project which the users participate in must be published in many journals.

### **2.3.3 Methods of Carrying out Participation:**

The methods of participation are considered to be one of the most important factors which influence on the success or the failure of the participation process. These methods are the canal or the connecting link which the user and the designer communicate with themselves where the degree of the power of this canal increase, the contact is increased and so is the participation. The importance of the methods and participation appears in making the users able to understand the idea of the designer. Also, it decreases or abrogates the obscurity which appears in the design process. These methods encourage the users to make an open dialogue with the architect about his ideas and drawings.

We find that, as Towers (1995) said, there is a wide gulf between the understanding of the architect and the understanding of the layman. It is not easy for the layman to understand the design process. It is difficult for any one to understand what the other thinks. Sometimes, the architects themselves are surprised when they see their drawings and imaginations, transfer to buildings. How much difficult, then, for those with no design training - and, perhaps, with limited formal education of any sort - to understand proposals put before them. The designers have to develop new skills in communication. These skills can be considered as participation methods which through it the designers can learn to explain their idea, the options available, and the possible solutions to particular problems in a clear and simple manner. So, we have to develop easy and various methods to achieve a very active participation. It also must be understood from the community and not to be costly in order to achieve its purpose. We will discuss this subject in another section.

#### **2.3.4 Type of User:**

One of the factors which affects on participation is who is the user? Is he a direct user or is he the investor? Or he is a government side or a society want to build for others. Each of these inquiries has a big part in defining the natural of the participation process. We find that the designer thinks in a way different from the way which the user thinks in it.

Also we have to know if the user is the owner of the project or not. If the user is an owner then he has enough freedom to discuss and change through his participation. But, if he isn't an owner then his controlling over the project will be little. However, he could be an investor client who thinks how he can increase his profits and he doesn't worry about the wants

of the user so much. Also, the client may be the government which wants to build a school. So, here we must think how we can share the students who are the user of this building. In this respect, Hill (2003) writes: if the users are detached from the commissioning, ownership, design and management of a space, may be more likely to initiate unexpected uses because they lack a strong sense of responsibility for space. But, the owner users have the opportunity to transfer the space because they own the power of the controlling upon the project. Users are rarely clients. It is unusual for users, as distinct from client-users, to influence the design process. Even if a user owns a space he/she is unlikely to have commissioned it. So every type of users must have a special method to encourage him to participate. The methods must be changeable as who is the user or the clients.

### **2.3.5 Natural of Community Texture:**

We mean here the habits of the community which we want to carry out the participation in it. Also, we mean the problems which face the people, and the way which they think in it, their economical condition, their progress, and the level of the democracy in this community. All of these points have a very important part in increasing or decreasing the participation. We find that the more the awareness of the people of the concept of the democracy and freedom increases, the more the chance of participation is increasing. Also, the more the understanding of the decision owners and specialized of the user right to participate increase, the more the participation increases.

Also, if the user has a good economical potential, his control over the project will increase. He will be more able to impose the architect to take

his opinion in consideration or at least to discuss him in the design. Then his interest in the luxury will increase and so his intervention in the project will increase.

### **2.3.6 Authorities & Participation:**

If we talk about community participation at the public level, especially on big projects, then one of the most important factors are: the size of the faithful and the interest of the authorities in the community in participation in making the decisions and in putting the general policies. This factor affects since the authorities can impose laws which direct through it the participation process in design. These authorities own many projects and it can through these projects participate with the exposed parts of the community. Also, if these authorities are interested in participation, then, they have the enough abilities to contact with the other institutions in the community.

All the mentioned points are effective on participation. Sometimes, it increases the activity of the participation, and another time, it cancels or decreases the participation process. So, we must concentrate on developing the reasons which increase participation and eliminate the reasons which weaken it.

## **Chapter Three**

### **Experience and Role of Community Participation in Architectural Design.**

#### **3.1 Methods of Participation.**

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**3.1.2 Questionnaire.**

**3.1.3 Alternative.**

**3.1.4 Sampling.**

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**3.5.2 User Ownership.**

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**3.5.2.2 User Clients.**

**3.6 Mutual Relationship between Architect and User.**

**3.7 Other Experiences; Glasgow district of Dalmarnock,  
Scotland.**

**3.7.1 The Evaluation of this Practice.**

### **3.1 Methods of Participation:**

The methods of participation are variable. They depend firstly on the degree of participation and who is the participant. In this research, we are interested in participating the users or the clients in designing their houses, the buildings in which they work, their entertaining places, and all the other places. To carry out the participation in a safe and correct way, it is essential to follow a successful and applied technique. Here, the study will talk about a group these methods which come from many of international experiments in this field. The most important methods are:

**3.1.1 Dialogue:** the open discussion or the dialogue which takes place between users and architect is the basic stone in the participation process. Mostly, this method is going in every project. However, the degree or the level of this dialogue and its continuity determines the success or the failure of this process. This dialogue is considered to be the basic communicational channel in participation. So, the two sides of the process have to work together to strength this channel and developed it.

Through dialogue the designer can know the character of the user or the clients. So, he can know his way of thinking and his needs and wants directly and orally. Also through dialogue the user can know about what the designer thinks about, the user can ask the designer all the points which present something unknown for the user. The dialogue is considered to be one of the traditional methods of the participation methods.

If the user wants to build a house, the designer starts to ask him about his financial situation and about the budget which he owns to build since his budget plays the first point in orienting the designer's thinking. Most of the other questions which the designer will ask the user about are

depending on the first point. Then, the designer starts to ask the user about the number of the persons of the family, their ages, their needs, and their work.

After the idea about the family, data becomes complete and the designer starts to ask the users about the design which they want. For example, he asks them about the image of the finished building, if they want it simple or complex, if they want it traditional or modern, and if they want it to appear as the buildings which surround it or they want it distinguished.

The designer must not only talk with one person of the users. In the residential case, he has to listen to the wife of the owner, also he has to talk with the children. Whereas, the designer must try to ask the members of the family many questions to make them talk about what they think in it. He can ask them about the colors which they prefer, about the relation of their rooms with other parts of the house, and other questions whose answers play a very important part in the design.

Wulz (1990) said that communication is very important for the participation process, and it defines the form of the process. There are two ways of communication:

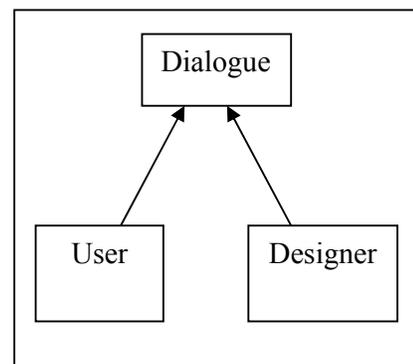
- 1- Information from the architect regarding his proposal at an early stage in the design process.

- 2- Comments and points of view from the residents regarding the proposal. Participation, however, ends there. The architect reserves for himself the right to make the final decisions.

The dialogue model has principally four aims:

- \* The democratization of planning by informing the local residents about the project proposal at an early stage. This information is proposed by the architect
- \* After the residents receive the information, they will have an early reactions then the architect receives innovative impulses and suggestions for his work on the project.
- \* The architects, after receiving the reaction of the residents, get to know about the special regional characteristics which the users have.
- \* Through, the two side of the participation process will be known. Since the dialogue is carried out in a face-to-face situation, neither the collective user nor the architect is any longer anonymous.

Designers contract with individual clients who request styled, one-of-a-kind building. Clients pay for building, criticize it during design, and eventually use it personally. To determine clients' needs, designers negotiate with them, reaching agreement on design.



So, the dialogue which precedes the design is the resource which the user and the designer return to determine what the other side wants. So, we find the designer during and after the finishing of the design telling the user during the discussion about some points that; you say for me that .... On the other hand, the user when wants something in the design, he says to the

designer that: "I tell you that I want...". We find that every one of them returns to what he or the other said during the discussion to do what he wants. So, the dialogue becomes the resource for the two sides. We find that in many projects, the user and the designer had written a contract between them to describe what every one of them says or wants.

Communication is considered as being the better way to avoid the mystique about the design process. Through communication, the user can know clearly the possibilities and the options available for him. Also, through communication there will be a sense of simplicity, clarity and adaptability. If people don't communicate with the architect, they can't understand what is being proposed; therefore the user participation will be meaningless. It is worse than meaningless if, having understood, they are then unable to change it. Having opened up options, decisions have to be made. In most projects, this is done through discussion, an informed dialogue between users, designers and sponsors (Towers, 1995).

Through dialogue, we can build the trust between the user and the designer. The relationship between them starts to become stronger. So, the user becomes closer to believe in the designer because the user lives in the condition of the designing. He will know what the districts of the design process are. He also knows through the dialogue and the open discussion which problems the designer faces. Also there will be an open discussion about these problems and every one of the two sides will try to solve it. So, the user will be satisfied with the solution which comes from experiment and experience.

Graham Tower (1995) writes that the designer has to try to put the user in complexity of the process. If the user communicates face to face

with the designer, then he will be able to understand and value the skill of the designer. Therefore, the schemes developed through open discussion are usually better than conceived in the secrecy of the office. For participation to be successful, users need to understand that design is a complex process involving difficult choices and resolving multiple contradictions. The designer will not instill such understanding by hiding behind professional expertise or subverting the participation process, far better to have a full and open discussion about design problems.

Also, dialogue is one of the most important participation methods because in many times the problem can't be explained except when the designers hear for the user. For example, Lawson (1980) says that one of the clients asked him to build another bedroom for his house. Lawson can't understand the reason that makes the client want this extension in his house although this house is large enough for all the family. Lawson said that any extension will cause a problem for the design. This extension will occupy valued garden space. In the beginning of the discussion with the user, Lawson can't understand the reason behind the user asking. Through the open discussion, Lawson realizes that the source of the problem is the music from one of the teenaged children bedroom. So, Lawson discovers the problem is in the acoustic system. Then, he starts to solve this problem without any extension in the house. Therefore, by having an opened discussion, we can solve many problems. The designer treats the cause of the problem and the user kept his garden and his money.

As the dialogue can be the most important and stronger method of participation, it also can be a weak method. This returns firstly to the desire of the designer. Also, the open discussion is easier and the simplest method

of participation so it is the most spreading method. The users must know that the dialogue with the designer is a right for them and they must ask for it. The user has to be successful in choosing the architect who will accept the idea of the dialogue and encourage it. Dialogue is considered to be the least method in cost. So, we must concentrate on it and try to make anew model of dialogue which the user through expresses clearly what he wants.

**3.1.2 The Questionnaire:** The questionnaire is considered to be a set of written questions to some groups of people. Those people are having the same character and they are concerned about the project which we want to ask about. This method mostly used in the project of which has a big number of users and the project is not for especial users. The most important benefit of the questionnaire is gathering the information about the users. This kind of information is defined by the researchers or the architects through the question about which they ask the users. Another benefit of this method is that it excites the users to express about what they think without telling about their name or themselves. This makes him more truthful and honest.

Wulz (1990) said that the Questionary technique, which consists of the statistical gathering of population's requirements, is a passive form of participation of the anonymous user. Questionary participation provides a statistically treated study and investigating result that is very important for the design process. Any architect doesn't have to take decisions on the basis of his personal systematized professional experience alone. Knowing the people's requirements is the starting point in any project. As the people have these requirements in common, the questionnaire can draw the needs and the desires of the people. Questionary participation differs from

representative participation in as much that the interest in people's requirements, is handled in a systematized form. There is a rule can be considered as a principle of the Questionary participation. This rule is that all peoples like what many people have in common. Therefore, this way of participation is considered 'anonymized' participation.

After finishing the questionnaire, the result must be studied very well through a group of assumptions which the question rounds about. The results of the questionnaire are fed to one of the computer program to know the accuracy of this assumption. This is by a scientific process which depends on the number of the participants.

The questionnaire is the most common method of collecting comprehensive information. Questionnaire is low-key tool. This questionnaire is sent or reaches to residents who answer this form and return it. Through this way architects or researchers can't get detailed exercises. People are not forced to answer this form. The response is entirely voluntary and usually well short of 100 percent. There is no open discussion through questionnaire, so it is one way channel. The questionnaire can collect information but can't discuss it. Questionnaires are useful in collecting information from the beginning of the project. (Towers, 1995).

One of the disadvantages of the questionnaire is that it does not give the user the chance to ask about many things. In other words, there is something unknown to the user and the questionnaire can't explain it. So, the architect has to know when he must use this method and with whom. The questionnaire must not be the only way to know the wants of the user.

**3.1.3 Alternatives:** this method is one of the common methods of participation and mostly it is used spontaneously without any planning. This method depends on giving a group of alternatives for the user to the same thing. That is the architect offers many solutions for the same project. One of the benefits of this method is that it could be very easy for the user. He doesn't have to do any thing except he has to choose the best solution for him. Another benefit is that the options are clear and it doesn't need a big effort to understand.

By this method, the architect has to prepare a group of different options for the different details. For example, the living room, the entrance, the kitchen, and the style of the building from out. Then the architect starts to listen to the opinion of the user about these options, the thing which helps the architects to know the user's wants and needs.

Wulz (1990) explains this method by a number of notes:

1- This participation form goes a step further in activating the user and involving him in the design process. Alternative participation is actually close to co-decision in which presumptive or local residents give the choice of several alternatives within fixed frame.

2- In order to make a choice possible the alternatives we have to concrete for the layman understandability. As in the dialogue model, the architect has to consider very carefully in what way he presents his architectural proposals for the layman user, because architecture is conceived and created as an abstract art.

3- Many architects in the communication situation overlook the fact that maps, plans, pictures, slides and even architectural models are abstractions

of a reality which only exists in the brain of the architect. Visualization of architectural proposals which reflects future architectural space and material is therefore fundamental for meaningful participation exchange of opinions.

4- Alternative participation presupposes that the future user is known personally to the architect. Thereby, the de-anonymizing stage of the participation has been reached. The choice between alternative plans of flats takes place individually as an expression of privacy and private individuality. The tenant decides according to his own wishes and preferences.

5- Another situation arises when the choice is between alternatives which will affect a large number of people. Participation by voting may well have to be employed but here we are confronted with a crucial situation for participation.

This method also helps the designer to consult all the members of the family. Everyone of the family has his concerns. For example, the kitchen is one of the concerns of the housewife but the play field of children and its connection with their rooms comes from their opinions. The child mostly can't talk about his opinion but he can choose from a group of choices given for him.

In this field Sanoff (1990) writes that 'trade-off' is another important form of the participatory process. Through this method the user can compare between competitive alternatives as each of it contains different types of it amenities. A number of choices can be proposed for the community groups and it is preferred for these choices to be weighed for

their appropriateness since there are often constraints that limit the range of choices. These ways of participation allow the participant to evaluate the cost and the benefits of available options. This is illustrated in the Durham Owner-built Housing Process where ten families who agree to utilize personal labor as a form of equity in reducing dwelling cost were identified by a local Neighborhood Housing Service Agency. The families workshops were organized where decisions about the house divided the picture of the house into four categories: house activities (figure 3.1), house image (figure 3.2), passive energy (figure 3.3) and site arrangements. The concept of trade-off's was introduced in the first planning workshop where the dwelling was subdivided into activity components such as living-dining and kitchen, or living and dining and kitchen. Similar components were developed for the adults' and children's sleeping areas. The housing trade-off exercise is a preliminary step designed to enable families to discover their unique attitudes towards the dwelling, yet remaining within budget limitations. During the process, participants learn about each others' values as well as become aware of meaning conveyed by different building.

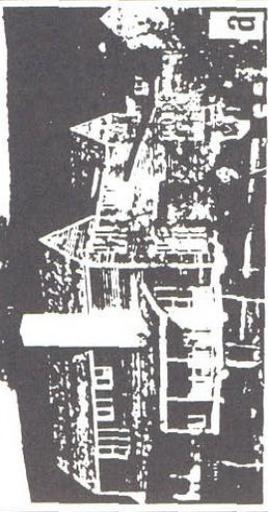
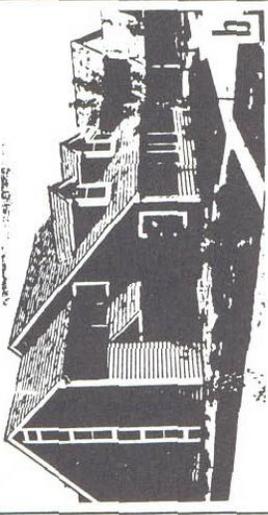
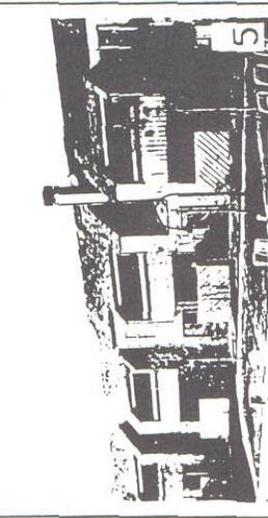
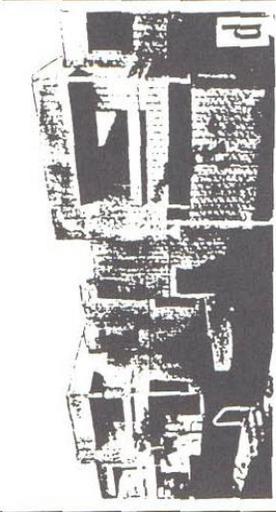
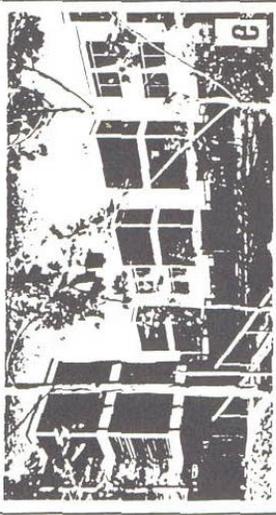
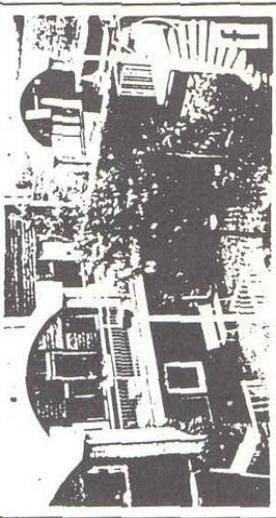
The community groups, through this experience can build a realizing of the situation as the basis for further individual or community action. Users can get a degree of empowerment through this experiment. After some of the expertise of the designer transfer through specific techniques to the user, he becomes able to make informed environmental decisions. These design assistance techniques form the core of a repertoire of available methods used to effectively engage people in making design decisions (see also figure 3.3).

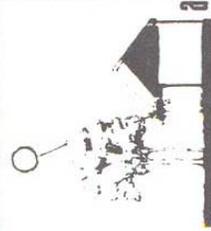
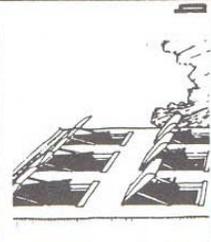
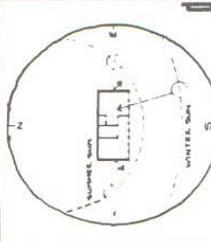
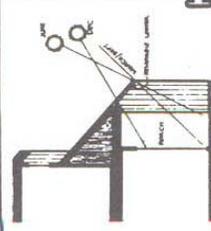
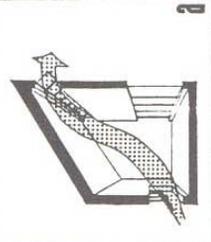
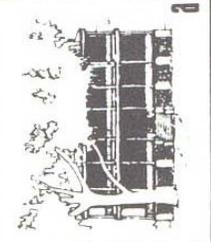
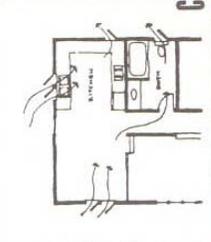
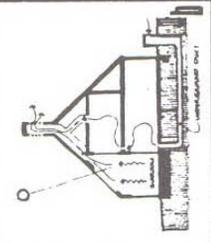
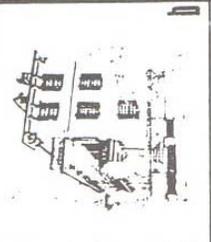
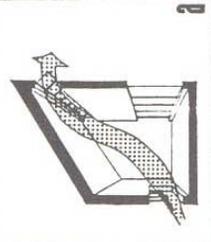
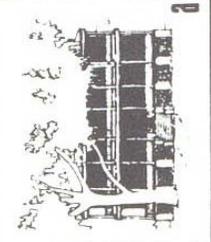
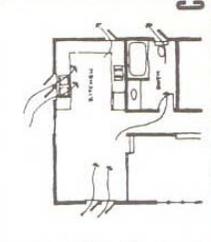
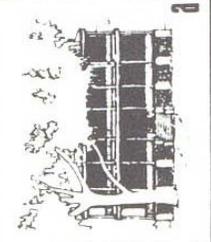
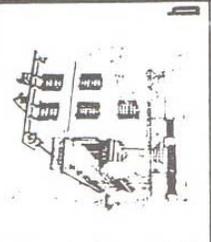
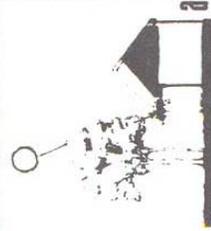
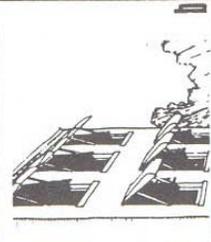
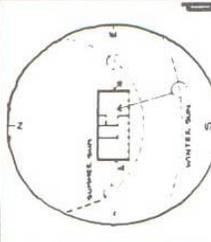
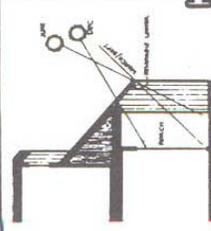
But on the other hand, there are some specialized people who think that this method had many disadvantages as Zeisel (1981) who say that among an infinite number of complex problems there may be no such thing as a best solution-and any problem can be as complex as one wants to see it. So, if we think of design as a process of choosing the best solution from among possible alternatives, we run into difficulties.

To reach this method in the easiest way we must use many tools such as drawings in the three dimensions, detailed drawing, models, and others. These tools make it easy for the user to choose.



Figure (3.1): House images, Sanoff, 1990

<p><b>part</b> <b>3</b></p>	<h1 style="text-align: center;">workshop</h1>		<h2 style="text-align: center;">RULES</h2> <p>Each player selects the picture that he likes the most and that one he dislikes the most. Then he describes the particular characteristics of the first as well as of the last choice.</p> <p>After each player has completed this step in the process, the individual selections are pooled. Through negotiation the group must agree on the pictures they like and dislike the most.</p>	<h2 style="text-align: center;">PERSONAL RESULTS</h2> <p>like the most: _____</p> <p>dislike the most: _____</p> <p>comments: _____</p> <hr/> <h2 style="text-align: center;">GROUP RESULTS</h2> <p>like the most: _____</p> <p>dislike the most: _____</p> <p>comments: _____</p>	
<h2 style="text-align: center;">HOUSE IMAGES</h2>			 <p style="text-align: right;"><b>a</b></p>	 <p style="text-align: right;"><b>b</b></p>	 <p style="text-align: right;"><b>c</b></p>
 <p style="text-align: right;"><b>d</b></p>			 <p style="text-align: right;"><b>e</b></p>	 <p style="text-align: right;"><b>f</b></p>	

<h1>Workshop</h1>		<h2>RULES</h2> <p>Below and on the next page there is a series of pictures that represent techniques for different passive energy principles. Each player chooses the technique that he considers the best for each principle.</p> <p>After each player has completed this step in the process, the individual selections are pooled. Through discussion the group must agree on the techniques they consider the best for each principle.</p>		<h2>GROUP RESULTS</h2> <ol style="list-style-type: none"> <li>1.) Protect from the sun when it's too hot for comfort:</li> <li>2.) Allow wind to ventilate and cool when it's too hot for comfort:</li> <li>3.) Avoid creating additional humidity:</li> <li>4.) Insulate from outdoor temperatures to reduce heating needs and increase comfort:</li> <li>5.) Let the sunlight in when it's too cold for comfort:</li> <li>6.) Protect from cold winds when it's too cool for comfort:</li> </ol>	
		<h2>PASSIVE ENERGY STRATEGY SELECTION</h2>			
<h3>1 PROTECT FROM THE SUN WHEN IT'S TOO HOT FOR COMFORT</h3>	 <p>Use landscaping (deciduous trees, vines), along with overhanging roof and other building elements, to shade living space.</p>	 <p>Shade windows. Shutters, awnings, and other exterior shading devices offer best protection and allow ventilation.</p>	 <p>Orient the length on an east-west axis to avoid summer baking and allow winter heating. Southern exposures are easy to shade from the summer sun.</p>	 <p>Design overhangs to let in winter sun while excluding higher summer sun.</p>	
	 <p>Inlets should be low but outlets should be near the ceiling to maximize cross ventilation.</p>	 <p>Elevate the house to allow air movement beneath and to reduce humidity.</p>	 <p>Elevate the main floor to reduce humidity.</p>	 <p>Ventilate kitchens, baths and laundry rooms in order to exhaust humid air.</p>	
	 <p>Consider induced ventilation through shafts or other vertical spaces.</p>	 <p>Ventilate spaces between dense landscaping and living space.</p>	 <p>In summer, remove plants from direct sunlight to reduce evaporation.</p>	 <p>In summer, remove plants from direct sunlight to reduce evaporation.</p>	
	<h3>2 ALLOW WIND TO VENTILATE AND COOL WHEN IT'S TOO HOT FOR COMFORT</h3>	 <p>Inlets should be low but outlets should be near the ceiling to maximize cross ventilation.</p>	 <p>Design outside spaces for ventilation and shade.</p>	 <p>Design outside spaces for ventilation and shade.</p>	 <p>Design outside spaces for ventilation and shade.</p>
	<h3>3 AVOID CREATING ADDITIONAL HUMIDITY</h3>	 <p>Elevate the main floor to reduce humidity.</p>	 <p>Elevate the main floor to reduce humidity.</p>	 <p>Elevate the main floor to reduce humidity.</p>	 <p>Elevate the main floor to reduce humidity.</p>
	<h3>4 PROTECT FROM THE SUN WHEN IT'S TOO HOT FOR COMFORT</h3>	 <p>Use landscaping (deciduous trees, vines), along with overhanging roof and other building elements, to shade living space.</p>	 <p>Shade windows. Shutters, awnings, and other exterior shading devices offer best protection and allow ventilation.</p>	 <p>Orient the length on an east-west axis to avoid summer baking and allow winter heating. Southern exposures are easy to shade from the summer sun.</p>	 <p>Design overhangs to let in winter sun while excluding higher summer sun.</p>

**3.1.4 Sampling:** this method is extremely similar to the alternative method, whereas many samples for something are exposed for the user. But it is different from the alternatives method in some points such as:

1 - It is subjected to discussion from the user that it is not constant or final. It is subjected for the user not only to choose from it but also to benefit from it in reaching to a good solution by the modification of these samples. The modification solution can be very close and similar to these samples or it can be different. These samples benefit sometime in taking a concept or a part of it.

2 – It can be with no strings attached to the number of these samples that it can be only one sample. These samples more during the discussion between the user and the architect to bring to the user's mind some idea that the architect uses it to figure out something during discussions.

3 - These samples could be integrative in that it is not equivalent or parallel. It is in all contributed in solving some problem in a gradual way, step-by-step.

Towers (1995) said that the sampling is a technique that designers themselves use when considering option, and it can be equally valuable in user participation. It can be done in several ways:

1- Visits can be made to similar scheme, particularly if they are nearby.

2- If visits are not possible, then pictures are the next best thing. Photographs or slides can be taken to meetings to illustrate a general approach or the appearance of details or components.

3- The technical aid group CLAWS has developed a refined version of this approach that they call 'ideas boards'. Large cards are prepared with photographs or sketches of different methods of solving the same problem: types of fencing, different seat design, and so on. Topics will vary according to the project.

4- Collecting real bits of building. Sample components can be obtained from manufacturers and presented to users for discussions and choice. Samples of finishing material-wallpaper, tiles, finishes for kitchen units – are indispensable. But larger components can also be sampled. In estate modernization schemes in Islington, sample of windows of different types and in various materials were taken to meetings to help tenants to decide their preferences.

In spite of the easiness of this method in participation, it also has some disadvantages. It could deceive the user, the user could see the beauty of some solutions but when he applied this solution he discovers something else, the cause of this is that this sample which the user saw could be suitable for some context. It is successful in that context but when we remove it literally to another context, it fails. In this case, the architect is responsible. He must value the new environment which we want to apply this sample to it. Then, he must make the necessary modification to this sample with the sharing of the user.

**3.1.5 Representation:** This method of participation is different from the other ones. It means that the designer puts himself instead of the user. The architect will live in the condition of the user in all its details. It differs from the other methods because instead of transferring the user to the mind of the architect, we transfer the architect to the life and the mind of the

user. By this way the architect can know the exact needs and the wants of the user exactly. Many of the users look to the architect as if he lives in a tower of gilder far away from them and he can not realize their needs through speaking only. This method increases the efficiency of the other methods as the dialogue.

Wulz (1990) said that the architect must be able to put himself in the place of his clients in order to reach the client's influence on the architectural design. One of the fundamental aspects of the artistic and social role of the architect is to represent the client in the architectural product. Representation is not eliminated in any way of the other forms of participation. It is, so to say, the profound basis for the existence of the profession of the architect. This becomes quite obvious in the situation where the user is anonymous to the architect. This is very important in the project where the users are anonymous such as town planning and planning of apartment house. In such projects representation must be applied in order to guarantee the needs and the wants of the users. In representation, the citizen's influence on planning and design takes place by means of the architect. With his own background of professional knowledge and experience, he puts himself in the position of the unknown users, with regard to their special needs and wishes. The architect, through his personal and subjective interpretation of user's situation, can represent the anonymous users.

One of the disadvantages of this method is that it is considered to be one of the lowest methods of participation in which the user participate. The cause of this could be that the user is mostly unknown. It represents the minimum one in active participation. In most cases, the architects who are

encouraged by this method see that the user's participation reduces their distinction. So, we must be very careful when we use this method and we must try to merge it with the other methods.

**3.1.6 Traditionalism and Regionalism:** we can consider this method of participation as an indirect method. It means that the architect, in his design, must try to apply the image of the region which the people live in. So, the architect in this way, does not impose a fixed picture that he wants, but he tries to keep up with the consideration of the site, environment and the context.

Wulz (1990) writes that the characteristics of local architecture must not be absent. So the architect must take into their consideration the importance of the specific regional and local characteristics for human well-being. Every community has its own architectural expression, symbols, forms, meanings and spatial behavior. These local population's preferences must be on the top of the aims the architect thinks about.

Different from Questionary architecture, regionalism takes care of the specific and cultural heritage within a geographically limited area. Here, the preparedness of representative participation makes rooms for a systematized ways of finding out what local architecture is about. Regionalism can be achieved by the combination between questioning the local residents on their expression and the representative thinking. By this way architects can ensure that the applying of the architectural and symbolic qualities is on a specific area. In this method, the architect shares the people in their way of thinking but he can't share them in how he can reach to the final solution. This method is weak and we return to it when the users are unknown.

**3.1.7 Design Game:** this method means that the users participate with each other in taking the decision after an open discussion and dialogue takes part between them. By this method, architects built a big model for the site in which we want to design. Then the users start to examine their solution and discuss it. This method of participation is suitable when the project is general and the number of the participants is big. But, we can also apply this method in a small project, for example, by sharing all members of the family in the interior design for their houses.

Graham (1995) writes that the design games developed as an important method of participation. A design game specifically geared to landscape schemes has been developed by CLAWS. The steps of this method are:

- 1- A baseboard of the site is prepared showing the site blank and the surrounding development drawing in.
- 2- flat 'pieces' are then prepared of the various elements that could go on the site: different pieces of play equipment, a hard ball games area, a tennis court, meadows, car with turning circles, paths, a BMX track, and so on.
- 3- The pieces are made in flat card to scale and are colored up in a representational manner. The pieces can have price tags that people can work to budgets.
- 4- In the game the landscape architect controls the board, and the participants suggest and discuss the placing of the pieces.

5- Conflicts can be argued through and resolved. Several arrangements are tried, modified and adjusted until a preferred option emerges which has consensus support of the meeting.

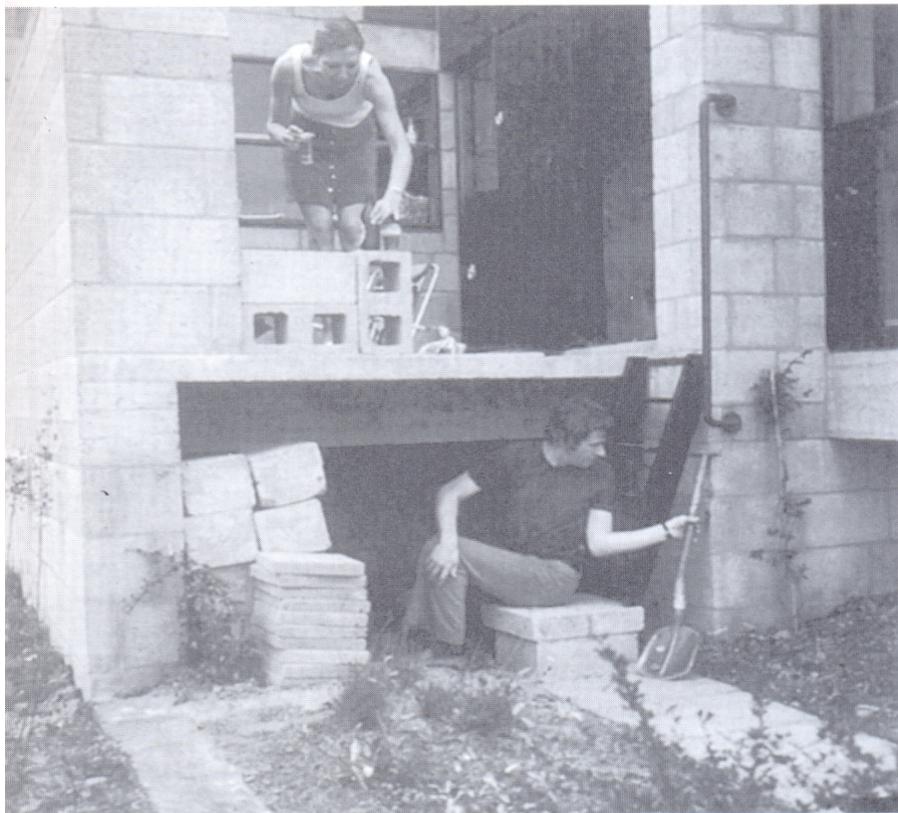
6- A sketch scheme is drawn up from the final version which goes back to a further meeting.

**3.1.8 Incompletion:** the architect doesn't finish all the parts of the building. Mostly, in this method he finishes the frame construction for the building and he quit the partitions and the interior design for the user. This method is increasing in our Palestinian architecture especially in building the residential multi building floor. Most of the people in our country who buy the residential department are themselves who make the interior design. Despite that the investor doesn't intend the participation in his work and he wants the quickness and saving solution. The participation which done by this method is a very high level of participation. We must study this phenomenon and we must try to make it an intended method and not a spontaneous one.

Hill (2003) writes that Hertzberger uses two principal strategies: polyvalence and incompletion. With reference to the Diagoon Dwelling in Delft, completed in 1970, he writes: the skeleton is a half-product, which everyone can complete according to his own needs and desires. Surfaces were left bare and specific areas, such as the balconies between the houses, which were left vacant, to be completed by the buildings occupants.

The incompletion methods can be used by every user, which means it is easy to apply. It can be applied for every purpose, and it gives an optimal solutions. Through this method, users can use the single element

for many uses. The incompleteness of the Diagoon Dwelling can be seen as either evidence of the architect's modesty or a patronizing attempt to confront users (figure 3.4).



**Figure (3.4):** The incompleteness methods Hill, 2003

We find that the methods of participation are many and various but to carry out these methods we need tools. These tools aren't limited to one method only but they can be used also in all methods. The tools which are used in carrying out the methods of participation are developing. It is now more developed than it was before ten years. For example, the cause of this is the developing in information technology and the developing of the computer.

The study will talk about three important tools of it through the fieldwork study.

Towers, 1995 writes that: For most projects, it is in fact impossible to achieve perfect user participation. No method can create a perfect decision-making dialogue and all the techniques mentioned have its limitations. Most successful project uses a combination of techniques that help to counterbalance the various shortcomings.

Sanoff (1990) says that the citizen participation is a complex concept. In order to obtain an effective participation architects must concerns with certain points:

- 1- An analysis of the issue that is to be discussed.
- 2- The individuals or groups that are to be affected by using this project.
- 3- The resources that will be needed and the goals for which the participation is being initiated. Also it is necessary to identify goals and objectives in planning for participation.
- 4- Analyzing the techniques that are available and the resources that they require. Techniques such as surveys, review board, neighborhoods meetings, conference, task forces, workshops and interviews, represent a few of the options available to participatory planners.

In many cases, the methods of participation depend on each other. That is we can't do any method unless we do another method. Sometimes, we start by a questionnaire then dialogue moving towards choosing from a group of solutions. So, the methods of participation are very important to successful participation.

### **3.2 The Tools of Methods of Participation:**

Any method to be successful needs tools. These tools are varying according to the project and the user and could be one of the following:

**3.2.1 Drawings:** the drawing is the traditional tool to communicate between user and architect. In order that the architect can transfer what he/she thinks about to the user, he/she will use the drawings. Although these drawings are changing from one architect to another in the way of drawing, but all have the same names. So, it could be the balance with through which them we can judge the subject. For example, there are elevations, plans, sections, and perspectives. All of these drawings can change in their presentation but it remains as they are, and the plans are plans. The architects have to make them simpler as much as they can do so especially in the first stages of the project. The more the drawings can be simple and clear, the more the user will be able to understand and then to participate in a better way.

Unfortunately some of the architects resort to make these drawings very complicated. So, as they can make a feeling of awe and obscurity for themselves. This will reduce the participation of the users because they can't understand the drawings. Graham Towers (1995) says that some of the architects trend to use the drawings as a tool to apply some of the aspects of mystification. Those architects try to make these drawings an artifact in itself. Some of these drawings are very complex and it can't be understood even by other architects. The simplicity of the drawings is very important to guarantee effective user participation. It is preferable to use the colored diagram instead of the strict projection in order to get an understanding for the plans, elevations and other drawings. Simple

drawings also have the benefit of easy adaptation. It is no good embarking on user participation with a beautiful set of drawings that look as though they are the final solution. Sketch perspectives are a useful tool in communicating the appearance of a proposal (figure 3.5).



**Figure (3.5):** Sketch perspectives method Towers, 1995

The perspective in the drawings could be the most clear to the user understanding from the other drawing. Most of the users can't understand the plans or the sections but they can understand the perspective. They look at the perspective as if it is an art panel and not as an engineering drawing. So, some of the architects resort to the idea of the instant drawings during the meetings with the user. The architect starts to interpret what the user says during the meeting by drawing. The architect shows these drawings directly to the user. So, he can realize what the user says. For example, the user starts to describe his imagination about the entrance of his house and

the architect draws a quick sketch for his imagination and so on. This way plays a very important part in encouraging the user to increase his accurate description for the project until he describes all the details.

**3.2.2 Model:** the model is the second tool of participation. The architect makes a preliminary or a final model for the project which he designs. The first important benefit of these tools is transferring the user to the real situation after which the project will be finished. Secondly, this tool is easy and doesn't need any advanced information for the user. Whatever low the culture of the user was mostly he can understand this model.

Another benefit of the model concentrates on the project from all its sides. It is unlike the drawing which shows the beautiful sides of the project and ignores the other sides of it. Also another benefit of this too is that it can make the user realizes the context which surrounds the project.

The architect can make a big model for near buildings surrounds the site that we want to design. This will help the user and the architect to understand the context, and so they will be more able to cooperate with each other. But, the mode has some disadvantages. One of these disadvantages, as Graham say: Models can be very helpful. They present a complete three dimensional representation of a proposal as it will look when complete. In practice, there are severe limitations such as:

1-Detailed models are very expensive to build and they cannot easily be altered.

2- The sheer investment in model may make the designers reluctant to consider alternative solutions.

3- Simple models are not easily understood, but they can be useful communication tool.

Lawrence (1990) writes that since the beginning of this century, environmental and building models have been used for diverse purposes: for example, in dissimilar contexts like theatrical settings and for the assessment of the strength of building structures. Environmental models began in the last two decades to interest the human in the design process. Environmental models have many forms depending on the scale of these models.

These models range from small-scale simulations of extensive urban areas down to the interior layout of dwelling units or specific rooms. This idea of participation is relatively new and it can be considered as an alternative tool for the graphic representations. This method encourages the users to participate and it has illustrated some important finding while leaving other unclear.

**3.2.3 Computer:** in the last years, the computer starts to be in the first degree in all the fields of science and engineering is one of them. Computer is used as a tool for drawing two and three dimensions. Many programs were developed in this field. One of these programs enables the user to feel that he is inside the project and he can move through its parts and rooms.

This will put the user in real situation of what the project will be after carrying it out. This tool is distinguished by the easy and the quickness of modification. The architect can modify during the discussion. Also, by the drawing on the computer we can use the same material which

we want to use it in the real project, such as use concrete, wood, steel, stone, and other materials in drawing.

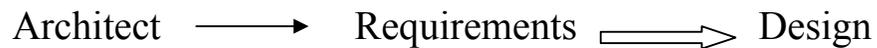
### **3.3 Levels of Participation:**

Level of participation can be divided into many parts. The participation process differs in the level in which it can be carried out in. The level of participation depends on many things. The most important of these are the following:

- The user; who is he / she? What is his age? Is he /she one or a group? Is he /she owner or not? What is his /her authority on the project? And there are other things which depend on him.
- Also the level of participation depends on the architect; is he encouraged to participate or is he/she rejected? Does he have an experience in participation? Does he/she know the methods or not?
- The project; what is the kind of project? Is it general or special? What is its size?
- The culture of the community and the democracy in this community.

All of these factors make us divide the level of participation into many parts as to control the architect or the user on the project:

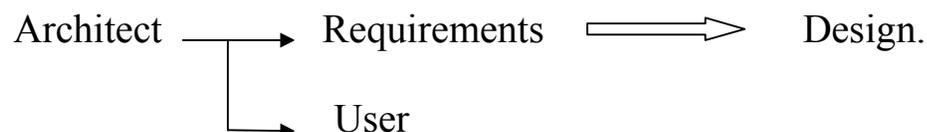
**3.3.1 The level of non-participating:** The level of participation could be zero. In this level, the architect is the main controller of the project. He takes into his consideration the demands which some governmental authority requires such as municipalities and ministries. Also, he takes into his consideration the budget which is appropriate for the project.



The main cause of this level is mostly the architect. However, he believes that his science qualifies him to take the decision individually and the intervention of the user is considered to be reduction in his science and intervention in his work. Also there could be other reasons for this level. For example, the user hasn't the desire to participate. All of what he wants to get is a good design in minimum effort. This refers to the non-understanding of the user for his rights. Also, the user might think that the design process is not easy and it needs to a very high level of knowledge.

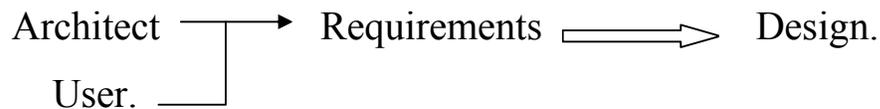
Towers (1995) writes that the designers has to accept to work with the users to get better participation. An architect must know that the users have the ability to say that this machine or design works well and whether it is pleasing to the eye or not. Most of the people know how to use the car or the armchair but they could not design it. The architect cannot impose their designs on the user, so they have to learn how they can sell it.

**3.3.2 The low level:** the user participation is small and insignificant. The first controller on the project is the architect. The architect for the user to give his opinion but he is not forced to take this opinion. The architect takes in his consideration the principle requirement of the project.



This level of participation takes place when we use only the questionnaire. Also, it appears when the user feels that he is weak in his request for participation.

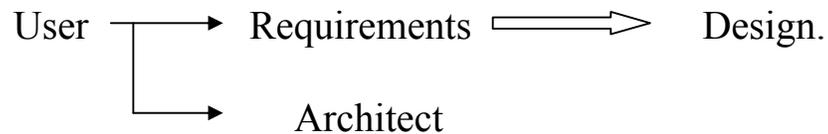
**3.3.3 The equally-balanced level:** the opinion of the user is equal to the opinion of the architect. The only thing which they demand is the requirements. Many people and specialists wish to apply this level of participation as there is equal balance between the wants of the user and the science of the architect and his imagination. The architect and the user cooperate with each other to produce a project which expresses the culture of the user and community and it is not free from the artistic touches with the functional side.



Wulz (1990) writes that architect's decisions also can be affected by others forces and factors that he cannot ignore it. The architect is not always, as in the previously described forms of participation, as if he only has the decisive influence. Through participation process citizen influence changes from being passive to balancing and then to an active one which dominates the architect's authority. In most of the participation process, the balance decision situation was the most applied. Co-decision involves the population from the beginning of a design process and aims at the user's direct and active participation.

**3.3.4 The high level:** In this level, the first controller is the user. The part of the architect here only is as a guide and adviser. The user who is the

controller of the project and of the architect takes in his consideration the requirements of the project



This level of participation appeared when the user has a big power enables him to administer the stages of the project. This doesn't mean that he carries out the project alone but means that he/she able to direct the project to the concept of his participation in taking the decision. Mostly, this level happens with the agreement of the architect. The user in this level has enough level of self-confidence and he/she has a good understanding to the architect culture and mostly he/she is rich. Wuls (1990) rename this level with self –decision and he says that there are two arguments appearing when the self decision situation is applied:

- 1- People are seen as creative entities.
- 2-People's independence from all forms of authoritative intervention is seen as the purest form of democracy.

By this self decision, the influence of the architect is further reduced. These two arguments express two points of view which have in common the conception that people have a fundamental need and desire to express their own individuality and uniqueness as human beings (figure 3.6). The high level form of participation exists today in the form of self-build and self –help. The completion of the partly finished buildings and the consisting of at least the constructive structure, roof and service installations could be considered as a form of self-build. The part of the

architect in such projects is limited to the first building stages as the choice of the site and structural and service system. The architect could be considered as a consultant in the later building stages. He can answer the questions of the self-build group as choice of materials, colors, solution of flat plans, extensions and other questions.

In this level of participation appears the architect Hassan Fathi. Fathi suggests through his research and scientific active in his book (The Architecture of the Poor) a new form of participation. They can do their work in this participation.



**Figure (3.6):** Apartment house, Austria, Wulz, 1990

They also can find a material to build without any cost, it is the soil which is under their foot. Depending on the soil and the work, they can do many things (Figure 3.7). But also there will be other technical problems, they cannot solve by themselves, or they can solve it



**Figure (3.7):** The Architecture of the poor, Khater, 2003

with very costly and wrong method. Here will appear the part of the architect who will be the guide in a project depending on the self effort. The skill of the

architect appears here helping the people to reach to an inexpensive solution for the problem which they faced (khater, 2003).

**3.3.5 The-Top-level:** In this level, the part of the architect will disappear a complete way. The user who is the main controller in the project takes in his consideration the requirements of the project. In another manning architecture is without architects. In some cases the user also doesn't take in his consideration the rules of the authority in the building which will precede scattered architecture.

User  $\longrightarrow$  Requirements  $\Longrightarrow$  Design

This level of participation is not what we want because in many cases there are this causes many problems. The absence of the specialists leads to an absence in the right solutions. We must make a rectification on this level of participation or opinion imposing. This kind of opinion imposing appears when the level of the culture for the people decreases is merely absence. The people will be unable to understand the part and the impotency of the architect. This mostly appears in the distant town where there is no direct authority. Also, this level appears when there is disaster or political condition as in Palestinian camps.

From what was previously mentioned we find that the levels of participation are different and many. There could be one level which is between the two of the mentioned levels. That is there are no districts for the participation level which could be done. Also these levels are return able of what people understand about participation. Whereas Habraken (1990) said that user participation has two meanings that are pointed in opposite direction:

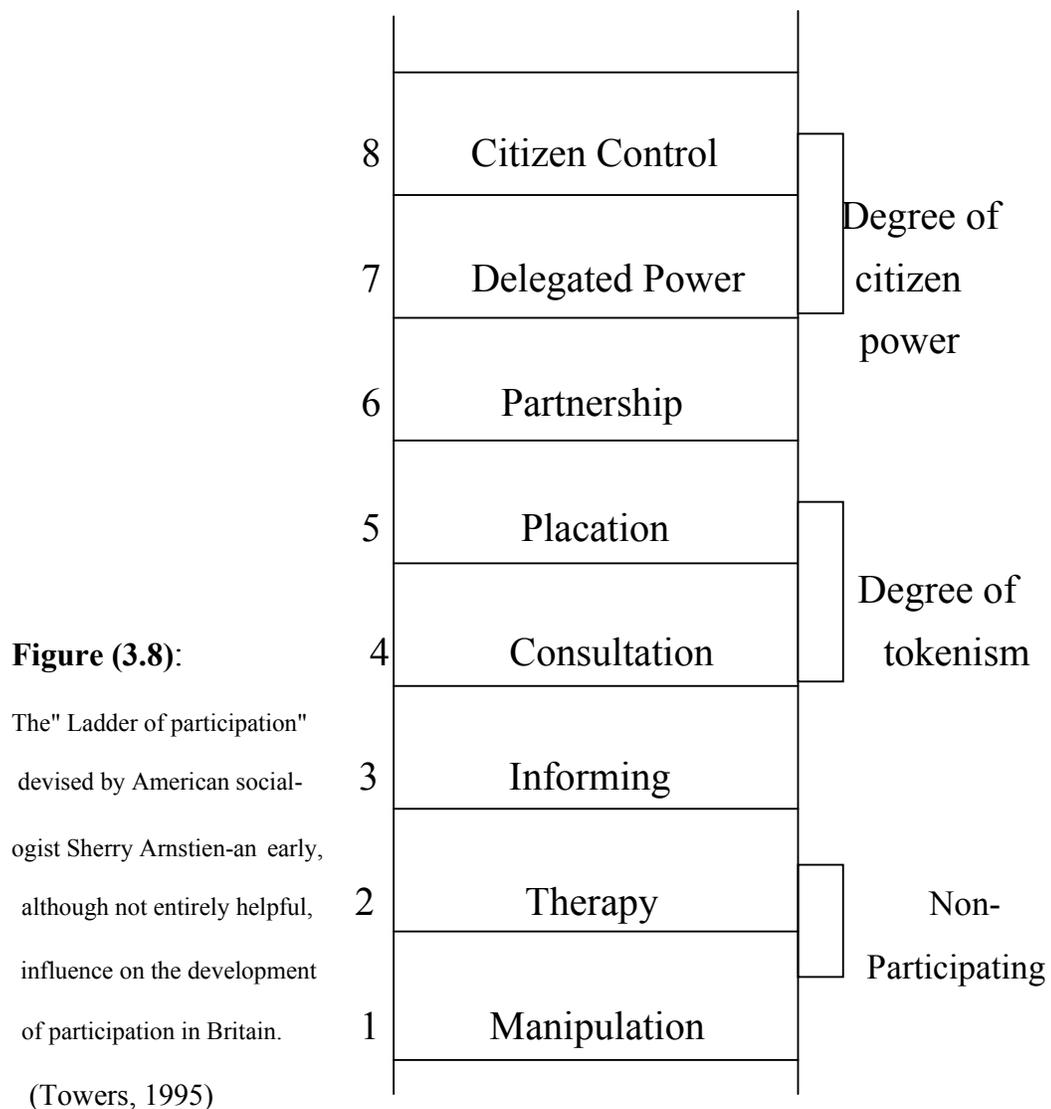
1- User participation means user decision- making power. They want to place under the responsibility of the user certain decisions that the professional is used to take. In this case, the word indicates a new balance that can only be achieved when some transfer of power takes place. It is a meaning that demands a fundamental and a structural change.

2- The other meaning does not denote a transfer of responsibility; the profession domain remains the same. Here the term participation means that the layman is asked to voice his opinion. He is promised to be heard and to be taken seriously. This meaning indicates a change of production within an unchanged balance of power. The difference is significant.

Towers (1995) writes that the American sociologist Sherry Arnstein suggests the ladder of citizen participation (figure 3.8). It is obvious that the people involvement in design have several levels. These levels are degreed from down to top. Arnstein believe that people need the power to be involved. He sees that in the most part, participation was simply a mean of manipulating public opinion. Participation without redistribution of power is an empty and frustrating process for the powerless. It allows the power-holders to claim that all sides were considered, but makes it possible for only some of the sides to benefit. It maintains the status quo. Most of the rungs on the ladder are, therefore, a sham. Participation becomes meaningful only near the top, where some power is transferred.

From these two meanings and from this ladder the level which we talk about could appear. The important thing here is to know which level we want. Also is there only one level appropriate for all projects, or are the levels different by the vibration of the projects and the persons. I see that every level has special condition to apply. So, we must cooperate with the

user to determine the best level. We can also join two or more of the levels depending on the stages of the project. The user's part could be increased in some stages and decrease in another. In my opinion, I think that the balance level could be the best one in many projects. The user and the architect must cooperate to determine the level because if every one of them wants different level from the other then there will be disagreement between them. Here participation will be very difficult to apply.



### **3.4 Stages of Participation:**

Participation is classified into many parts and stages. These parts are returns to the stages which any project passes through. The users can participate in all the stages of the project. Every project has three stages; planning stages, design stages and carrying out stage. Participation enters in these three stages. Every stage can be also divided on many parts depending into the time or the parts of every one.

#### **3.4.1 Planning:**

The first stage of participation is in planning. We can say the planning stage means the stage of policy preparation or the stage of knowing what the user think of doing. Through this stage we study the actual situation and analyze it. For example, the user decides what kind of building he/she wants, is it small or big, is it one floor or more, what is the style of the building he want. These entire questions are required from the individual but in the group level there are another inquires. For example: what will we do in this area, is it landscape area or residential area, where will we put the services or what are the needs of the people in this area?

Al-Assi (2001) names these stages by analysis phase she says "*In this stage advisor of rehabilitation project is involved with users. Owner and occupiers are often known at inspection. Advisors or team of professionals should know how to approach users in a positive way and bring people as much as he/she to the design aspect. This could be achieved through what is called a preference survey. The best way to carry a preference survey is to visit each household and discuss with residents their needs and take notes on their observation of the building*". (Assi, 2001, p.439).

So the architect has to know how he/she can allow the user to participate in gathering the correct information about him, then he/she gets the accurate result which gives a share in success the planning process. Professional designers have to avoid additional problems which must knows what questions to ask. Before testing designs with research information, they must test information by comparing it with their own lives, answering the question ' Do these issues actually describe the needs of people? Participating in planning is the big scale. Mostly, this kind of participation appears on the big and general project, which concerns many people. Also, the number of the user is big.

### **3.4.2 Designing:**

The second stage of participation is in design. It could be at the individual or group level. The most important thing in this stage of participation is that the design will express the needs and wants of the user. The user will be the second part in the design process. We can consider that the participation in design is the most important stage as mostly the decisions of design take place in this stage. This stage has a dominant influence over the preceding and the next stage. Al-Assi (2001) also talks about the importance of this stage in the restoration project, she says: *"It is necessary to inform people in this stage with proposed changes. The architect has to talk to the residents in details and on site about the design proposal. Sometimes problems might rise that the information gathered from the survey is constantly changing. Ownership may be altering. Residents are changing their minds also when the repair process starts. One way to overcome this is to inform people with the type of modification they will have in their house, and to be sure they are fully aware of it and accept it."* (Assi, 2001, p.439).

Participation in the design stage has many tools to carry out, also it has a big importance. It is important to realize that the absence of this stage does not necessarily mean an absence in the other stage as some people think. Some people think that their participation in the carrying out stage or in the constructions stage does not benefit when they were absence in the design stage, but this belief is wrong.

### **3.4.3 Construction:**

The third stage is the construction stage. Many of people ignore this stage, but in real life situation it is very important. This mostly stage appears in the self-help project. The main purpose of this stage mostly is to reduce the cost of the building. Although this stage of participation has been known for it's specialty in the general project, it proves it is successfulness in the special project. Fathi brings up a logical inquiry. He asked how can any Egyptian farmer has only one feddan built his own house but on the other hand the person who has more than a hundred feddan can't built his house. Fathi sees that the simple answer about this inquiry is in the ability of the farmer to build his own house by himself from the soil or the bricks which he get out from the land and dries out in the sun (Khater 2003).

This pattern of participation has appeared in our country in the last century and up to now and it has been known as (Al-Ona). The people are gathering to help the building owner in the construction, and they sing the traditional songs in a ceremonial mood. Also, this kind of participation is mostly used in a country that is exposed to catastrophes, or in countries which are planning to develop selves. UNESCO, (1995) mentioned that the participation is considered to be the key strategy for the government of

developing countries that are seeking to provide or improve shelter for the rapidly growing numbers. In order to improve their own living condition, the residents must refer to community participation and collaborate with government, donors or non-government organizations.

The participants are all those who involved in processes of settlement development. On the one hand, there are the residents. On the other hand, there are the professionals – planners, officials, housing officers, development workers – all of those people with their own special expertise. Within any community, there will be a range of experience, skills and resources among the residents. The ideal is for each to participate according to his or her abilities.

In many cases, the specialized bodies or the authority refers to train the participants to make this kind of participant successful. Many workshops are done where participants learn the main basic principles in participation to carry out the craft skills.

#### **3.4.4 Evaluation:**

The fourth stage is the evaluation stage. Many researchers do not consider this stage as one of the participation stages. But, it is actually one of the most important stages in participation. The importance of this stage does not refer to it's usefulness that is directed to the building itself to or the participants themselves, in most case. This is the cause behind the ignoring of this stage. The intention of this stage is to evaluate the building by it's users after passing an enough period of the living in it. The architect talks with the user about the advantage and disadvantage of the building. What are the problems which he/she faces? Are these buildings comply with his/her wants and needs or not? Is there something in this building

which can be modified? All these questions and others are discussed with the users. All of the results that we get were used in other similar buildings.

For example, if we want to design a hospital, we must visit some hospitals and talk with patients and doctors to know the good and bad points. Therefore, we can avoid the problem that may happen and we can concentrate on the positive points. In addition, we can make some modifications on the same building about which we study. Investigators can better use evaluation research result to improve the process of making design decisions in the future if they can identify and make visible the design decisions that led up to the evaluated setting.

Sanoff, (1990) recognizing that the ability to satisfy human needs lead to get success of the designed environment. Both of the functional and spiritual designers and social scientists set out to systematically record the correspondence between environments and the needs of users. The designer has to know how user wants to live and what he/she likes to do in order to create the appropriate environment. This can be achieved by evaluating their behavior. This is known by environmental evaluation or post occupancy. Donald Canty, in an editorial for the AIA journal introduced a new idea, post-occupancy evaluation of individual projects. 'Our motivation' he states, is mainly the belief that the profession can learn from both its accomplishments and mistakes.

Another, critic Ellen Parry Berkeley visited three dormitory buildings in Vermont 10 years after occupancy to evaluate the projects. He discovered after interviews with many students that it became the apparent that the building, which was clearly in the mainstream of good design, was the source of considerable dissatisfaction. Many of the problems are

associated with noise. Moreover, under-utilized space had not been anticipated although the architect had provided models of the building to solicit opinions. The living rooms, for example, failed as casual meeting space, yet they offered the opportunity for meditation and study in a grand space. Without post-occupancy evaluations we cannot discover such unexpected occurrences as observed in the living room. Berkeley came away from her first evaluation experience with the conviction that 'despite all its difficulties, post-occupancy evaluation is probably the only kind of discussion about living and lived-in architecture that makes the sense. Post-Occupancy are Evaluation for the program as well as the design.

Therefore, participation can involve in planning, design, construction and evaluation. These stages are not important to depend on each other. We can apply the participation in only one stage of these and will as we can apply participation in the four stages together.

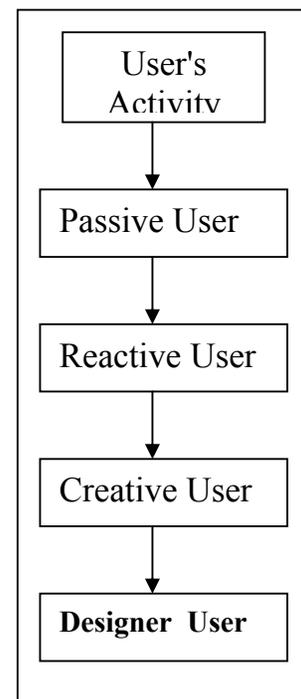
### 3.5 Types of Users:

When we talk about the type of user, we will find many different classifications. The study will concerned with two basic classifications.

#### 3.5.1 User's Activity:

The first one is the activity of the user or his interaction with the project. Jonathan Hill (2003) divided it to three types of user:

- 1- The passive user is predictable and unable to transform use, space and meaning.
- 2- The reactive user modifies the physical



characteristics of a space and needs change but must select from a narrow and predictable range of configurations.

3- The creative user either creates a new space or gives existing one new meaning. A Creative use is either be aeration to habits, resulting from knowledge which is learned through habit, or based on habit, as conscious, evolving deviation from established behaviors.

#### **3.5.1.1 Passive User:**

The passive user is usually afraid. He/she does not have the minimum limit of knowledge that enables him to participate. Also, in many cases, he does not have control on the project. He uses the space as the others tell him that is he/she learns how to use the building. The participation of that user is relying on representation. That is, we look at them and to the nature of their lives in order to know how they think and what they want. With this type of user, the participation is in the minimum limit. Therefore, the architect must try to transport those users to the second or the third level if he can. This may be actualizing through many methods of participations, the most important of which is to increase their knowledge and their self-confidence so that they are encourage to participate.

#### **3.5.1.2 Reactive User:**

The second type of user is the reactive user. Therefore, he must impose to some event to be reactive with it. In other words, he must ask for doing something. He/she does not take the initiative but he/she the response or he/she has a positive reaction. He always wants the person who guide or direct him so that he can be passive. Participation, by this type of user is good but it is not the best. The user ready to participate, but he wants the

person who draws to him the method of participation. We must try to make this user more reactive until reach the third level by practice.

### **3.5.1.3 Creative User:**

The third type of the user is the creative user. He is the most capable of participation. Participation by this type of user is in first-rate. Participation could reach to the balance stage, or the stage of the user control, also it can cancel the architect part. The user is a person who asks for participation and he does not need the person who draws for him the method of participation. He is the leader and he controls and understands the parts of the building. The user feels that the building is a part from him and he does not deal with it as if it is a machine and there is no but only one method to use it. I think that these three types of users is not the only level, but there are other methods between these levels. These levels are not considered as edges. Therefore, we can find one user who is not creative but he is more than reactive. In addition, the level of the negative ness is different. It starts from zero to reach the level of reactive. We can compare these types of the user with the level participation that we talk about. We will find that there is a strong relationship between them. Therefore, the type of the user has strong effect on determining the level of participation. Therefore, we must be more concerned with this user in order to increase the level of participation.

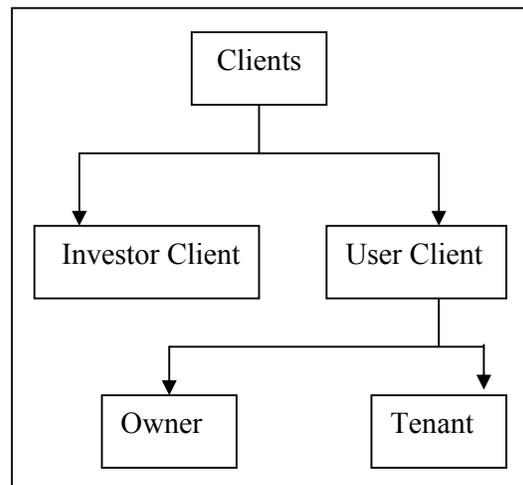
### **3.5.1.4 Designer User:**

In addition, the process could be contrary. One of the most important benefits of participation as we say later is to increase the wariness level of the user, that is, the participation could be a method and not an objective.

Then the purpose will be to raise the user from positive to reactive then to creative and he/she could reach to a designer level by himself. So, a fourth level for user can be suggested, it is when the user becomes a designer. Some specialized people will disagree with my opinion, but I think that many of the users, in fact reach to the designer degree. There are many cases in our life where the part of the architect does not exceed to be a drawer. So, we can say that the design is a learning process. Lawson (1980) said that in one way learning to design is like learning to speak. Every person learns to be a designer but in different and small way. Our ability to design is picked up without conscious effort. When the child tries to do any thing he starts doing it by an ordered way as if he designs. These trying to do something, as he is trying to talk, will be more good and fluent by time. Many users can arrange their furniture in their house and create a very good personal environment. User can do this by a form better than the designer because he can be in harmony with his family needs. Therefore, we can consider that the user can reach the design stage, as for the levels of the user are four: passive, reactive, creative and designer.

### 3.5.2 User Ownership:

The second classification for user is depending on the ownership of the project. We can divide the clients into two parts; the investor client and the user client, and we can divide the user clients to two parts; owner user and not owner user.



### **3.5.2.1 The investor client:**

One of the main objectives for the investor is the economical objective. He will not use this building, so he does not need to translate his wants and needs in design. However, this does not mean that the investor will not be worried about the success of the design so that he can be able to market this design. Nevertheless, the first interest for this is the economical factor, so he may be ask the designer to reduce the height of the floor in order to increase the number of the floor in his building. The participating of this type of clients does not take the place of participation of the user. The problem here is that the user is usually is unknown. We can solve this problem by a different way. We can use the incomplection method that we talked about previously.

### **3.5.2.2 The user clients:**

As we have said, it could be an owner or a tenant. The owner user has the complete controlling on the project and he has the right to decide. He is more able to participate than the two other types. He can express about his wants and needs as he has the freedom of action about what he own. What distinguishes the user owner from the investor or the tenant user is that the user owner can wade into an open discussion with the designer so that he can give his own idea with all its details and in the situation that he like to live in. The participation with those types of users could be in the high level, but the user is encouraged to participate and the architect can accepts this participation and cooperate with the user in drawing the picture which he wants.

The user could be a tenant, he isn't an owner he live in the situation and uses building, but he don't have enough control which enable him to

change. The user may like to change or modify but the owner rejects these modifications. To make the participating of those users more active we must take the agreement of the owner and give the user more ability to control project.

While Arthur Thompson (1990) divides the clients in two kinds, he says that the clients can be broadly divided into two main groups:

1- Those who build for their own use and those who build for profit. The first group includes the married couple who want a house to live in; a shopkeeper who needs a shop to trade in; a giant industrial company who wishes to have a new industrial complex to manufacture their products; a government department requiring an office block to house their staff, and a church needing a new building in which to worship.

2- The contractor who builds houses, shops, and factories to sell and profit. Insurance companies who build office blocks as a source of investment for their funds.

Lawson, (1980) said that today most of our architecture is public and the clients are not themselves the users. When the project is public such as garden, hospital, university or school there will be no relation between the publicly-employed architects and the users of these building. If the project for a large organization likes university or hospital. The architect is far a way from the actual user. The architect, here, deals with a client committee or even a full-time building department. The tradition relationship between the architect and the user is grossly changing. Therefore, there is a very big responsibility on the specialist to create new participation methods which can express the true user opinion and not only the owner of the project.

### **3.6 Mutual Relationship between the Architect and the User:**

The relationship between the architect and the user is a very important factor in the participation process; we can regard it as the spinal of the participation process. This relationship is a variable from project to another. Its variation depends on two other variables which are the architect and the user. Each one of them or architects has his idea about participation. We can't say that all users have the same opinion in participation, as we say some of them are passive, reactive, and creative and others could reach the designer level. Also this conforms to the architects, some of them accept it, reject it, forced to accept it and others ask for applying it. As the user has a level in participation, also the architect has a degree in accepting the participation. We can divide the architect into three parts:-

#### **1-The architect who rejects the principle of participation:**

Some architects reject the idea of participation and they consider it as an aggression on their rights. They say that they are specialists and so there is no one who has the right to intervene in their specialization. They say; as the doctor doesn't consult his patients in choosing the proper medicine, they also more capable to decide the best design for the user after he tells the architect what he wants. They consider that the rights of the user are that the architect must listen to. He should know what his problems are. The participation with this type of architect can't be successful. For genuine user involvement to take place, the commitment to the process of the development managers and the designers is important, their willingness to share their power is a prerequisite.

When there is no this desire and readiness we can't guarantee the process of participation. Some of the specialists evaluate the participation only by the development process and not by the quality of the product and its long-time use. By this short-sighted view they say that the user involvement is inefficient. If participation can produce better designs, if it can produce building that are more suited to the needs of their users, then it can truly be described as more efficient.

2- The architect who accepts the participation process but he is not enthusiastic or encouraging it:

Most of architects are from this type. The architect accepts participation if he asked to apply it but he don't ask or suggest applying it. He admits the right of the user to participate, but he considers it as a decrease in his control on the project. He always tries to decrease this participation but he doesn't like to appear as so. Participation with this type of architects could be good or worse. This also depends on the user.

3- The architect who is enthusiastic and asks for it:

There are some architects who think that participation is very important for them because of its importance for users. This type of architects asks and encourages the users to participate with him in design. He considers that participation increases his experience and his ability to design. He deals with participation as it dose not decrease its control on the project. He has a complete conviction that when the project ends, then the design will trace back to him with success or failure. He doesn't consider that participation is only a right for the user, but he considers it as a duty on

him. This type of architect works to increase the enthusiasm of the user to participate.

Hertzberger (1998) states that the architect must use his imagination by the full way to be able to identify himself with the users and thus to understand how his design will come across to them and what they will expect from it. He also writes: "*Architects should not merely demonstrate what is possible, they should also and especially indicate the possibilities that are inherent in the design and within everyone's reach*" (Hertzberger, 1991, p. 22). Participation with that type of architect is on the top level. This level of participation doesn't cancel the part of the architect, but it means that the cooperation between the architect and the user is in the best situations. The relationship between them is clear, true and there is no any obscurity.

These three types of the architects are not restricting that there is no boundaries between two level. The proved is the relationship between the user and the architect is changeable and not fixed; each of them looks to this relationship by his own view. Lawson (1980) said that the user-designer relationship has two ways to be understood; for the architect he wants to be the major part in the design process. He wants to explain the design problem as he sees it. It is even quite likely that the designer receiving a new commission is looking forward to being able further to explore problems in which he is already interested. For the user, he asks the architect to provide him with a complete and beautiful design. He doesn't be enough by solving the problem he lays before the architect. He also looks for other issue such as form, space and style. In this respect the designer is faced with a different situation altogether. The problem is with

the client or user and it is not with the designer's mind. The user expects the designer to be artistic and his role is at least partly interpretive. Actually, the designer is unlike the artist, he is almost always commissioned, and his task or work is brought to him. Many of the users are unable to solve the problem or they even cannot understand it without help.

The relationship between the user and the designer is almost under tension. So, the extent to which the designer is allowed to use this artistic self-gratification is a function both of the nature of the problem and of the client-designer relationship. The two parts of the design process, user and architect, cannot dispense from the other. The two parts by their different ways are very important for the process and they are dependent. The designer realize that his experience comes from his past work with the user and while he needs his feeling, he know that the reputation is thus serious to continue developing his idea through solutions for all to see. For the client, he always needs the architect because he is not a designer. But it is true to say that he knows what he wants and is anxious lest the designer get quite different ideas. Obviously, the wise client chooses a designer who, on the basis of his past work, looks likely to share an interest in the client's problems.

Lastly, we must realize that the relationship between user and architect must be based on the trust and openness in order to create an effective participation. Whenever the trust between the two parts increases, the chance of participation will increase. When there is no trust, there will be no harmony in the vision. Each of the architect and the user wants to pass his opinion. The user considers that the architect is an employee for him, and he pays for him, while the architect considers that he is a

specialized and he is more capable to make the decision and to put the solution. So, we must reach a state of agreement in the viewpoints. We must respect the right of the other so that we can make the participation process more successfulness.

### **3.7 Other Experiences; Glasgow district of Dalmarnock, Scotland:**

Towers (1995) said that in Britain, there has been more limited use of hand-on participation, but a range of techniques has been developed from the work of Tony Gibson. During the 1970s, Gibson was involved in several community campaigns. In 1977, he worked with a local group in the Glasgow district of Dalmarnock, one of the most deprived areas of Western Scotland, where the threat of a motorway and the disputes between the authorities had created planning blight. The Dalmarnock Action Group had organized a neighborhood survey of housing, health, schools, crime, public utilities, and industry, welfare, shopping and leisure facilities. They demanded a say in priorities for improvement.

Gibson describes the participation exercise as followed:

Two of us contrived a crude scale model of Dalmarnock- half a mile square shown as a 6 ft 8 ft three-D layout. It covered five tables in a church hall in the middle of the area it represented. One evening, when the model was complete, four separate groups of residents (mums, elderly, and youth and Action Committee members) came in to use the model in order to set their own ideas fore Dalmarnock's immediate future. Along one wall there were 37 packets of cutout shapes, each to scale, and easily recognizable as zebra crossings, adventure playgrounds, rubbish collection areas, community huts, new housing – just about anything that could be useful to the community. To begin with each group operated on their own, making

their own selection from the packets, signing each cutout on the back and placing it where they saw fit, and if necessary flagging existing building for demolition or conversion. After about an hour, groups began to negotiate with each other where they found themselves competing for the same derelict building or patch of waste ground, or doubling up in the facilities they proposed to provide. Sometimes they literally took scissors and trimmed the cutout areas in order to reach a sensible compromise. Every conflict was settled between the groups concerned without the need to anyone else to step in as arbitrator. At the end of the evening, everyone came together and decided, again without fuss, on a list of priorities.

Gibson's idealistic promotion of planning for real suggest it as a one-step cure-all – a kit game, like Monopoly, which people can play to plan their neighborhoods on their own. Although it has become a widely used technique, it is normally part of a broader exercise in consultation and discussion.

### **3.7.1 The evaluation of this practice:**

We can consider this experiment as a practical example for somewhat we say of theories in participation previously. Here, we can realize that there is a list of the advantage for this experiment, as well as there is a list of defects for it. One of the advantages of this experiment is that it is sharing the direct users for this project in taking the decision by a practical way. This experiment makes them live in the real condition of the design.

Gibson was used the dialogue to achieve the participation through using a model. The using for a model was one of the positive points in the process. As we have said earlier in the conceptual side, there are many

benefits of the mode; one of them is the ability to realize the real and to imagine the future. Gibson used the model in a true scale, which help the user to a void the design faults, resulting when the user cannot imagine the scale. The discussion between the users face to face is also one of the positive points in the process. This discussion helps the user to be acquainted with them. This will create a social relationship make the users able to choose where they wants to reside in.

Nevertheless, if we talk about the defects of this experiment we will find that:

1- The time, which was specific for the participation process, was inconsiderable and not enough. Here, we mean the stages of the participation process. It is better for the process to be parted into several stages and several sittings. This will make the participants more able to think by a true way without being under the instant influence for any one: the designer or the other users. In addition, the stages have others benefit; it is transferee the subject for another persons do not participate in the first sitting or stage. Dividing the process into several stages helps in increasing the number of the participants since the concept of participation spread through the participants in the first stage. Moreover, the dividing the process open the way for the users to return to another sources of information to increase his knowledge about this subject. This knowledge makes the user more confident to participate and to talk in all the details of the design.

2- Another defect in this experiment is that some of the tools of the process were ready-made, such as the model and the packets. When the participant finds that the tools of the project are ready, he will not make

effort in understanding these tools. The understanding of these tools increases the ability of the participants to understand the project and therefore it increase their ability to participate. Moreover, the contribution of the users in preparing these tools help in understanding the scale which make them more coexistent with the reality of the project.

3- To be limited on one way or a tool of participation, this does not help in giving a complete picture for the participants in the project. Some of the users are not reactive with some of the participation tool. Therefore, we prefer to insert more than one method to motivate all the users to participate. The using of the questionnaire in thus this project helps to a great degree in forming a background for the participants. This background helps in giving a partial picture for the participants to start in a better in the following stages. Therefore, it was better to use the questionnaire in this project so that we can identify the users and know their ability to participate.

4- This experiment does not include the design stage: the participation process in this project was limited on the urban design. In spite of the importance of this side, it does not take the place of the architectural side. Properly it was better for the process to continue to reach to the design stage such as housing block, the plans, the elevations and other details. Here, we can also use the interior model to motivate the participants to understand the project and to enter in all the details.

In general, we cannot get a complete participation process without hindrance. Nevertheless, the necessary thing is to try to reach the best participation process.

## **Chapter Four**

### **Fieldwork Section: Applying Theories on the Case Study; the level of participation in Al-Maageen Housing.**

#### **4.1 Introduction.**

#### **4.2 The Community of the Study.**

#### **4.3 The Study Sample.**

#### **4.4 The Fieldwork Methods.**

#### **4.5 Analysis and Evaluation:**

##### **4.5.1 Study Categories.**

###### **4.5.1.1 Participation concept.**

###### **4.5.1.2 Buildings.**

###### **4.5.1.3 Urban Planning and Urban Design.**

##### **4.5.2 Discussion of the studied questions.**

##### **4.5.3 Study Hypotheses.**

###### **4.5.3.1 First hypothesis**

###### **4.5.3.2 Second hypothesis.**

###### **4.5.3.3 Third hypothesis.**

###### **4.5.3.4 Fourth hypothesis.**

###### **4.5.3.5 Fifth hypothesis**

#### **4.6 Tools of Participating.**

#### **4.7 Interviews with Users.**

#### **4.1 Introduction:**

The previous chapters presented the theoretical background of participation. This chapter presents a case study to study the practical application of participation in architectural design. This case study aims at investigating people's understanding of the participation process and the range in which they participate. It also aims at investigating the degree of applying participation in architectural design in Palestine.

#### **4.2 The Community of the Study:**

The first step in this investigation is to find out the community on whom the study will be applied. The size of the sample should be small in order to be under control. The sample was chosen as educated with certain financial situation and well defined. This helps to get clear results that can be related to a specified class of the community. This study is one of the first practical studies in architectural design in Palestine, so it was very important to be done step by step.

The case study was applied to Al-Maageen Housing because it meets the listed conditions above. These housings have the following characteristics:

- 1- The location is in Palestine in the north western of Nablus city near "Zawata" village.
- 2- This housing is attached to An-Najah National University whereas a group of the employees of the university established a cooperative housing society. The aims of this society were to build a distinguished housing so they can live in a good cultured community within their neighborhood.

3- The housing consists of 9 buildings, some of them have one apartment in each floor and others have two apartments in each floor, the total number of the apartments is 115.

4- The owners are mostly educated and have an equal and a high-educated level.

The method used in this study differs from other studies of participation in that it is concerned with the first degree of the architectural design. It consists in considering a group of apartments plans and investigating them before and after the users' participation. It concentrates basically on the user opinion. The study seeks answers for the following questions: What are the changes? And why does the users carried out these changes?

#### **4.3 The Study Sample:**

The characteristics of the study sample took into consideration the following points:

1- Gender: the sample consists of 48.3% of male and 51.7% of female.

2- The level of education was ranging from the twelfth grade to doctorate degree. Almost all of them were employees at An-Najah National University. The percentage of the employees was 76% of the sample, the rest were wives or husbands or part of the employees' family.

3- The sample covers a range of ages from 17 to 58 years old.

4- The location of the apartment in the buildings was ranging from ground floor to the seventh floor.

5- The size of the family: the number of the family members living in the apartment was between 1 and 10 persons

#### **4.4 The Fieldwork Methods:**

Two research methods were applied in order to obtain results:

1- Questionnaire: it was distributed to almost one third of the study sample. It contains four groups of questions. The first group concerns the concept of participation; the second concerns the architectural design of the buildings; the third concerns the urban design, and the last one concerns the methods of participation. This questionnaire was used as a method to measure the different ideas that people have on participation process during the design or the construction of their buildings and to investigate the level of participation in housing

2- Dialogue and interviews with the users: this method was used to examine the range of the user's understanding of participation, and in which field they participate. Architectural plans and formal letters were used as tools for this method in order to get correct results and to register them. These formal letters were from the users and with their signature. Users used these letters to ask the designers to allow them modifying their apartments in order to meet their needs and wants. They attached plans and drawings with these letters. These letters and drawings can be considered as one of the forms of participation.

#### **4.5 Analysis and Evaluation:**

This section aims to understand the people's image about participation; to know their needs and wants; to identify, according to the users, the importance of participation and if they consider it or not. People

were asked to express their different images. Prepared questionnaires were distributed to residents of Al-Maageen Housing. The questionnaire is composed of three sections. The first is the concept of participation, the second is about the buildings and its architectural design and the third section is about the urban planning. This questionnaire is presented in appendix (4.1).

The sample was taken randomly but stratified. This approach of sample selection was in order to obtain an equilibrated balanced distribution of different genders, ages, the locations of the apartments and others. The distribution of the questionnaire is carried out with the help of two female students from An-Najah National University in Nablus City in order to get together with the women in their houses. In order to deal with the questionnaire in an easy and accurate manner, it was translated into Arabic. Finally a software program called Statistical Package for Social Sciences (SPSS) is obtained to point out the results of this research.

#### **4.5.1. Study Categories:**

The analysis of the study includes three main categories:

- Participation concept.
- Building.
- Urban planning and design.

##### **4.5.1.1 Participation concept:**

The tables below present the frequency and the percentages distributions of the answers of the questions that are related to the participation concept.

The aim of this section was to understand the level of the participation of the user in their apartments.

**Table (4.1)** The level of participation

		Frequency	Percent
Valid	no	12	41.4%
	yes	17	57.6%
	Total	29	100.0%

This table shows that 57.6% of the study sample study participates in any of the stages of the project. This percent is good in the Palestinian community and it is clear evidence on the importance of participation in our communities. On the other hand, in an educated community such that of the study sample, 41.4% of the community who do not participate in any stage of the project. Here, we must ask ourselves: who is responsible for this percent between the educated samples.

This section below investigates the stages in which users like to participate. These stages could be construction, planning or design.

**Table (4.2):** The stages of participation.

		Frequency	Percent
Valid	nothing	9	31.0%
	construction	4	13.8%
	designing	9	31.0%
	planning	6	20.7%
	Total	28	96.6%
Missing	System	1	3.4%
Total		29	100.0%

**Table (4.3):** The stages of participation if the project repeated.

		Fre quency	Percent
Valid	construction	2	6.9%
	designing	17	58.6%
	planning	7	24.1%
	Total	26	89.7%
Missing	System	3	10.3%
Total		29	100.0%

Table (4.2) shows that, 31.0% of users participate in the design stage. They mean in their answers that "they participate in changing their plans after they see the original plans". This percent shows that the design stage is the main stage in which users prefer to participate. This also obvious in table (4.3) where 58.6% of the study sample would participate in the design stage if the project repeated. Usually, in the participation process more than one parts share in it. However, this depends on the type of the project. Here, the study investigates the members of the family who shared in this process.

**Table (4.4):** The person who cooperative with the participants

		Frequency	Percent
Valid	others	3	10.3%
	sons	4	13.8%
	husband/wife	9	31.0%
	no one	5	17.2%
	Total	21	72.4%
Missing	System	8	27.6%

Total	29	100.0%
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Table (4.4) shows that the husband and the wife was the higher percent "31.0%" in cooperative with each others in participation process

People participation might be related to financial, social and others reasons. Table (4.5) shows some of these reasons.

**Table (4.5):** The reasons of sharing in this project.

		Frequency	Percent
Valid	Finances reasons; I cant provide all the money quickly	16	55.2%
	Social reasons; I can know my neighbor and live in an educated environment.	8	27.6%
	Technique reasons; I can change my plan from interior.	1	3.4%
	I thought that the hosing would reduce final cost	3	10.3%
	Total	28	96.6%
Missing	System	1	3.4%
Total		29	100.0%

This table shows that the financail and the social reasons are the reasons that make users contributing in this project. In addition, this shows that there are very few users who share in this project because they can participate in designing the project.

#### 4.5.1.2 Buildings:

The tables below show the frequency and the percentage of the value of the question that are related to the buildings. In this section, the study

will concentrate on the architectural design side. This will include the opening, plans and others details.

Here, the questionnaire investigates the changing or the willing of changing the users of some parts of the buildings

**Table (4.6):** Changing the entrance of the buildings.

		Frequency	Percent
Valid	no	11	37.9%
	yes	18	62.1%
	Total	29	100.0%

**Table (4.7):** The changing of the interior of the apartments.

		Frequency	Percent
Valid	No	9	31.0%
	Yes but in partial way.	17	58.6%
	Yes and in completely way	3	10.3%
	Total	29	100.0%

**Table (4.8):** The changing of the windows or openings.

		Frequency	Percent
Valid	no	18	62.1%
	yes but in partial way	10	34.5%
	yes and in completely way	1	3.4%
	Total	29	100.0%

Tables (4.6, 4.7, and 4.8) show that more than half of the study sample changed or want to change in the design. This means that they want to participate in the design. Also their changes mean that they participate in this project. About 62.1% of the users want to change the entrance of their building. This willing of changing the entrance was obvious during the interviews with the users. Also 58.6% of the users change or want to change the interior of the apartment. This result must be a clear message to the designer that the users have different in their needs and wants.

One of the more important conditions of the success of the participation process is knowledge. So any participant should have a limit of information about the project which he wants to participate through. The tables below show that if the user has seen the plans of his apartment and examined it before agreeing on it.

**Table (4.9):** Seeing the plans of the apartment.

		Frequency	Percent
Valid	no	13	44.8%
	yes	16	55.2%
	Total	29	100.0%

**Table (4.10):** Having the plans of the apartment.

		Frequency	Percent
Valid	no	11	37.9%
	yes	18	62.1%
	Total	29	100.0%

Tables (4.9 and 4.10) show another evidence on the willing of the users to participate. More than half of the samples have the plans, which mean that they want to discuss it with their families.

#### 4.5.1.3 Urban Planning and Urban Design:

The tables below show the frequency and the percentage of the value of the question that is related to the urban planning and urban design. This section investigates the urban side of the housing such as green area, building relationship and others issues. Some of people believe that they have the right to participate only in their apartments; they don't know that the environment that surrounding their house is also a part of their rights. So in these tables below the study investigates the user's content about the urban spaces in the project.

**Table (4.11):** The reaching of the visitor to the apartment.

		Frequency	Percent
Valid	acceptable	9	31.0%
	difficult	7	24.1%
	easy	13	44.8%
	Total	29	100.0%

**Table (4.12):** The opinion of the user in the quality of the urban side.

		Frequency	Percent
Valid	bad	2	6.9%
	acceptable	10	34.5%
	good	13	44.8%
	very good	4	13.8%

	Total	29	100.0%
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Tables (4.11 and 4.12) show that more than 30.0% of the study sample sees that the urban planning is acceptable, and 44.8% of them see that it is good. But one fourth of the users believes that reaching the visitor for their apartment is difficult and only 13.8% of the sample see that the urban planning is very good.

#### 4.5.2 Discussion of the study questions:

The tables below show the mean and standard deviation of the questionnaire. By these tables many issues are discussed, it measures the degree of agreements of the users on the project. In table (4.13) the mean range from 1.00 to 4.00, 1.00 means strongly disagree or bad and 4.00 means strongly agree or very good.

**Table (4.13):** The mean and the standard deviations.

Question	Mean	Std. Deviation	Percent
Participation is a right for the user, so he can participate with the architect in designing his house and looking at all the plans in order to agree on it before starting in carrying out the project.	3.8276	.4682	95.7%
It is alright for the user to ask the architect to change the plans in order to be suitable with his needs and wants.	3.8276	.6017	95.7%
So as the architect is a specialist, he can design as he sees without taking the opinion of the user	1.2857	.4600	32.1%
What is your opinion in the project generally	2.8214	.7228	70.5%
You live in a planned area; so what your	2.6552	.8140	66.4%

opinion in it			
Do you think that there are enough green area and parking	2.1786	1.0560	54.4%
Do you thing that the interior partition for your apartment is	3.0000	.8018	75%
The relation between the kitchen and the living is	3.1481	.8640	78.7%
The relation between the master bedroom and children bedroom is.	3.3462	.6288	83.6%
The relation between guestroom and the other parts and its privacy is	3.2069	.8185	80.1%
Do you feel that the natural lighting in your apartment is	3.4483	.6859	86.2%
Do you feel that the natural ventilation in your apartment is	3.6207	.5615	90.5%
Is the external design four your building is	2.8621	.8334	71.5%
Do you think that the cost is appropriate with what you get finally	2.0714	.9400	51.7%
Do you find out that the areas of the spaces are appropriate with the needs of the family	2.71	.90	67.7%
Is your building has special character from the other building which belong to the housing	2.6207	.8625	65.5%
<b>The total average</b>	<b>2.9456</b>	<b>.2473</b>	<b>73.6%</b>

The table above shows that:

1- The highest average is for the questions "the participation is a right for the user, so he/she can participate with the architect in designing his/her apartment and looking on all the plans in order to agree on it before starting out the project" and the question "it is a right of the user to ask the architect to change the plans in order to be suitable with his/her needs and wants"

with average 3.8276. This means that the study sample trends to answer to these questions by very agree and the degree of agreeing is 95.7%.

2- Regarding the question "so as the architect is a specialist, he/she can design as he sees without taking the opinion of the user" the average was 1.2857 which means that the study sample trend to answer this question by strongly disagree and the degree of agreeing is 32%. This means that they believe that the designer cannot prevent them from participation.

3- Regarding the question "what is your opinion in the project generally", the average was 2.8214 and the question "you live in a planned area; so what your opinion about it", the average was 2.6552. This means that study sample saw that the project is between acceptable and good, it is more close to good. The degree of agreeing is 70.5%, the project is not bad and it is not very good.

4- Regarding the question "do you think that there are an enough green area and parking", the average was 2.1786, which means that study sample trends to answer this question by acceptable. It is not good or very good and it is not bad.

5- Regarding the question "do you thing that the interior partition for your apartment is", the average was 3.00% which means that the study sample trend to answer by good.

6- Regarding the questions related to the relation between different parts of the apartment, the average was between 3.1481 and 3.3462 that mean that the degree of agreeing of the study sample is about 80%.

7- Regarding the questions related to the lighting and the ventilation, the degree of agreeing is more than 86%.

8- Regarding the question related to the cost the average were 2.0714, which means that the study sample trends to answer by disagree.

In table (4.14) the mean range from 1.00 to 2.00, 1.00 means no and 2.00 means yes.

**Table (4.14):** The mean and the stander deviations.

Question	Mean	Std. Deviation	Percent
Do you participate in any stages of the project	1.6207	.5615	81%
Do you change or want to change the form of the entrance of your building	1.6207	.4938	81%
Do you see the plans of your apartment and examine it before you agree to share in the society	1.5517	.5061	77.5%
o you have the plans of your apartment	1.6207	.4938	81%
<b>The total average</b>	<b>1.6034</b>	<b>.2952</b>	<b>80%</b>

We notice in the table above, that the highest average is for the questions "do you participate in any stages of the project and you change or want to change the form of the entrance of your building?" and the question "do you own the plans of your apartment?" with average 1.6207. Which mean that the study sample trend to answer these questions by yes and the total average is 1.6034 which mean that the study sample trend to answer to the total average of the questions by yes . The degree of the agreeing of the study sample is about 80% and it is a good degree

In table (4.13) the mean range from 1.00 to 3.00, 1.00 means no and 3.00 means yes and in a completely way.

**Table (4.15):** The mean and the stander deviations.

Question	Mean	Std. Deviation	Percent
Do you change or want to change the form of the windows or openings	1.4138	.5680	47%
Do you change or want to change the interior decoration of the partition in your apartment	1.7931	.6199	59.7%
<b>The total average</b>	<b>1.6034</b>	<b>.4305</b>	<b>53.4%</b>

We notice that the table above that the highest average is for the question "do you change or want to change the interior decorate of the interior partition of your apartment" with average 1.7931 which mean that the study sample trend to answer to these question by yes but in partial way. The total average is 1.6034 which mean that the study sample trend to answer to the total average of the questions by yes but in partial way. Changing or willing to change means that the users want to participate, and the opinion of the designer is not always true.

### **4.5.3 Hypotheses:**

The investigation of the tables above shows that hypotheses are true. Here, the study will concentrate on each of these hypotheses that are mentioned in chapter one and puts the table needed to that.

#### **4.5.3.1 First hypothesis:**

There are no statistically significant differences, in the significant level 0.05, in participating in any stages of project in architectural design at Al-Maageen housing, due to gender.

In order to validate the truth of the hypothesis, we applied t- test to variable of gender,(14,15) mail and female substantially. The results were given in the following table (16).

**Table (4.16):** T-test for participation in any stages of the project.

gender	N	Mean	SD.	T	df	Sig.
Male	14	1.5714	0.5136	0.450	27	0.656
female	15	1.6667	0.6172			

According to the table (4.16), it is clear that the significance level is 0.656, which is bigger than the value given in the hypothesis i. e., 0.05. Hence, we accept the hypothesis, and say that “there are no statistically significant differences, in the significant level 0.05, in participate in any stages of project in architecture design at Al-Maageen housing, due to gender.”

Comparing the means, we find that the mean of scores for male is 1.57136, and for female is 1.667, which the trend to answer yes to the question "do you participate in any stages of project in architecture design at Al-Maageen housing". Although there are no statistically significant differences due to gender, but it is clear that, the female like to participate more than males.

#### **4.5.3.2 Second hypothesis:**

There are no statistically significant differences, in the significant level 0.05, in change or willing to change the form of interior decorate or the interior partition of your apartment, due to gender.

In order to validate the truth of the hypothesis, we applied t- test to variable of gender,(14,15) mail and female substantially. The results were given in the following table (17).

**Table (4.17):** T- test for changing or willing to changing the form of interior of the apartment,.

gender	N	Mean	SD.	T	df	Sig.
Male	14	1.7143	0.6112	-0.655	27	0.518
female	15	1.8667	0.6399			

As for the table (4.17), it is clear that the significance level is 0.518, which is bigger than the value given in the hypothesis i. e., 0.05. Hence, we accept the hypothesis, and say that “there are no statistically significant differences, in the significant level 0.05, in change or willing to change the form of interior decorate or the interior partition of your apartment, due to gender.”

Comparing the means, we find that the mean of scores for male is 1.7143, and for female is 1.8667, which is the trend to answer yes but in partial way to the question "does you change or willing to change the form of interior decoration of your apartment". Although there are no statistically significant differences due to gender, but it is clear that, females like to participate more than males

#### **4.5.3.3 Third hypothesis:**

There exists no significant relationship, in the significant level 0.05, between participation in any stages of the project in architectural design at Al-Maageen housing and willing to change or change the form of windows or openings.

To validate the truth of the hypothesis, we applied the Patient's correlation coefficient between the variability of questions, (Q4A and Q6B) and the table below shows the frequencies of the variables.

**Table (4.18):** Frequencies of the variables (Q4A, Q6B)

		The changing or the willing to change the form of the windows or openings			Total
		no	yes but in partial way	yes and in completely way	
Participation in any stages of the project(q4a)	no	10	2		12
	yes	8	8	1	17
Total		18	10	1	29

Correlation coefficient = 4.081, for N = 2, significance = 0.130.

Since the significance level i. e. 0.130, is bigger than that given in the hypothesis i. e., 0.05; we accept the hypothesis. We say that: "There exists no significant relationship, in the significant level 0.05, between participate in any stages of the project in the architectural design at Al-Maageen housing, and willing to change or change the form of windows or openings.

Table (4.18) shows that the user who change or want to change the form of the windows or openings and did not participate in the project, their percent was 20%. While the users who change or want to change and participate in the project their percent was 80%. This explains that most of the participant users do what they want, while most of the users who did not participate cannot do what they want.

#### 4.5.3.4 Fourth hypothesis:

There exists no significant relationship, in the significant level 0.05, between participation in any stages of the project in the architectural design at Al-Maageen housing, and willing to change or change the form of the entrance of the building.

To validate the truth of the hypothesis, we applied the Patient's correlation coefficient between the variable of questions, (Q4A and Q7B) and the table below shows the frequencies of the variables.

**Table (4.19):** Frequencies of the variables (Q4A,Q7B)

		The changing or willing to change the form of the entrance of the building(q7b)		Total
		no	yes	
Participation in any stages of the project(q4a)	no	5	7	12
	yes	6	11	17
<b>Total</b>		<b>11</b>	<b>18</b>	<b>29</b>

Correlation coefficient = 0.121, for N = 1, significance = 0.728.

Since the significance level i. e. 0.728, is bigger than that given in the hypothesis i. e., 0.05; we accept the hypothesis. We say that: "There exists no significant relationship, in the significant level 0.05, between participate in any stages of the project in the architectural design at Al-Maageen housing and willing to change or change the form of the entrance of the building.

Table (4.19) shows that the users who change or want to change the form of the entrance of their building and did not participate in the project,

had the percent of 38.9%. While the users who change or want to change and participate in the project had the percent of 61.1%. This explains that most of the participant users talk and know what they want, while about two third of the users who did not participate are not concerned with the view of the entrance.

#### 4.5.3.5 Fifth hypothesis:

There exists no significant relationship, in the significant level 0.05, between participation in any stage of the project in the architectural design at Al-Maageen housing and willing to change or change the interior decorate or the interior partition.

To validate the truth of the hypothesis, we applied the Patient's correlation coefficient between the variable of questions,(Q4A and Q8B) and the table below show the frequencies of the variables.

**Table (4.20):** Frequencies of the variables (Q4A,Q8B)

		The changing or willing to change the interior decorate of the apartment(q8b)			Total
		No	Yes but in partial way	Yes and in completely way	
Participation in any stages of the project(q4a)	no	4	7	1	12
	yes	5	10	2	17
Total		9	17	3	29

Correlation coefficient = 0.115, for N = 2, significance = 0.944.

Since the significance level i. e. 0.944, is bigger than that given in the hypothesis i. e., 0.05; we accept the hypothesis. We say that: "There exists no significant relationship, in the significant level 0.05, between

participation in any stage of the project in the architectural design at Al-Maageen housing, willing to change or change the interior decorate or the interior partition.

Table (4.20) shows that users who changed or want to change the form of the interior decorate of the interior partition of their apartment and did not participate in the project had the percent of 41.2%. While the users who change or want to change and participate in the project had the percent of 58.2%. This explains that more than half of the participant users do what they want, while only 41.2% of the users who did not participate can do what they want. This is a direct result of the user's understanding has been extracted from the participation process.

The previous hypotheses show that the users who participate in the project have got some understanding and courage to make them change in their apartment. While the users who did not participate in the project do not have this courage to change, they accept the design although it is at the expense of their needs or wants.

#### **4.6 Tools of Participating:**

As mentioned previously, the users use the plans and drawings as tools to record their wants and changes. They participate by changing the design of their apartments and they record these changes by formal papers. Here, we choose five cases and patterns of user participating. This method of participating is considered one of the advanced methods, although it is from one part of the process. By this method, the users obtain a range of architectural culture. Every case of these cases represents the user's thinking. Every one of them uses his word to describe the architectural changes he wants. Some of them make his changes on the original plan,

and others use the drawings by his hand to describe what he wants. The five cases are:

1- Building # 6, apartment # 80: the user in this apartment submits two letters to the designer about his wants. He joins these letters by a plan explaining the changes that he wants. The changes that he wants, as he describes, are:

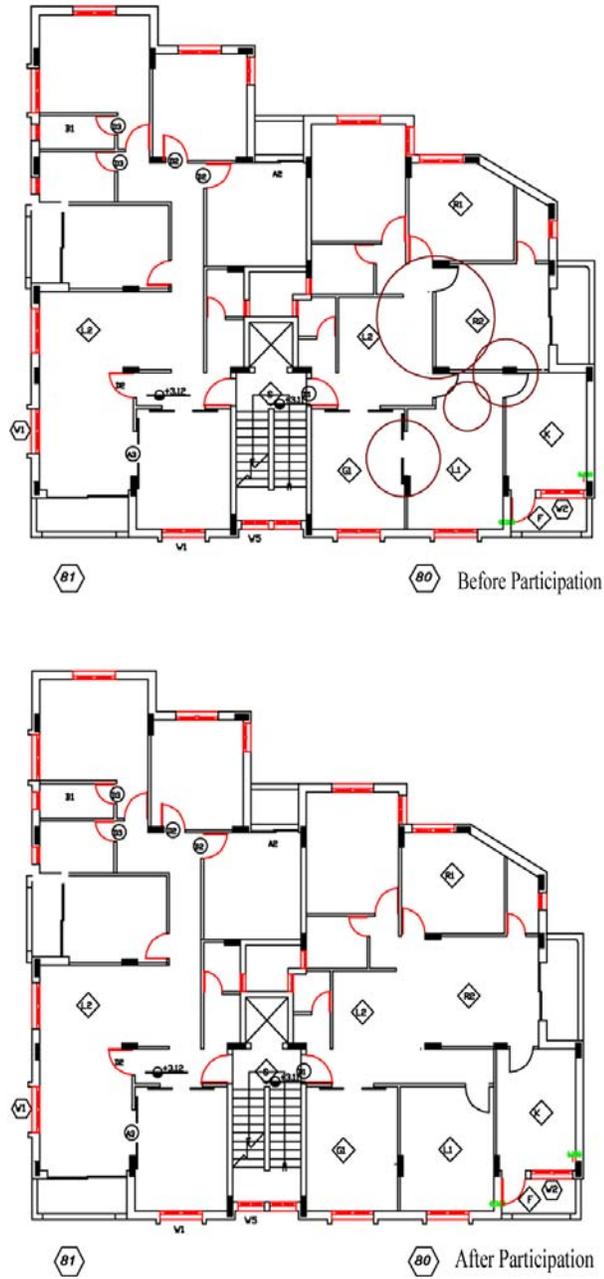
a- An open saloon as L form in front the main entrance.

b- Removing the W.C beside the main entrance to be only two bathrooms in the apartment.

c- Shifting the bedroom 3 to be beside the saloon from the east instead of the previous bedroom 3 beside the east veranda.

d- Don't changing the other partitions after changes what I have been proposed.

In appendix (4.2) there are two letters from the user in the Arabic language which describes the changes that are obvious in drawing (4.1). In this case, the user's concerns are in the saloon. He says that the saloon is the main parts of the apartment. He is not interested in opening the gust room with the saloon because he wants to ensure the privacy of his family.



**Figure (4.1):** Building # 6, apartment # 80, Al-Maageen housing society.

2- Building 6, the roof: the user of this apartment proposed his wants by signing on the original plan. Also, he proposed his wants by writing. The changes that he wants are:

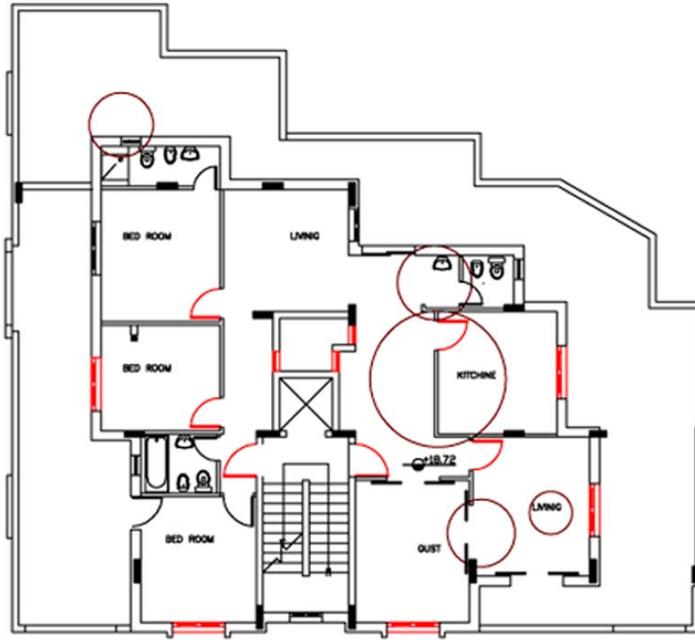
a- Removing the partition of the kitchen.

b- Changing the living room into kitchen.

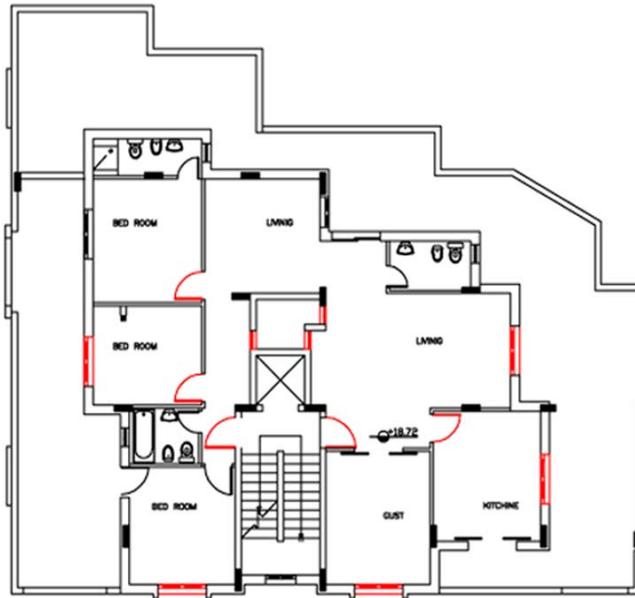
c- Closing the door of the living.

d- Removing the partition of the W.C.

His writing in appendix (4.3) and drawing (4.2) explain these changes. The user here alters the location of kitchen with the location of the living room. By this changing, he gets a wide saloon that the user considered it very essential for his family needs.



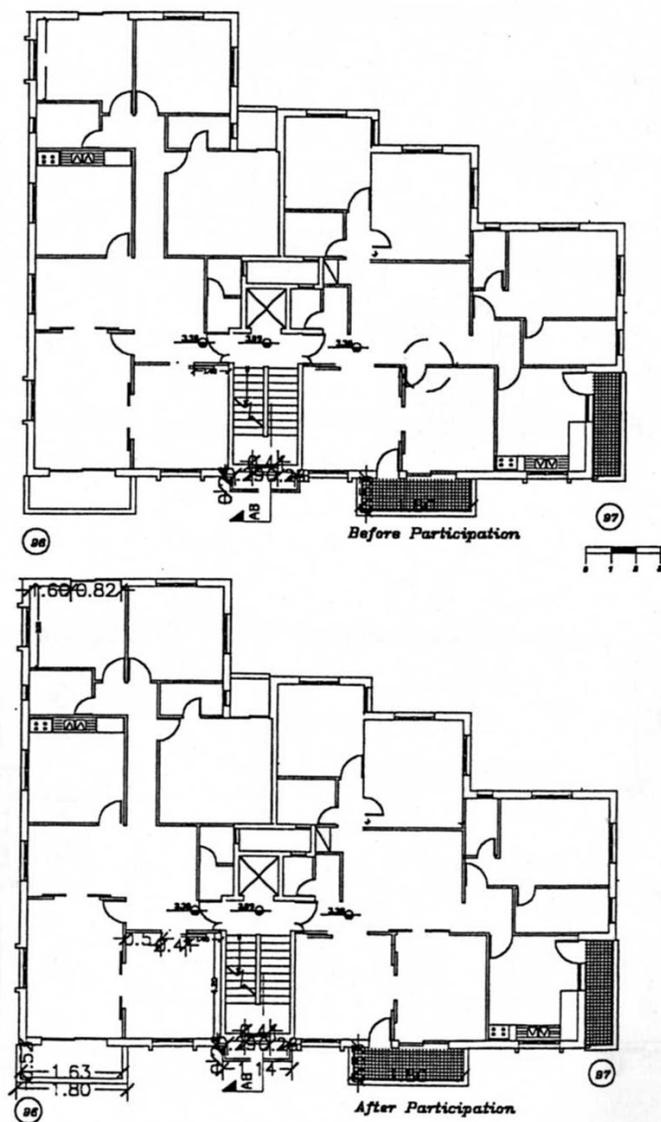
Before



After

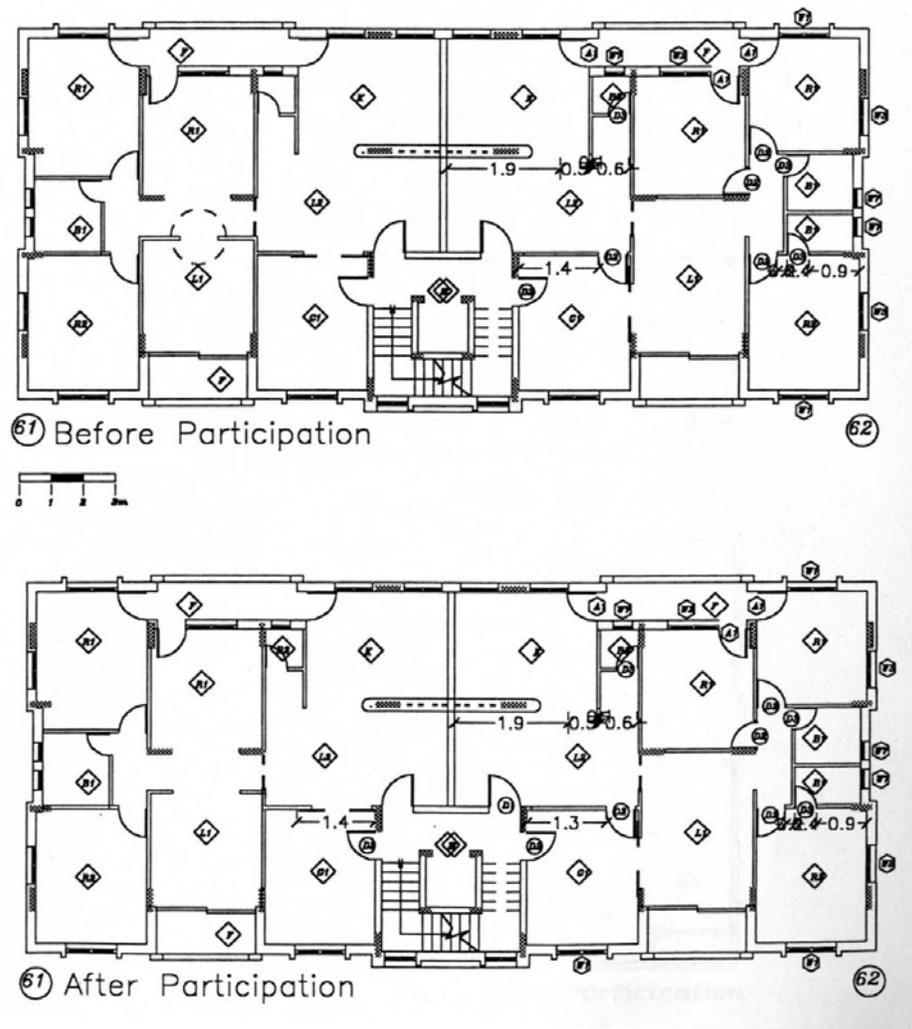
**Figure (4.2):** Building 6, roof plan, Al-Maageen housing society.

3- Building # 8, apartment # 97: the user here participates also sending a letter to the designer where he signs his changes on the original plan. The change that he wants is to remove the partition between the living room and the dining and change it into a zipper door. By this way, the user gains a large space when he opens the two spaces upon others. His letter in appendix (4.4) and drawing (4.3) explain the change:



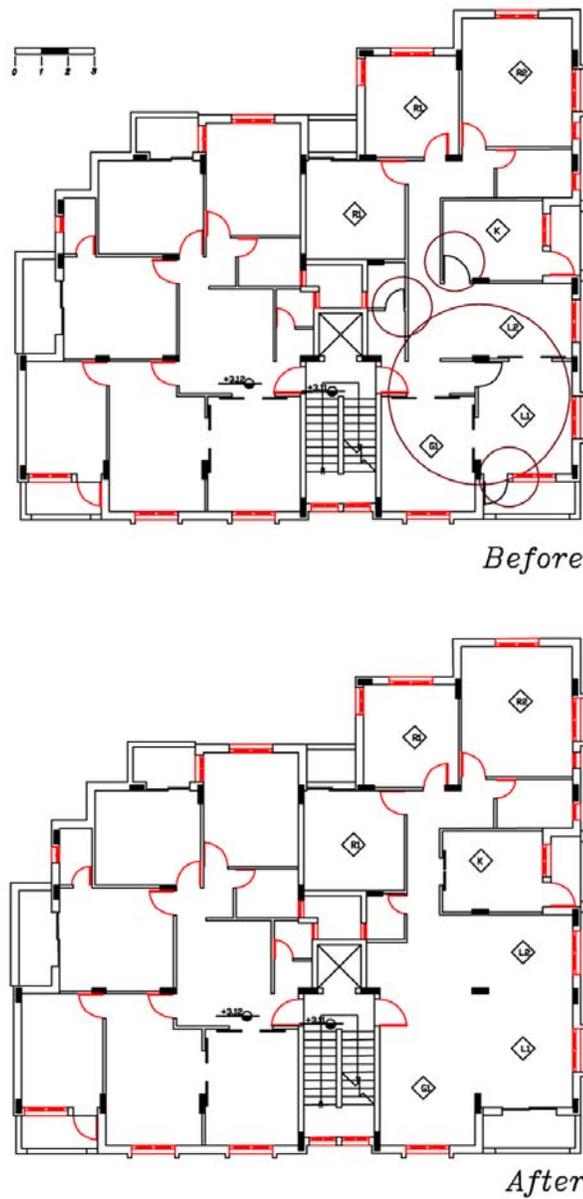
**Figure (4.3):** Building # 8, apartment # 97, Al-Maageen housing society.

4- Building # 3, apartment # 61: the user here participates by a special way, he draws his changes by his free hand. This free hand drawing is obvious in his letter that sent to the designer. In this case the changing is very small but in the user's consideration is very important. See drawing (4.4).



**Figure (4.4):** Building # 3, apartment # 61, Al-Maageen housing society.

5- Building # 7, apartment # 87: the user here signs his wants on the original plan, as it is obvious in drawing (4.5). The user opens the two living rooms and the gust room upon each others. The characteristic of the plan changes very much. This plan is obvious evidence that the users differ in their way of thinking, for example, this user prefers the open spaces.



**Figure (4.5):** Building # 7, apartment # 87, Al-Maageen housing society.

### **Interviews with the Users:**

One of the tools used in this study is the interviews. These interviews are very important to know the opinions of the users about participation. There are three questions in these interviews:

- 1- What are the changes that you have changed or want to change in your apartment?
- 2- If the project will be repeated again, what are the ways in which you want to participate through it in the project?
- 3- Do you think that you are responsible for the nonexistence of participation or the staff of the society?

Here there are three cases of interviews:

- 1- User name: Wagieeh Abu Ieedeh. Job: Electrical Engineering.

Q1- What are the changes that you have changed or want to change in your apartment?

I changed radical changes in my apartment by the destroying of complete partitions and the rooms have expanded. Also I added new rooms by adding apart of the external area. However, I do not feel that I have got what I want. Also, I cannot make more changes than this because it becomes actual condition. I changed twice; during the construction and the other after one year of living.

Q2- If the project will be repeated again, what are the ways in which you want to participate through it in the project?

I must participate in the design that refers to the arrangement of the rooms, its area, its furniture, its relationship with the other rooms. Also, I must participate in the form of the building especially in the location and entrance design.

Q3- Do you think that you are the responsible for the nonexistence of participation or is it the staff of the society?

Of course, I tried to participate and I succeeded but by an insignificant way. However, the supervisors were the big hindrance in getting what I want, their excuses were weak.

Here we see that the user participates in his house, but not as he wants. Also, he participated but until now he did not get what he wants. He said some of words that show his big willing to participate.

2- User name: Gasan Thoqan

Job: Lecturer, Psychology

Q1- What are the changes that you have changed or want to change in your apartment?

I want to change the lighting; also, there are no foundations for the cooling system.

Q2- If the project has been repeated, what are the ways in which you want to participate through it in the project?

I want to participate in the designing and construction stage.

Q3- Do you think that you are the person who is responsible for the nonexistence of participation or is it the staff of the society?

The staff of the society are the responsible; they are distinguished by taking the decision alone.

3- User name: Arwa Sabha                      Job: Headmistress of a cultural center

Q1- What are the changes that you change or want to change in your apartment?

I want more spaces in the rooms, kitchen and bathroom.

Q2- If the project will be repeated again, what are the ways in which you want to participate through it in the project?

I will participate in putting the plans of the architectural design, the entrances of the building and the interior partitions

Q3- Do you think that you are responsible for the nonexistence of participation or the staff of the society?

The staff of the society is responsible.

From the previous cases, we see that the users are enthusiastic to participate in designing their environment. As they said, the designer let them participate or change but not as they want. Here, there must be a kind of mutual understanding between the two sides of the process in order to be successful. According to the interviews, we touch the discontent of the user. This discontent will not be going away without meetings and dialogue.

## **Chapter Five**

### **Results and Recommendations**

**5.1 Introduction.**

**5.2 The Fieldwork Rules of Participation in the Palestinian  
Community.**

**5.3 An Approach to Application of Participation for the Future.**

**5.4 Concluding Remarks.**

### **5.1 Introduction:**

This study has been promoted by two main concerns. First, the theoretical side of the concepts of participation talks about a group of the aspects of participation. By this way, we can learn many rules about participation that makes architects and users more able to deal with this concept. They can learn new things about the importance of participation. They can learn new tools and methods of participation. Everyone including the user and the architect can know more about each other. This study allows us to identify some of the principles of participation.

Second, the fieldwork of participation concentrates on Al-Maajeen Housing Project in Nablus. The main aim of this side is to develop an understanding about the level of participation in the Palestinian community. In addition, it aims to develop an approach to the practical level of participation. This allows us to know more about the theoretical side and the practical rules of participation.

### **5.2 The Fieldwork Rules of Participation in the Palestinian Community:**

There are some points that we can consider as rules of participation in the Palestinian community:

1- The user's needs: one of the most important principles of participation in Al-Maageen Housing is the interests of the users. The concept of participation comes from this point. Each of the users has his/her own needs that he/she wants to apply. Therefore, his interests in participation are to draw these needs and wants in the design process. We do not mean here the physical meaning as many designers understand. But,

we mean the moral meaning which could be reflected on all stages of design.

The study supports the ideas of Towers (1995) related to the needs of the users. He said that the taking into account the needs of the users have become a very important reason to get a successful design. Participation will insure the security and the accessibility for the user especially for the vulnerable as women, children, elderly and disable. This security can be achieved through participation in their homes and their public environment. This security is against dangerous materials, accidents and crime. Security is not just a matter of locks and bars, or better lighting, or providing video cameras. Properly consideration can affect the whole design and layout of buildings so that more spaces become secure, and public areas are better used and subject to the surveillance of residents and passers-by. Accessibility is not just a matter of tacking ramps onto existing designs. Properly considered, it can focus on the whole design approach, not just opening the building to the disabled, but making them safer and easier for everyone to use as he participate in taking the decision about it.

2- Through the case study the researcher identifies five cases. The changes in two of them were not better than the original solution but the users were satisfactory. So, participation does not always produce a better solution but it mostly produces a solution which satisfies all, especially the user who participates in the project. The successfulness of the project is always joined with the satisfaction of the user about the design and not with its beauty. Involving users in the design process does not necessarily produce better architecture, but neither working with user automatically lead to the enfeeblement of architects.

3- To guarantee the successfulness of the participation process, we must think deeply. The success of the participation process is based only on the desire of the user and the architect in participation, but there must be a group of establishments and institutions which patronize this process and keep it. Some of the users with whom the researcher discussed with them said that they don't know with whom they must talk about their right to participate and what are the limits of this right? There should be a cooperative between the Engineering Association and the civil community institutions. We should work to establish a body for the users that ask for applying the participation in design.

The differences between this results and Zeisel (1981) ideas is that the designers in our community were not asked to do many things alone; they have to object their building to meet the social and the psychological needs of the users by the help of them. Also, they have to control the behavioral effects of the design decisions they make. Another problem is the gap between the designer and the user because the users are mostly strangers. Many users in Al-Mageen Housing were shared in the project after their apartment has been finished. They don't know anything about the project and the designer doesn't know any thing about them and their needs. The designer cannot control all these problems and others by a personal perspective in our increasingly complex society. So the government regulation and the other free market must ensure that the user's need should be taken into account. Only by this way there would be no problems.

The problem is always will be who will strike the ring. Who will firstly start to form these institutions is concerned in applying participation? I think that the university is the best institution to do that.

The university must takeover the responsibility of doing that as it is a neutral institution. So it must play a neutral role among all parties as the government, associations, the civil community institutions and others. I consider this be the first spark in doing so.

4- The understanding of the context: it was found that the context is an important factor in the successful of the participation process. The contexts in the case study include the human, physical, natural, economical and social environment. The designer must study the preferences of the user, the way they think about it, their habits and their traditions. The designer must understand the history of the area of the project and its developments. The designer must appreciate the history of the local development in order to understand the surrounding physical fabric. He has to know well about the scale of the buildings and the prevailing style and materials. The understanding of this context in the communities in which they work and the general knowledge of urban sociology and history helps to get this practicing community architecture. In our case of Al-Maageen housing, many users are not satisfied with the location of the housing because it is near Al-Aeen camp. Many children of this camp come to play in the playground which is specialized for the children of the users. The society of the housing starts making a fence around the housing to prevent those children from entering the housing.

The study agrees with Lawrence's (1990) idea about the image of the users. He said that several studies show that each person has an image of the world, which comprises past and present experiences and has goals which are different from any other persons. Even the members of the same household have no precisely the same residential biography. Therefore, the

question here is that the participatory design commonly treats the participants as if they perceive and construe design problems in the same way. Of course, we must take this into our consideration because every person has different effects even in the shared context and the similar experiences.

5- The development of the skill: it was found that the participant users with whom the study deals learn very much about the architecture, they become familiar with the terms of architecture. They become able to understand drawings such as plans. So the user can learn from the participation process. They learn a lot of the design skills. They learn how they can express their opinion. Their architectural culture becomes good. The participation is a process by which the architect can develop his/her skill. The architect can learn from the user. He can learn from the community as he can identify the habits and the traditions of the people. Developing new knowledge and new skills is very important in the practice of the community architecture. So architects had to understand the social and planning context. Also the architects had to learn new methods of communication and new techniques of participation.

6- The participants of Al-Maageen Housing were two kinds; some of them participate in a direct way, face to face with the designers and others in an indirect way through the society of the housing. The direct participation is capable of applying the needs of the people. The communication in it is more efficient and more powerful. If the direct participation is not available, then we apply the indirect participation. We must strengthen the indirect participation by the representation in order to reach the direct participation.

This principle of participation has been ensured by other writers. For example, Rahnema (1997) said that the participation could be either transitive or intransitive, either amoral or immoral; either forced or free, either manipulative or spontaneous. Transitive forms of participation are by definition, oriented towards a specific goal or target. By contrast, in its intransitive forms, the subject lives the partaking process without any predefined purpose. While one is listening, loving, creating, or fully living one's life, one partakes without necessarily seeking to achieve a particular objective.

7- The economical factor was found as a major cause to increase the limits of participation process. Some of the users of our case said that the economical factor was the main factor behind their participation. Through their participation they can economize in the costs of the finishing works. Participation is considered to be an important factor in building the poor communities. The economical importance in participation is one of the important causes of applying it in many countries especially the developed ones. The self-building project could be considered the clear picture of this importance. The participation in this type of project isn't limited to design, but also to construction.

8- The users of Al-Maageen Housing were not satisfied with the character of their buildings as they didn't participate in the forms of these buildings. On the other hand, it was found that the participants' users were the coordinators of their apartment and they were considered to be the strong basis to produce an apartment which has a clear and only one character. Where the design process in the last decades becomes a very complicated process, many specialists share in this process and every one

of them wants to concentrate on his opinion. Every one of them has his own imagination about the building. The user is only constant part in the design process. When participation becomes active, the user will give his own opinion and imagination on every one of the specialist. So, we can consider that the opinion of the user is united among all those specialists.

### **5.3 An Approach to the Application of Participation for the Future:**

The practical side of the study shows us a group of notes that must be studied by the researchers. These points can be considered as results of the fieldwork side.

1- During the fieldwork side of the study, it was obvious that there is a good knowledge about participation in our Palestinian community. This was obvious through the dialogue and the questionnaire. But we must remember that the sample of the study in this experiment was educated.

2- The user can participate in more than one in which during the project, but the design stage is the main one that the users prefer to participate in. Because this stage defines the internal and the external form of the house.

3- The user who knows his rights to participate was more able to change in his house than the user who does not know any thing about participating process. This was obvious in the practical side of the study; more than the half of the study sample change in their house because they know their rights in participating in the project. In addition, those users get into a strident dialogue with the designer about their rights in changing and participating. Those users who participate are creative or reactive users at

least, so they ask about their rights. Whereas, most of the users who do not participate in the project are passive users.

4- The users through the case study said that the project is in between acceptable and good. This is because participation in this project began in late stages. So, the user's participating was not from the starting of the project and they see that their influence was not as they wanted. Their changes were limited; many of the users during the interviews say that it is too late to change or to participate.

5- There is no statistically significant difference in participating in any stage of the project in the architectural design due to gender. In addition, the percent of female is bigger than the percent of the male in participating or in willing to change the architectural design.

6- Users who change or want to change the architectural design and they participate in the project, had a percentage of 80%, while the users who change or want to change and they did not participate in the project, their percentage was 20%. The result is that the participants' users were more able to do what they want. Whereas, most of the users who did not participate cannot do any changes.

#### **5.4 Concluding Remarks:**

As mentioned before, the study shows that participation is one of the democratic processes in the implementing activities. In this process, the user participates with the designer in shaping their community. They work together to form the present that will be one day the truthful history of their life, valuables, principles, wants and needs. The user will be a vital actor in this process and his/her part does not less than the part of the designer.

Therefore, he/she will be able, by his/her cooperation with the designer, to find the best and correct solution and reach to appropriateness situation. He/she will be able to participate in making decisions and to impose his personality on the project. This will guarantee a status of relief, satisfaction and take of responsibility from all parts of the process. However, there is a group of concluding remarks that should be taken in our consideration:

1- The subjects which the study talks about are enough to be a very clear sign for all specialized, architects, planners, governments, human institutes, and individuals to make the participation process on the top ladder of their interests.

2- Participation is not a minor requirement that can be ignored. Therefore, it is our responsibility to ask the unions to impose laws or some legal proceedings on the designer to make him take the lowest level of participation at least. These unions can also play the mediator part among the architect and the user to guarantee active participation.

3- Any study about the participation must connect the theoretical side with the practical side. This helps in producing accurate results.

4- Depending on the case study, it was obvious that a good knowledge of participation was found between the educated classes of the Palestinian community. But, there are other classes of the community may not have the same knowledge; therefore, there must be other studies about the other classes of the community. Because of this the researchers to become more able to know the range of the participation in our community. The process of participation with its methods and tools are dependent on the level social.

5- It was found that the users like mostly to participate through the designing stage of the project. So the designers have to develop new methods of participation focused on this stage.

6- Participation process must start at the beginning of the project in order to put the user in the real situation of the project. If the involvement of users begins late, their influence and participation will be very limited.

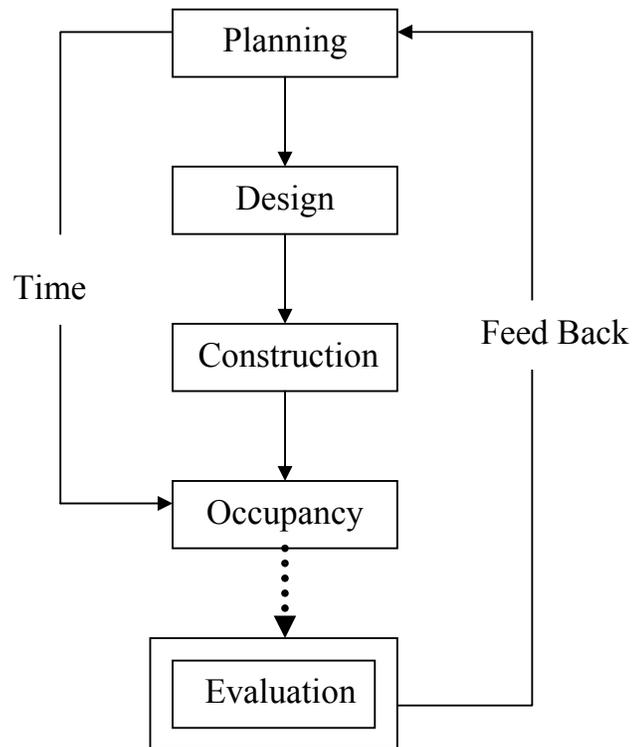
7- The users should be informed about their rights of participation. It was obvious that the users who know about their rights of participation were more able to participate than the users who don't know any thing about participation or his rights to participate.

8- The architect had to consider women's opinion or female's as well as all actor; young, children and elderly in his consideration in every step of the participation process because it was found that they are as concerned as men in the design.

9- The idea of participation and assessment gave us new ideas about the design process.

These ideas and methods of participation were used in many projects all over the world, and accordingly the systems, laws, and methods of design were adapted. Therefore, as a result of this study we can clarify and identify the concept and its application in two ways:

First: The theoretical level; this study adapt international ideas for the local Palestinian community. It also added another dimension for participation, the time line effect, which may change the levels and phases for participation.



Second: The practical level; this research studied in depth the ways, level, people, clients and their rules in participation in certain case study from which we identified the problems, the opportunities and procedures related to practical application for the concepts and ideas of participation. We found out the level of applicability of this concept on the Palestinian community.

In conclusion, the concept of participation, particularly in our Palestinian community, demands more critical investigation and attention. This study could be treated as a step forward for further research.

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**APPENDIX**

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**Appendix (4.1): Questionnaire:**

**Participation community in architecture design  
"Al-Maageen Housing"**

Job: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

The floor of your apartment: \_\_\_\_\_

The direction of your apartment: \_\_\_\_\_

The persons who share in answering this questionnaire:

1- husband      2- wife      3- sons      4- others.

The number of the dweller in the apartment: \_\_\_\_\_

**The Concept of the Participation:**

1- Participation is aright for the user, so he can participate the architect in designing his house and looking on all the plans in order to agree on it before starting in carrying out the project.

a- strongly agreeing   b- agreeing   c- disagreeing   d- strongly disagreeing.

2- It is aright for the user to ask the architect to change the plans in order to be suitable with his needs and wants.

a- strongly agreeing   b- agreeing   c- disagreeing   d- strongly disagreeing.

3- So as the architect is a specialist, he can design as he sees without taking the opinion of the user.

a- strongly agreeing   b- agreeing   c- disagreeing   d- strongly disagreeing.

4- Do you participate in any stages of the project:

a- yes

b- no

5- Your participation was in the following stages:

a- planning

b- designing

c- construction

d- nothing

6- In case of participating, you cooperate with:

a- no one

b- husband/wife

c- sons

d- others

7- If the project repeats again, you will participate in:

a- planning

b- designing

c- construction

d- nothing

8- What is your opinion in the project generally:

a- very good

b- good

c- acceptable

d- bad

9- Why are you share in this project:

a- housing

b- investment

10- The reasons which make me share in this project are:

a- finances reasons; I can't provide all the money quickly.

b- Social reasons; I can know my neighbor and live in a cultured environment.

c- Technique reasons; I can change my plan from interior as I want.

d- I thought that the housing would reduce the final cost.

e- Administrative and designing reasons; the program of the proposed plan and design is flexible, which let to me participate in the design.

**Building:**

1- Do you think that the interior partition for your apartment is

a- very good                      b- good                      c- acceptable                      d- bad

2- The relation between the interior partition in your apartments:

\* The relation between the kitchen and the living is:

a- very good                      b- good                      c- acceptable                      d- bad

\* The relation between the master bedroom and the children bedroom is:

a- very good                      b- good                      c- acceptable                      d- bad

\* The relation between guestroom and the other parts and its privacy is:

a- very good                      b- good                      c- acceptable                      d- bad

3- Do you feel that the natural lighting in your apartment is :

a- very good                      b- good                      c- acceptable                      d- bad

4- Do you feel that the natural ventilation in your apartment is:

a- very good                      b- good                      c- acceptable                      d- bad

5- Is the external design for your building is:

a- very good                      b- good                      c- acceptable                      d- bad

6- Do you change or want to change the form of the windows or openings:

a- yes and in completely way                      b- yes but in a partial way                      c- no

7- Do you change or want to change the form of the entrance of your building:

a-yes

b- no

8- Do you change or want to change the interior decorate or the interior partition of your apartment:

a- yes and in completely way

b- yes but in a partial way

c- no

9- Do you think that the cost is appropriate with what you get finally:

a- strongly agreeing b- agreeing c- disagreeing d- strongly disagreeing.

10- Do you find out that the areas of the spaces are appropriate with the needs of the family:

a- strongly agreeing b- agreeing c- disagreeing d- strongly disagreeing.

11- Do you see the plans of your apartment and examine it before you agree to share in the society:

a- yes

b- no

12- Do you own the plans of your apartment?

a- yes

b- no

13- Is your building has special character from the others building which belong to the housing:

a- strongly agreeing b- agreeing c- disagreeing d- strongly disagreeing.

**Urban Planning and Design:**

1- You live in a planned area, so what is your opinion in it:

a- very good                      b- good                      c- acceptable                      d- bad

2- Do you think that the relation between the building, spaces and the streets is:

a- suitable                      b- overcrowded                      c- very overcrowded

3- What bothers you from the environmental side:

a- dust                      b- noise                      c- littleness of the trees                      d- cars

4- Do you think that the reaching of the visitor to your apartment is:

a- easy                      b- difficult                      c- acceptable

5- Do you think that there are an enough green area and parking?

a- very good                      b- good                      c- acceptable                      d- bad

**The Way of the Participation:**

1- What are the changes that you change or want to change in your apartment?

2- If the project is repeated again what is the way that through it you want to participate in the project?

3- Do you think that you are the responsible about the nonexistence of participation or the staff of the society?

## Appendix (4.2): User letter, building # 6, apartment # 80:

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ التّاریخ: ١٣/٤/٢٠٢٠

مقدم الطلب: د. جبر خضير / مالك شقة ٨٠

الموضوع: التقسيم الداخلي للشقة ٨٠/٤/٢٠٢٠

قبة طيبة وبعد،

أرجو التكرم باجراء تقسيم الشقة كما يلي:

١. صالون مفتوح في منزل الباب الرئيسي  
سبب كل حرف "ما" بالانجليزية

٢. إزالة الحمام بجانب المنزل الرئيسي ليصبح في  
الشقة مما يترك فقط ثلاث شقق

٣. تصبح فرنك النوم رقم "٣" بجانب الصالون

من الجهة الشرقية بدلاً من الفرنك ٢

السابقه بجانب الدخول الشرقية

٤. إبقاء التقسيم الباقى كما هو، بعد التقسيم

الذي قد تمتم

أشركم وأشركم

واقبلوا اقتراحي

مقدم الطلب

د. جبر خضير

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

حضرة السيد سندس إمام جامعة البغداد المحترم  
المنتهى أيدى عليه.

الموضوع: توفيق باب الصلاة

في صفحة ٨٠ عمدة ٦

أ- جو التكرم بتوفيق باب الصلاة ليصيح

مدرسيه <sup>شريعة</sup> ٢٠٠٢ م (مماثلًا للصفحة رقم ٧٨

في عمدة ٦، بعض طوبى ونصفه لا جرمه.

فأ- جو التكرم بتوفيق الباب المذكور

ان أمكنه مماثلًا للصفحة المذكور - ٧٨

إذا كان ذلك ممكنًا كما ذكرتم لي

شآكر آ لكم جميعاً بكم - تعاليم

صلى

د. عبد مفضل البياوي

١١ / ٢ / ٢٠٠١ م

Appendix (4.3): User letter, Building # 6, roof plan:

رضی اللہ عنہم

شعبہ عمرانیہ و ماحولیات

- ۱۔ الفار واجبہ ایڈجسٹ
- ۲۔ تبدیل اعمیہ ایڈجسٹ
- ۳۔ اعلان بای اعمیہ
- ۴۔ ازالہ ناقضہ اکمام

عمرانیہ

## Appendix (4.4): User letter, Building # 8, apartment # 97:

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ  
 السيد رئيس إعمار الهيئة الإدارية لجمعية إعمار منزلها جامعة  
 اتبناج الوطنيه لتقارنيه  
 د. فؤاد محمد

الموضوع : تبديل في تقطيع شقه رقم ٨/٩٧  
 باسم عيسى د. محمد

بعد انتم : بالموافقة الايباء ليه يلزم عدد اجراء  
 السيدات الثانية في تقطيع لشقه المذكور  
 (١) - الة الناطع بيه عرفة العيشه والفزه بحيث يعبري  
 باباً سحاباً

وتنقله ا قبوله هذا ام

د. فؤاد محمد مدير مبنى محمد

  
 ٢٠٠٠ / ٥ / ٢٤

جامعة النجاح الوطنية  
كلية الدراسات العليا

المشاركة الشعبية في التصميم المعماري  
(تقييم إسكان المعاجيين في نابلس)

اعداد

احمد محمد الحاج احمد صالح

اشراف

د. زياد سنان

د. خيرى مرعي

قدمت هذه الاطروحة استكمالاً لمتطلبات درجة الماجستير في هندسة العمارة بكلية الدراسات العليا  
في جامعة النجاح الوطنية في نابلس، فلسطين.

2005

ب

المشاركة الشعبية في التصميم المعماري  
(تقييم إسكان المعاجيين في نابلس)

اعداد

احمد محمد الحاج احمد صالح

اشراف

د. زياد سنان

د. خيرى مرعي

المخلص

المشاركة في التصميم تتحقق من خلال العلاقة المتبادلة بين المصمم والمستخدم وهذا ينضوي تحت مفهوم الديمقراطية, أي أن الإنسان يجب أن يشارك في كل ما يؤثر عليه وبما أن المستخدمين هم أو أول من يتأثر بقرار التصميم الخاص بسكنهم أو مكان عملهم أو ترفيههم أو حبيهم فهم لهم الحق في المشاركة في عملية اتخاذ القرار في التصميم.

والمشكلة الحقيقية التي تواجه مجتمعنا اليوم تكمن في أن كثير من المصممين يتجاهلون رأي المستخدم في مراحل التصميم المختلفة مما يؤدي إلى كثير من المشاكل ليس أقلها تغيير التصميم أو تركه أو تعديله أو العيش فيه على غير رضا إضافة لكونه أنه لن يكون من التصاميم المستدامة التي ستخدم صاحبها لفترة زمنية طويلة , وتشير إحصاءات اليونسكو أن 60% — 80% من المباني السكنية يتم تعديلها أو إزالتها والسؤال الذي يطرح نفسه هنا هل تستطيع المشاركة حل هذه المشكلة وما هي أهمية المشاركة في مجتمعاتنا وكيف يمكن لنا الوصول إلى مرحلة المشاركة.

وبمعنى آخر ما هي الوسائل والطرق التي من خلالها يمكن أن ننجح في تطبيق هذه المشاركة علما بأن هذه الوسائل والطرق تختلف من مشروع لآخر ومن معماري لآخر وتعتمد بالدرجة الأولى على حجم المشاركة المطلوب تحقيقها حيث أن حجم المشاركة له درجات مختلفة تتراوح من سيطرة المعمارى على المشروع إلى مرحلة توازن بين المعمارى والمستخدم إلى سيطرة المستخدم على المشروع مع دور محجم للمعمارى حتى تصل في النهاية إلى إلغاء دور المعمارى .

وقد تضمنت هذه الدراسة لإحدى التجارب العملية للمشاركة في التصميم وهي حول إسكان المعاجيين التابع لموظفي جامعة النجاح الوطنية في نابلس في فلسطين. وقد استخدمت هذه الحالة لدراسة النظريات المتعلقة بالمشاركة الشعبية في التصميم.