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Development of Governance Indicators for Accessible and Inclusive Urban Development (AIUD)

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Abstract:

This paper responds to the concern of lack of public governance indicators for Accessible and Inclusive Urban Development (AIUD) despite agreements in the literature and in practice to develop field-specific governance indicators to resolve wicked problems. AIUD is known as a multi-disciplinary and multi-sectoral field requiring various sectors' involvement. The resources needed to resolve this issue are scattered across diverse sectors. Furthermore, accessibility for and inclusion of disabled and elderly people is considered a global challenge. International organizations like the United Nations (UN), the Inclusion International (II) and the World Bank (WB) have addressed this concern. The UN prioritized this vital issue in its robust Sustainable Development Goals (SDGs) (2015-2030). AIUD significantly impacted social inclusion, human welfare and economic development warrants developing governance indicators. This facilitates decision-making, international performance comparisons, benchmarking, assessing governance quality and adopting corrective measures which improve the service delivery system. This study endeavours to develop a set of governance indicators for AIUD in the UAE through a systematic literature review and the inputs gleaned from a group of experts by administering a questionnaire survey.

Keywords: public governance, indicators, Accessible and Inclusive Urban Development, sustainable development, social inclusion

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Introduction:

In recent years, governance has become a catchy phrase due to conventional public policy and the inadequacies of administrative processes. Under the new rubric, the government no longer plays an exclusive role. Rather, several actors including the government, the private sector and civil society are involved in managing society's socio-economic affairs (Capano et al., 2015). Almost all major sectors in the governing system have embraced the governance framework to improve the service delivery system. Following this trend, it is no wonder an appropriate governance framework with relevant indicators, which is a sine qua non of Accessible and Inclusive Urban Development (AIUD). This is simply because sustainable cities and communities are worldwide concerns to implement sustainable development goals. Goal number 11 is one worldwide governmental priority and covers a wide range of issues, including the accessibility and inclusion of various target groups. Although social inclusion is a core pillar of sustainable development and human rights, it continues to elude certain societal groups, including disabled persons (AlKhamis et al, 2019).

Accessibility is considered a means for empowering and including disabled and elderly people in economic, social, cultural and political areas. AlKhamis et al. (2019) stated that AIUD is meant to ensure accessibility for and inclusion of persons with disabilities in all development aspects by removing physical environment, transportation, employment, education, health, services, information and assistive device barriers like information and communications technology (ICTs) to help all society members achieve their fullest potential and independency. Failing to achieve AIUD leads to social exclusion, a menace causing inadequate resource distribution and a loss of productivity and equity.

Referencing Mu & Jong (2016), Uyl & Driessen (2015), Stewart (2006) and Haarich (2018), Alkhamis et al. stated, "resolving social problems is challenging because successful policy integration can be achieved only through goal alignment strategies for all stakeholders so all actors will perform as one system (2019, p. 3496)."The UN has acknowledged the urban planning challenges many countries face, leading to inadequate access to public services, infrastructure and technologies. The weak

implementation of AIUD has led to the equity problems that affect the quality of life and the implementation of sustainable development goals. One main issue faced by AIUD is its complexity and the involvement of actors from different sectors (public sector, private sector and NGOs) and fields (social science, behavioural science, business and engineering). This makes an enormous impact, particularly on disabled and elderly persons. In fact, its impact extends to all societies, since the target groups form 20% of the world's population which are effective members of societies. Consequently, achieving AIUD is considered a wicked problem, due to its complexity, trickiness and thorniness. Defining and finding a solution to a wicked problem is an arduous task. According to Jentoft and Chuenpagdee (2009), a wicked problem is essentially a governability issue, where governance is defined as, "a government's ability to make and enforce rules, and to deliver services, regardless of whether that government is democratic or not" (Fukuyama, 2013, p. 350).

Several researchers have addressed AIUD from architectural and information technology perspectives. Little research has been conducted from policy and governance perspectives. Nevertheless, a recent study conducted by Rebernik et al. confirmed "Among numerous evaluation systems that measure city's smartness, sustainability or quality of life, those tackling inclusion are very rare. Specifically, disability inclusion is hardly covered" (2020, P.1). In addition, the research proposed a Disability Inclusion Evaluation Tool and Disability Inclusion Performance Index. The preliminary research conducted for this proposal's scope returned no results for AIUD governance evaluation models. However, there are different frameworks used to evaluate governance in different fields with similar characteristics like Transit Oriented Developments (TOD) and environmental governance (Ehler, 2003; Stewart, 2006; Kisingo et al., 2016). Researchers have recommended for governance performance evaluation to replace conventional excellence models and quality assessment tools, especially with wicked problems (Bovaird & Loffler, 2002, 2003).Due to this vital deficit in evaluating AIUD governance, this study focuses on the following objectives:

1. To explore and critically assess existing international models for evaluating AIUD governance system performance;

2. To seek expert opinions through a structured questionnaire survey regarding the plausible set of governance indicators for AIUD; and
3. To develop governance indicators for evaluating AIUD performance.

Concerted sustainable development efforts are being made around the world in line with UN-initiated SDGs. Since there is no clear evidence of governance evaluation model availability allowing decision-makers to evaluate and monitor performance of AIUD, this study is a timely intervention and aims to contribute to the body of knowledge needed to address AIUD governance performance evaluation. Due to AIUD's impact on social inclusion, human welfare and economic development, the developing governance indicators will facilitate decision-making and allow international performance and benchmarking comparisons. It will also facilitate assessing governance quality to demonstrate performance and identify needed improvement to improve service delivery. The proposed governance indicators form the basis for developing an AIUD governance evaluation model—a useful tool for decision-makers to foster successful AIUD.

Literature Review

Governance, defined as "a government's ability to make and enforce rules, and to deliver services, regardless of whether that government is democratic or not" (Fukuyama, 2013, p. 350), has become a buzzword since the 1980s. Under the governance umbrella, different quality management and excellence models have been applied by organizations and governments to evaluate service delivery performance and excellence, but the results remain unsatisfactory while addressing the wicked problems (Bovaird & Loffler, 2002, 2003). Public governance evaluation is used in literature and practice to resolve wicked problems and improve complex fields' performance with multiple sectors and stakeholders and high uncertainty, like transit oriented developments, protected areas and environmental fields (Antunes et al. 2009; Mu & Jong 2016; Haarich 2018).

However, the extant literature review conducted for this research showed no results of an available governance evaluation model for AIUD nor public governance indicators developed specifically for the field. Although the research conducted by Rebernik et al. (2020) proposed indicators to

measure disability inclusion within cities, the indicators were not dedicated to evaluate accessibility. Rather, the proposed indicators were developed to cover areas of inclusion in the city and governance was one of these areas. Moreover, one research limitation was the demanding nature of indicators and the time and efforts required for massive data collection.

Due to AIUD's complex nature, it is not a goal but rather a process requiring a holistic monitoring and evaluating approach involving stakeholders in various sectors. Therefore, AIUD indicators are recommended to be less time and effort consuming and allow continuous and easy monitoring by decision-makers.

Several initiatives have been undertaken by the multilateral international organizations to develop governance indicators. One is the Worldwide Governance Indicators (WGIs) initiated by the World Bank, which keeps the results updated (World Bank, 2018). The UN realised the importance of evaluating and monitoring the progress of implementing Millennium Development Goals (MDG) and selected more than 40 indicators to measure 18 targets associated with the MDGs. During UN Habitat implementation, it recognized the holistic approach's importance, considering assessing both individual goals and other targets

There has been increased attention in both research and practice worldwide to utilize governance indicators. This is attributed to three reasons: First, it facilitates international performance comparison (Stewart, 2006). Second, it promotes citizen participation (Stewart, 2006). Third, assessing governance quality helps demonstrate actual performance and identify needed improvement areas (Lockwood, 2010).

This study has attempted to review relevant literature to identify governance performance indicators. However, since the studies were carried out in diverse fields using different methodologies, the outcomes varied.

Ehler (2003) proposed four types of indicators: input, process, output and outcome for global applicability in coastal management. In his research, Stewart (2006) discussed four challenges in designing good urban governance indicators: concept definition, measure choice, sample choice and indicator evaluation. He stated that the failure to justify selection measures implies weakness in governance assessment endeavours. The author has

criticized the World Bank's and UN Habitat's research and highlighted in his research that their findings "fail to include an adequate assessment of citizen participation in their good urban governance indicator sets, nor do they to provide much guidance as to why their indicators are essential and, most importantly, how these indicators should be assessed" (Stewart, 2006, P.203). He has also emphasized the significance of governance indicators and confirmed that it became commonly used for international performance comparison, offering opportunities to international organizations, like the UN, the World Health Organization and the World Bank to use these indicators for assessing member country performance.

Kisingo et al. (2016) developed a quantitative method for developing effectiveness measures of protected area governance, using a set of 65 statements (indicators) related to governance principles developed from the literature review. The authors pointed out the opportunity for future research to consider the relations between the factors, between statements and between factors and statements (Kisingo et al., 2016).

To develop a database of indicators with a focus on Millennium Development Goals, particularly target 11 on improving slum dwellers that became the urban indicator program in 1993, the Urban Indicators Guidelines Monitoring the Habitat Agenda and the Millennium Development Goals in 2004 identified the Habitat Agenda Indicators as following:

- 20 key indicators which are both important for policy and relatively easy to collect. They are either numbers ratios;
- 9 checklists assessing areas which cannot be easily measured quantitatively.
- 13 extensive indicators (percentages) intended to complement the results of key indicators and qualitative data to make a more in-depth issue assessment.

The Habitat Agenda Indicators are grouped into two clusters for data collection ease:

- Cluster A: Indicators from Census, Demographic and Health Surveys, Multiple Indicators Cluster Surveys and national household surveys;
- Cluster B: indicators from other sources.

Different indicators derived from well-researched sources were discussed by experts at the Ottawa workshop, eventually resulting in indicator development (Ehler, 2003). However, both Stewart (2006) and Kisingo et al. (2016) developed literature-based indicators.

AlKhamis et al. (2019) proposed an evaluation model for public AIUD governance performance. In their research methodology (Fig. 1), they recommend conducting a systematic literature review and expert feedback to develop governance indicators.

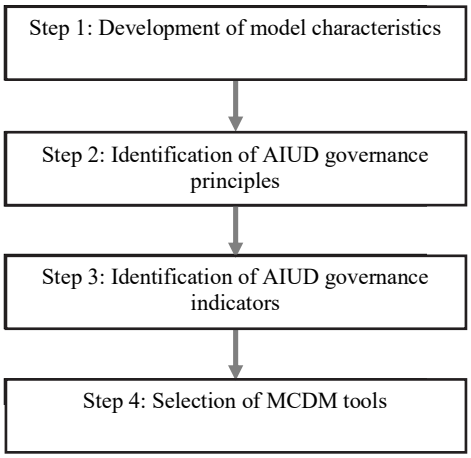

Fig. 1: Research Methodology of Model Development (Alkhamis et al, 2019)

This research paper will expand on step 3 of the research methodology and develop field specific indicators to evaluate public governance performance at AIUD.

Methodology

This study's methodological approach was implemented in three phases (Fig.2). The first phase was to conduct a systematic literature review in different databases to generate an indicator database. The second phase involved analysis of the findings and adjustment of context to propose the indicators' list. The third phase involved expert input to refine and confirm the final indicators' list.

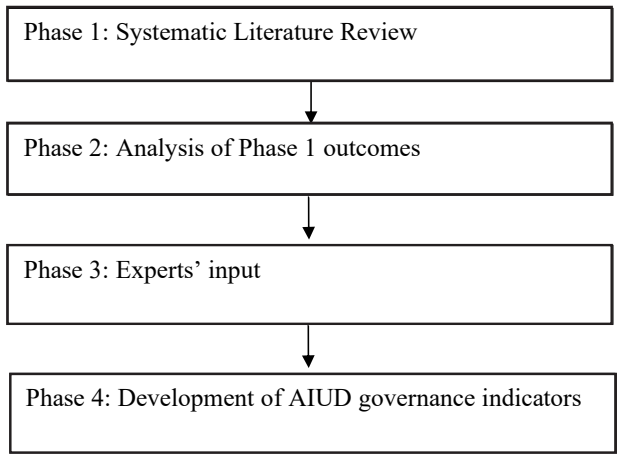

Fig.2. Methodological research approach

Phase 1: Systematic Literature Review

The research objectives were identified, and the key data sources were selected. The main research objective is to explore existing indicators used to evaluate governance in different fields to develop AIUD indicators. The search objective was intentionally not directed to AIUD because the initial literature review yielded no results for indicators designed specifically for AIUD. It was confirmed by a group of experts consulted at the research's early stage. Sources were limited to English peer reviewed academic journals.

Different databases were selected: Elsevier SAGE Publications, Taylor and Francis, Springer and Springer (Science, Science and Business Media) and Emerald Publishing. The research timeline of research ranged from 2007 to 2018 to allow for ten years of publications after the United Nations Convention for the Rights of People with Disabilities (UNCRPD) was adopted in December 2006.

Identifying Initial Selection Criteria: Keywords and Search Terms

The literature review's objective is to search for governance indicators. Therefore, the systematic literature review aimed to focus on identifying indicators without limiting the subject area. Considering the term

"indicators" was used interchangeably with the term "statements" in the literature, the search string considered both terminologies.

The initial search results were planned for academic articles and did not cover books or other sources. As the search is proposed for public governance, research dedicated for corporate governance was excluded from the search results. The keywords were used as a selection criterion for the abstract. The following search string was used for research: ("Governance indicators" OR "Governance statements") NOT "Corporate governance". The keywords were used as a selection criterion in the abstract, resulting in an initial sample of 184 references.

Initial Search Results and Elimination Criteria

The initial search results yielded 184 papers which were filtered with duplicated papers being eliminated. Selected papers were divided into two groups. The first group was for irrelevant papers and the second for relevant ones. The elimination criteria were based on the search objective. Most papers were eliminated due to the following reasons:

1. The focus was on corporate, not public governance although it was clearly mentioned in the search string;
2. There was exclusive reliance on Worldwide Governance Indicators (WGIs). This database was not considered a main reference for this research;
3. Research using governance principles as indicators elements.
4. These were draft versions and repeated references.
5. The papers unrelated to research contents (economic and finance indictors).

The final grouping of the systematic literature review resulted in 138 non-relevant papers and 17 relevant ones.

Phase 2: Analysis of Phase 1 Outcomes

The systematic literature review in phase 1 resulted in 17 relevant papers and 198 indicators rephrased to fit AIUD. The indicators were categorized and grouped into structure, process and outcome indicators,

as recommended by different researchers (Hung &Jerng, 2014; Deerberg-Wittram et al., 2013). Indicators resulting from literature encompassed inter alia, institutional and organizational settings, organizational commitment, the structure of governance, organizational capacity and training, knowledge and understanding of intuition and its impact, resource capacity, strategic plan, administrative resources, stakeholders' participation and involvement, enforcement procedures.

The list of each type of indicators was refined. The most relevant indicators were proposed by the researchers to form a base for experts' input in phase 3.

Phase 3: Experts' Input

Experts' opinions were sought through a structured questionnaire survey administered on 18 selected experts in different fields representing different sectors including self-advocates. Eleven responses were returned, accounting for a 61% response rate. Experts were selected to fulfil one or more of the following criteria:

1. They have worked in the UAE;
2. They have background in public, private or non-profit organization (NPO);
3. They have to cover a wide range of sectors including public service, education, transportation, ICT and assistive technology, Universal Design, accessible cities-built environment, public policies and public administration
4. Self-advocates must represent different disabilities.

Of all the respondents, 36.36% were from the public sector, 45.45% from the private sector, 9.09% from NPOs and 9.09% from the academic institutions. The educational level of respondents represented 45.45% PhD holders, 45.45% Master's degree and 9.09% Bachelor degree. 72.73% of respondents have more than 20 years of experience, 27.27% have less than 20 years of experience in their fields.

Results:

Experts' inputs were analysed and sorted according to average rating. Table 1 presents highest rated indicators according to the first question where respondents were asked to rate the indicators according to AIUD field relevance using the Likert scale. Indicators representing similar concepts were grouped and priority was given to the highest rated ones. Indicators 6"enforcement coverage" and 10 "enforcement system" were eliminated as indicator 1 "clearly defined enforcement procedures" covers enforcement and its procedures. This is a high-rated indicator. Indicator 9 "the AIUD governing body actively engages marginalized and disadvantaged stakeholders" was eliminated as indicator 4 "representation of persons with disabilities, elderly and their families" highlights the same concept of involving target groups and it was rated higher by experts. Indicator 13 "institutional settings and regulatory paradigm" was eliminated as the indicator 12 "effectiveness of institutions and implementation capacity" was selected since it refers to the effectiveness of institutions and links to implementation capacity. Indicator 5 "AIUD governing body has sufficient capacity to carry out their required roles" was eliminated because not all cities have defined governing bodies. Moreover, indicator 7 "existence of a decision making and management body" represents the need for a decision-making and management body.

Table 1. Highest Rated Indicators as per Question 8

	Governance indicator	Average
1	Clearly defined enforcement procedures	4.82
2	Political commitment and legitimacy	4.82
3	Existence and adoption of a management plan	4.8
4	Representation of persons with disabilities, elderly and their families	4.73
5	AIUD governing body has sufficient capacity to carry out their required roles	4.64
6	Enforcement coverage	4.64
7	Existence of a decision making and management body	4.64

8	Quality of Infrastructure	4.64
9	The AIUD governing body actively engages marginalized and disadvantaged stakeholders	4.64
10	Enforcement system	4.55
11	Effectiveness of AIUD bylaws	4.55
12	Effectiveness of institutions and implementation .capacity	4.55
13	Institutional settings and regulatory paradigm	4.55
14	Transparency, availability and accessibility of information on AIUD resources	4.55
15	Evaluation and planning for both short and long term AIUD issues based on accurate and appropriate data	4.5

Question 10 allowed respondents to select from the 178 indicators and table 2 presents the indicators selected optionally by respondents. The highest rating was for the indicator "local community participation in AIUD" and the respondents emphasized the importance of public participation through rating "meaningful public participation in AIUD," "meaningful public participation in policy-making," "Clear process for public participation in policy-making" and "participation of Non-Governmental Organization." Indicator 7 referred to "accountability and enforceability of regulations" covered by the enforcement indicators.

Table 2: Indicators Selected Optionally by Respondents - Question 10

	Indicator	Average	Remark
1	Local community participation in AIUD	5	To be added to final indicators list
2	Clearly defined enforcement procedures	4.88	Table 1
3	Representation of persons with disabilities, elderly and their families	4.88	Table 1
4	Clearly defined regulations and enforcement	4.86	Similar to indicator 2
5	Enforcement system	4.86	Table 1
6	Enforcement coverage	4.86	Table 1
7	Accountability and .enforceability of regulations	4.86	Covered by indicators (1,6,10) in Table 1
8	Transparent process for AIUD	4.86	Covered by indicator 14 in Table 1
9	Meaningful public participation in AIUD	4.86	Covered by indicator 1 in Table 2
10	Meaningful public participation in policy-making	4.86	Covered by indicator 1 in Table 2
11	Clear process for public participation in policy-making	4.86	Covered by indicator 1 in Table 2 with emphasis on participation process
12	Participation of Non-Governmental Organization	4.86	Covered by indicator 1 in Table 2

13	Effective management of AIUD	4.86	Covered by indicator 3 in Table 1
14	institutional settings and regulatory paradigm	4.75	Table 1
15	Quality and accessibility of information about AIUD	4.75	Covered by indicator 14 in Table 1

Indicators were also sorted according to the average of both questions, resulting in this list (Table 3). A new indicator was added to this list(indicator 7): "transparent process for AIUD" implying information transparency, which is already referred to in "transparency, availability and accessibility of information on AIUD resources."

Table 3. Highest Rated Indicators According to both Questions 8 and 10.

	Indicator	**Average**	**Remarks**
1	Clearly defined enforcement procedures	4.85	Table 1 Table 2
2	Representation of persons with disabilities, elderly and their families	4.805	Table 1 Table 2
3	Enforcement coverage	4.75	Table 1 Table 2
4	Political commitment and legitimacy	4.725	Table 1
5	Enforcement system	4.705	Table 1 Table 2
6	The AIUD governing body actively engages marginalised and disadvantaged stakeholders	4.695	Table 1
7	Transparent process for AIUD	4.655	Table 2

8	Institutional settings and regulatory paradigm	4.65	Table 1 Table 2
9	Existence and adoption of a management plan	4.65	Table 1
10	Transparency, availability and accessibility of information on AIUD resources	4.63	Table 1
11	Quality of Infrastructure	4.605	Table 1
12	AIUD governing body has sufficient capacity to carry out their required roles	4.6	Table 1
13	Effectiveness of institutions and implementation capacity.	4.59	Table 1
14	Existence of a decision making and management body	4.57	Table 1
15	Effective management of AIUD	4.565	Table 2

Experts were asked to suggest additional indicators not covered by the indicators. Suggested indicators were classified into two categories: relevant, relevant but covered by indicators and non-relevant (Table 4).

Table 4: Evaluation of Experts' Inputs

Relevance	Responsiveness to innovation	To be merged into one indicator and added to the final indicators' list
	Inclusiveness and accessibility of innovative initiatives	
	Budget allocated for AIUD initiatives from total budget	

Relevant but covered by indicators in literature	Inclusion of AIUD into planning governance.	"Representation of persons with disabilities, elderly and their families" "The AIUD governing body actively engages marginalized and disadvantaged stakeholders"
	Availability of accessibility Standards (physical access or E - access websites and mobile applications) - unified on federal and local level	"Effectiveness of AIUD bylaws"
	Monitoring body on accessibility	"Existence of a decision making and management body"
	Governance of built environment	Both transportation and built environment are sectors that will be covered by input from AIUD stakeholders in the next stage
	Transportation (mobility)	
	Capabilities of governments to evaluate accessibility of PWD to knowledge and information and media (multi media)	"Effectiveness of institutions and implementation capacity"

Non Relevant	Availability of enforcement at the organization	Corporate governance
	Organizations evaluate its own services by external auditors	Corporate governance

After a careful analysis of the survey results, the final list of public governance indicators was further reviewed by an independent group of experts (see Table5).

Table 5: Public Governance Indicators for AIUD

	Governance indicator	Source / Reference
1	Clearly defined enforcement procedures	(Kamil et al, 2017) (Camargo et al, 2009) (Garces et al, 2013)
2	Political commitment and legitimacy	(Zaman&Brudermann, 2018)
3	Existence and adoption of a management plan	(Kamil et al, 2017) (Camargo et al, 2009) (Garces et al, 2013)
4	Representation of persons with disabilities, elderly and their families	(Pettenella&Brotto, 2012)
5	Existence of a decision making and management body	(Kamil et al, 2017) (Camargo et al, 2009) (Garces et al, 2013) (Gallacher et al, 2016)
6	Quality of Infrastructure	(Zaman &Brudermann, 2018)

7	Effectiveness of AIUD bylaws	(Kalonga&Kulindwa, 2017)
8	Effectiveness of institutions and implementation capacity.	(Clarvis& Allan, 2014)
9	Transparency, availability and accessibility of information on AIUD resources	(Clarvis& Allan, 2014)
10	Evaluation and planning for both short and long term AIUD issues based on accurate and appropriate data	(Clarvis& Allan , 2014)
11	Local community participation in AIUD	(Pettenella&Brotto, 2012)
12	Responsiveness to innovation, Inclusiveness and accessibility of innovative initiatives	Experts' input
13	Budget allocated for AIUD initiatives from total budget	Experts' input

Discussion:

The decision-making with regard to wicked issues, like achieving accessible and inclusive urban development for disabled and elderly people, requires collaborative efforts from stakeholders across various sectors. Therefore, this study's significance lies in its successful approach to using multidisciplinary research through a systematic literature review and presenting expert input to select a list of governance indicators developed specifically for AIUD.

Due to the complex nature of various studies explored for this research, there was an agreement to engage multidisciplinary efforts to better

understand and develop governance performance (Kamil et al, 2017; Clarvis & Alan, 2014). The approach used in this study used studies conducted in different fields, including environment, transit oriented developments, protected areas and coastal management. The literature review was a main source of governance indicators. The approach is akin to other studies conducted by Stewart (2006), Kisingo et al. (2016), Zaman & Brudermann (2018) and Gallacher et al. (2016).

Engaging experts in the survey has widened the coverage of the target groups from different fields, including urban planning, universal design, education, ICT, policy making and transportation. It was essential to engage self-advocates representing the target group of this research. The expert group represents a selective interdisciplinary sample who contributed thoroughly to the strength of this research.

There is no doubt that culture is an important predictor of governance performance. Governance literature is replete with culture. Its role in sustainable human development cannot be over emphasized (Blunt, 1995; Huh, 2011). However, culture is not considered a special indicator for this study due to some cultural aspects already being subsumed in well-defined indicators like effectiveness, responsiveness and participation.

The final indicator list (Table 5) represents 11 indicators selected from literature by experts and an additional 2 indicators based on expert feedback. These indicators form a strong base of the evaluation model of public governance performance of AIUD. It is worth mentioning that the 11 indicators chosen from a large pool bode well with the fundamental premises of evaluating AIUD governance performance. These 13 indicators are posited in a unique framework that is absent in diverse literature.

Limitations of the Study and the Future Directions of Research

There are some research limitations here. First, database selection was based on the most field publications and the study's subject matter. That ranking was based on the search results before filtration and elimination. Good references may be obtained through other sources. Second, some

indicators got a high rating on the first question and low rating on the second, raising the issue of possible psychometric validity. This issue may result from the long list of indicators and the similarity of different statements and order of indicators in the list. Third, due to the multi sectoral nature of this study, the concept of public governance evaluation was not clear to respondents. As they represented various fields, some raised concerns related to corporate governance. Some respondents suggested introducing additional field-specific indicators. They were unaware of the methodology of utilizing proposed indicators in the next research stage.

The research outcome is a significant milestone in the comprehensive study and will form a strong base for developing evaluation model for public governance performance of AIUD as proposed by AlKhamis et al. (2019). In addition, international comparative studies are suggested to confirm validity of the indicators which will allow indicator utilization at International Organizations like the UN, WHO, WB and II.

Conclusion:

This article presents the results of a systematic literature review conducted to explore public governance indicators to evaluate AIUD governance performance. A quantitative assessment method was used to engage experts and develop field-specific governance indicators. The literature review conducted for this study returned no results for AIUD governance evaluation indicators. Therefore, a list of indicators was proposed in this research representing the first public governance indicators in AIUD. These indicators can be used to evaluate governance performance in cities/ countries for the benchmarking purpose, allocate resources and evaluate stakeholders' performance. These indicators will also constitute a distinct governance evaluation model for decision makers to promote AIUD. The outcome of this research is a significant milestone in the comprehensive study and will form a strong base for developing an evaluation model for public AIUD governance performance (AlKhamis et al., 2019).

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تطوير مؤشرات الحوكمة العامة للتنمية الحضرية الميسرة والدامجة

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ملخص البحث:

يستجيب هذا البحث للاهتمام المتزايد حول نقص وجود مؤشرات الحوكمة العامة للمجتمعات الحضرية الميسرة والدامجة على الرغم من الاتفاق في الأدبيات والممارسات العملية لتطوير مؤشرات محددة لكل مجال لحل المشكلات المعقدة. تعرفالمجتمعات الحضرية الميسرة والدامجة بكونها مجال متعدد التخصصات ومتعدد القطاعات يتطلب مشاركة من مختلف القطاعات كما أن الموارد اللازمة لحل هذه القضية موزعة بين مختلف الشركاء. علاوة على ذلك، يُعرف تيسير الوصول والدمج للأشخاص ذوي الإعاقة وكبار السن بالتحدي العالمي. المنظمات الدولية كالأمم المتحدة، الاحتواء الشامل الدولية، والبنك الدولي أشارت إلى هذا الموضوع. حيث أولت منظمة الأمم المتحدة أولوية لهذه القضية الهامة ضمن أهداف التنمية المستدامة (2015 - 2030). وعليه، فإن حقيقة تأثيرالمجتمعات الحضرية الميسرة والدامجة على الدمج الاجتماعي ورفاهية الإنسان والتنمية الاقتصادية تدعو إلى أهمية تطوير مؤشرات الحوكمة والتي ستسهم في تسهيل عملية اتخاذ القرار وتتيح المقارنة الدولية للأداء والمقارنة المعيارية بالإضافة إلى تقييم جودة الحوكمة لتبني الإجراءات التصحيحية والتي بدورها ستؤدي إلى تحسين أنظمة الخدمات المقدمة.

لغرض هذا البحث، فقد نتجت مؤشرات الحوكمة المقترحة للمجتمعات الحضرية الميسرة والدامجةعن مراجعة منهجية للأدبيات تم تنقيحها من خلال مسح منظم أجراه مجموعة من الخبراء.

الكلمات الدالة: الحوكمة العامة؛ المؤشرات؛ التنمية الحضرية الميسرة والدامجة؛ التنمية المستدامة؛ الدمج الاجتماعي.

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