

Social Participation in Urban Planning Instruments

Participación Social en los instrumentos de planeación Urbana

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Abstract

People's participation is rooted in democracy; in Mexico it is a right that is circumscribed by the Constitution of the United Mexican States, and is established as the power that the social collective has to materialize equality, security and freedom, with its rulers; of such importance that it focuses on the validation of people's fundamental rights. Today, the participation of people has become an essential tool that is recognized worldwide as a fundamental axis of development for decision-making. Even the 17 SDGs (2030 Sustainable Development Goals) are based on the well-being of all people, regardless of their condition; that is, under the precept of social inclusion on a permanent basis. The method used was qualitative, the result of bibliographic research and the application of activities in the community to raise awareness about the importance of social participation for the rescue of public space.

Social participation, Playful workshops and Results

Resumen

La participación de las personas tiene origen en la democracia; en México es un derecho que se circunscribe desde la Constitución de los Estados Unidos Mexicanos, y se establece como el poder que tiene el colectivo social para materializar la igualdad, seguridad y libertad, con sus gobernantes; de tal importancia que enfoca la validación de los derechos fundamentales de las personas. Hoy la participación de las personas se ha convertido en una herramienta imprescindible y de reconocimiento mundial como eje fundamental del desarrollo para la toma de decisiones. Incluso los 17 ODS (Objetivos del Desarrollo Sostenible 2030) tienen base en el bienestar de todas las personas cualquiera que fuera su condición; es decir, bajo el precepto de inclusión social de manera permanente. El método que se utilizó fue el cualitativo, resultado de la investigación bibliográfica y aplicación de actividades en la comunidad para concientizar sobre la importancia de la participación social para el rescate del espacio público.

Participación social, El método y los resultados

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Introduction

The policies, strategies and actions linked to territorial processes, including urban development, have congruently appropriated the processes of social participation to the recognition of the needs and problems in this field, linked to the characteristics of the territory and the identity of the people, with the aim of giving a real response to the most socially felt demands.

In recent times, urban planning has also been strongly promoted in the national territory, in such a way that its formulation processes include the formality of social participation, established in the different laws and regulations of the national, state and local spheres, correspondingly.

Urban planning as a regulatory axis of socio-territorial and economic synergies, has led to successful actions; not least, the intervention of institutions such as the Ministry of Agrarian, Territorial and Urban Development (SEDATU), which has designed guidelines for the elaboration of the contents of instruments such as the Municipal Urban Development Programmes (PMDU), State Programmes of Territorial Planning and Urban Development (PEOTDU), Metropolitan and Partial, etc. Generating universal guidelines and criteria for access to information, citizen participation and inclusion; especially for the cartographic section, one of the most important products of these instruments; likewise, the guidelines establish the obligation to include "Citizen Participation Workshops - Public Consultation" in the process of urban-social diagnosis and solution strategies, being these processes the subject that concerns us for this section and that we will address in greater detail later on.

In this research work we present the case of the Municipality of Chiautzingo, Puebla, where the Municipal Urban Development Programme (PMDU) was elaborated, for which the participatory process was designed through Workshops and Public Consultation, the latter in accordance with the state law on land use planning and urban development.

It is worth mentioning that the intention of carefully designing the process of social participation is to value and capture the needs and problems expressed by the people, being translators of these contributions and at the same time facilitators to incorporate them into the processes of urban planning, without biasing the work team. The aim is to leave behind the image of social participation seen as a protocol compliance, using the call only for the purpose of social validation.

In the selection of the dynamics, the socio-economic and cultural profile of the Chiautzinguense population was considered, as well as the selection of the criteria proposed by the SEDATU guide "Trazando Cuidades", published in 2020, its purpose is to make known the different tools and processes that can be used with people in relation to the perception of their territory.

It is necessary to recognise that these participatory processes cannot depend solely on the work of the consultancy or the staff who are drawing up the PMDU, it is a process coordinated with the authorities of the municipality, as this collaboration allows for the assertive orientation of the procedures of convocation, invitations to social groups and other representations of collective groups, locating the most disadvantaged people (vulnerable sectors).

In addition to this coordination, it is no less important to manage the space to hold the meetings, since the municipality recognises the spaces with accessibility to appeal to the majority of the population.

The first process of social participation in the framework of the preparation of the PMDU was used during the social urban diagnosis stage, one of the most important processes that allow to collect the real needs and problems of the inhabitants in relation to the territorial processes. This type of diagnosis, like other studies, has a logical order that allows the success of the information to be obtained, adding that this step goes beyond being just a process in the management of the PMDU, it is the way to materialise and respect the people of a community and its territory.

Therefore, it is necessary to define community public space as the place where physical characteristics, uses, customs and their associated meanings interact; that is, in the space the structural and functional characteristics of a community are related, where social groups are created whose objective is mutual knowledge and the establishment of personal or affective relationships (Berroeta, Vidal, & Di masso, 2016).

In the public space, collective life is organised and the identity of the place is constructed, in accordance with the conditions of the community.

Public space is a polysemous term that designates a space that is both metaphorical and material. As a metaphorical space, public space is synonymous with public sphere or public debate. As a material space, public spaces correspond both to meeting places and social interaction, sometimes geographical spaces open to the public, sometimes with a category of action. (Toussaint & Zimmermann, 2001).

That is, the concept of public space can have more than one meaning depending on the approach used. Meaningful public spaces are those where people attach value when they establish a personal connection to the place and to the community; making the place a part of people's lives. This is about the evolution of attachment to the place, be it for memories, projects for the future, culture, individual and collective memory contents (Berroeta, Vidal, & Di masso, 2016).

Under the material approach, the content attributed to the concept of public space has a conception coming from the theories of operational urbanism and real estate speculation; which consider public space as residual. The urban structure is composed of spaces that have different destinations where roads link to other public spaces. These public spaces can be commerce, administration, recreation and leisure in squares, parks, shopping centres, fairs, and so on. Although from a legal point of view, public space (collective space that is not private) is considered as a property and its appropriation of space (Carrión, 2007).

These three conceptions coexist in the way public space is defined, and this is precisely what makes it a general and restrictive concept. Public space should not be residual, it should be a space that is the product of freedom in its composition, of the relationship with the city and of its past.

In terms of the philosophical conception, public spaces are considered to be a set of isolated nodes where individuality disappears... "In its symbolic condition, space constructs identity under two forms, that of belonging and that of function, which are often contradictory" (Carrión, 2007, p.92).

The author refers to the fact that the meaning of public space will depend on the interest that people have in it, since the resident of the area, consciously or not, takes public space as part of his daily life, that is to say, of his life. The investor sees public space as a business that will provide him with profits. Moreover, public space can have a symbolic character of patrimonial representation...". The urban centrality as the public space par excellence is the most symbolic place" (Carrión, 2007, p. 92).

Public spaces such as parks, esplanades, avenues and streets are places used for recreation, i.e. they are spaces where citizens can express themselves in artistic, sporting and cultural ways. However, the accelerated growth of cities together with the increase in population and private spaces (houses, buildings, shopping centres, etc.) have led to the reduction of these free spaces for recreation and meeting, which has repercussions on the quality of life of the inhabitants (Borja and Muxi, 2000).

Likewise, interest in these public spaces has diminished and has possibly been centralised because not all inhabitants have easy access to them and the reasons for this may be varied; some causes for the abandonment of public space may be crime, carelessness, lack of time, or lack of interest on the part of citizens and the authorities in turn, mobility difficulties added to economic difficulties.

Contradictorily, nowadays, cities show a remarkable growth of social recreation, but only in specific and central points of them, public spaces such as urban parks, pavements of large avenues, esplanades of certain urban facilities where both personal and collective activities are developed. For this reason, there are different ways of appropriating public space when carrying out certain activities.

One of the public spaces is the park, which has also been called a play space, a special place for children or a space where children can play, run, walk, be distracted, express feelings, communicate and interact or socialise with other people. Public spaces are parks where activities are usually done outside, but, it may be the case that there are some parks with covered areas such as toilets and food (Tonucci, 1997).

Outdoor space provides more opportunities than indoor space to satisfy children's motor needs, their eagerness to experiment, their need for new stimuli, their anxiety to understand the world. Therefore, spaces designed for them are created, which is why there are institutions that describe and define the characteristics of playgrounds.

Social participation

Social participation is conceived as the intervention of citizens in their community, which is feasible when the community establishes a consensus regarding the management of its environment, its resources and the strategies available for the improvement of the existing conditions of its environment.

Social participation is associated with the intervention of individuals, families, groups, social and community organisations, public, private or solidarity-based institutions and other sectors in economic, social, cultural or political processes that affect their lives (CONEVAL, 2013, p. 4).

In this sense, social participation is conceived as a citizens' right that allows for the recovery of community spaces. Participatory recovery is a process where the community and the municipality come together to rescue the deteriorated public space, benefiting the social relations of the people who make up the community, fostering a sense of community co-responsibility and at the same time recovering the quality of life of the people who live there.

The concept of social participation is described as the intervention of people in all fields in which they are affected or in economic, social, cultural and political processes.

The concept of social participation was first used in Rio de Janeiro in 1992, whose focus was directed towards the transformation of civil society for environmental conservation, where it states... "Environmental issues are best addressed with the participation of all concerned citizens, at the appropriate level" (Oberhuber, 2011, p. 7).

Sanabria (2001) defines social and community participation as "systemic in nature", as social participation is the interaction of many actors within the social system that influence particularly for health at the local level, however, these processes must be considered dynamic, and therefore must be continuously observed to resolve new conditions.

Social processes through which groups, organisations, institutions or different sectors (all social actors including the community), intervene in the identification of health issues or other related problems and join together in a strong partnership to design, implement and evaluate solutions (PAHO, 1984).

On the other hand, child participation generates trust in people, children and adolescents are seen as social beings who are capable of expressing their opinions and making decisions in matters that belong directly to them such as family, school and society in general. Child participation should be seen as a learning process where everyone involved learns and children are engines of knowledge generation and propagation.

Participation is one of the most relevant elements and of primary consideration to ensure respect for the views of children and young people. It states that all children and young people have the right to play an active role in their environment. Furthermore, the use of this right enables the fulfilment of other children's rights (Domínguez, et al., 2003, p. 4).

It is for this reason that children and young people should be considered in participation projects, as it becomes an educational process that involves the promotion of attitudes and values and the acquisition of skills and abilities that are pillars of education. For this reason, the support of the teachers and directors of the primary schools José Juan Martínez Amaro and the Cuauhtémoc Institute was requested.

The benefits of child participation are that children and young people see work as an opportunity to share, to demonstrate their capacity and their first expressions of autonomy. In addition, the fact of motivating their creative capacity in participation programmes or projects will allow them to become aware of the conditions that surround them and that they can change that reality; furthermore, in the adolescent stage, participation work allows them to consolidate their place in society (Domínguez, et al., 2003).

The Method

The method determines to a large extent the area of study to which the research and technique corresponds, it is applicable regardless of the area of study; therefore, observation as a technique allows the organisation, coherence and economy of the efforts made during the development of a research (Campos & Lule, 2012).

This is why, throughout the research process, participant observation, as a definition of a methodological activity, favours the extrospective method to monitor all research actions where it separates the observer from the objects. However, action research is a multidisciplinary, structure-oriented set of practices, which is developed through a collaboration between a professional researcher and the people who experience the problem... "Basically anthropologists say that participant observation is research that is based on living with (or near) a group of informants for an extended period of time, during which you have extended conversations with them and participate to some degree in local life" (Greenwood, 2000, p. 30).

Participatory Action Research (PAR) has other names such as Participatory Research (PR) or Action Research (AR); its approach is based on the power of knowledge with its different expressions and ways of producing it. In addition, it encourages collaborative work towards the solution of community problems, which is oriented towards action based on knowledge, experience and reflection (Zapata and Rondán, 2016).

Participatory action research (PAR) is defined as the coming together of people belonging to oppressed groups or communities understood as a group with an ideological and political position in favour of minority groups or groups experiencing conditions of exploitation and/or marginalisation. Participatory action research encourages people to recognise their problems and their causes so that they can take action. In this process, it is seen that oppression can exist and this in turn can produce domination, subordination and resistance. Domination is exercised by restricting material resources and by propagating negative beliefs of the same group. That is why the objective of the research is focused on modifying the conditions of their social reality by reducing injustice in society, promoting the participation of the participants of the group or community and providing solutions to their own problems (Balcazar, 2003).

It should be noted that PRA produces new knowledge because the researcher is introduced into real problems with various characteristics that when applied to vulnerable populations under the guidance of professionals allow the solution and strengthening of these communities and in turn produces changes in people and their reality... "Participatory Action Research (PAR) is research for social change carried out by people in a community1 who seek to improve their living conditions and those of their environment" (Zapata and Rondán, 2016, p. 5).

Furthermore, PRA, by involving the people who make up a community in the research, become agents of change and not objects of study, as the person is not seen as a person waiting for their problems to be solved, but as a person who is not satisfied with being the object of study and who can participate with their knowledge and labour force, also allowing the participant to "learn to learn" (Zapata and Rondán, 2016, p. 5). (Balcazar, 2003).

The process of "traditional" academic or scientific research is carried out by one or more researchers who may or may not address their topics in relation to a specific reality. In contrast to participatory action research, although it is carried out by one or more researchers, it involves the community as an active participant in the research and in the solution of whatever issue is being addressed and even in the elaboration of the conclusions. Scientific research is divided into pure or basic research and applied research. In pure research the aim is to build up knowledge, even if it has no practical application in the present, future or real life. Applied research aims to solve concrete problems (Zapata and Rondán, 2016).

Based on the above, it can be said that by this definition PRA is considered as applied research, however, PRA goes beyond this, as the goal is to intervene in the social change of the people who participate in the research, as by modifying reality everyone learns new knowledge that can be reproduced in other areas.

The process can be divided into three central activities in participatory action research as follows: Research where participants document the history of their experience or their community, the current conditions of their reality as well as the consequences that changes in their community may have and identify their needs in order to plan the process of solving the problems...". Participants learn to develop a critical awareness that enables them to identify the causes of their problems (moving away from victimizing positions such as superstition and learned hopelessness) and identify possible solutions" ((Balcazar, 2003, p. 62 and 63).

Participating community members implement practical solutions to their problems either alone or in partnership with other groups including the government and its institutions. The role of the researcher is that of an external agent applying a method that supports the process, and it is common for the researcher to work as a resource manager or as a facilitator of the process of educating the group members.

In short, participatory action research considers the participants as social actors who manifest themselves in order to intervene in the public space to modify their reality, acquiring a sense of responsibility and commitment to their community.

The activity of the facilitator will be to help community members to develop their critical and reflective thinking so that they can develop proposals for change to concrete problems.

For all of the above, a 'methodological process was established according to Zapata and Rondán (2016), considering the following:

1. Identification of problems
2. Detailed analysis of the problems
3. Choice of the research topic
4. Research on the topic
5. Planning, defining actions, roles, responsibilities, criteria for measuring progress and results, based on a of progress and results, based on a collective reflection.
6. Planning the research. Collective construction of concepts, collective construction of objectives, identification of activities, timetable, roles and responsibilities, selection of methods and tools,
7. Monitoring planning. Identification of indicators, identification of means of verification and monitoring tools. Monitoring, Elaboration of timetable, definition of roles and responsibilities.
8. Research
9. Monitoring and reflection
10. Analysis and communication of results
11. Implementation of research results
12. Identification and prioritisation of problems.

The method is an orderly process that prepares the social participation strategy for the collection of qualitative information based on the perceptions of the social sectors, in the diagnosis phase, in this case of the Municipal Urban Development Programme. Its development follows a series of stages that involve the unwavering accompaniment of the authorities, starting from:

Report to the urban development and housing council on the start of the social participation workshops.

Call and invitations to the different social sectors with wide dissemination by the authorities, making use of media such as the official website of the municipality, loudspeakers, other advertising media, house-to-house surveys, etc.

Management of adequate space for the development of the activities and attention of the participants.

Multidisciplinary team in charge, training, establishing responsibilities.

Selection of the tools to be provided, such as cartography, graphic inputs, presentations, trained personnel for consultancy, sound equipment to optimise communication.

Selection of questions addressed to the main urban issues to be addressed

Explanation of urban systems, potentials and disadvantages of the territory.

Presence of the municipal authorities and of the directorates and institutions in charge of urban systems

Information processing

Mapping of problems

Evaluation of the information

Synthesis of issues in the Municipal Urban Development Programme document (SEDATU, 2021, p. 52-57).

The qualitative-participatory methodology seeks to address community needs from the perspective of the citizens themselves, who are the ones who live the realities in their broadest sense, from those bad or good experiences. In addition to being complementary to quantitative-statistical analysis.

The type of research is classified as inductive, that is, through the compiled information, the characteristics of the central points for attention were developed, it is worth mentioning that the number of citizens is not a transcendental point that can break the process; it is worth mentioning that this process was even managed in COVID-19 pandemic.

Advantages of the qualitative - participatory methodology:

1. They provide greater content in terms of the needs, motivations,
2. They provide greater content in terms of people's needs, motivations, behaviours and problems.
3. They provide much more up-to-date information because they incorporate the present vision of the people who live and inhabit a space.
4. They incorporate the perspective of people in conditions of vulnerability.
5. The participation process helps to ensure its continuity and improves the exercise of human rights. (SEDATU, 2020, p. 9).

Convening citizens and social groups, is a coordinated work, authorities - consultancy, it is a first step of inclusion where the mix of social sectors should be sought, so that everyone can participate, since each citizen is an actor in his community who perceives the advantages or disadvantages of his physical environment differently, according to his age, activity and condition.

Dissemination media:

Perifoneo and other graphic forms. Chiautzingo has four auxiliary boards and the municipal seat, the dissemination was carried out in each one of them by means of loudspeakers, posters and tarpaulins, in the presidencies of each locality and in the municipal seat.

Personalised invitations were prepared to convene representatives of associations or groups that, like the rest of the citizens, play an important role in municipal development, given that some of these groups have an impact on economic, transport, land tenure and agriculture areas, among others, due to their activities. An example of this were invitations to representatives of florists, ejidatarios, taxi drivers, farmers, and other groups such as secondary and high school students.

Social networks, the official website of the municipality is a means to officialise the process, in this case the website offered a form of interactive, permanent publicity with all the data and spaces for participation in this way.

Inclusion in the participatory process.

The new perspective of urban planning welcomes inclusion by seeking the incorporation of needs, behaviours, problems and motivations of groups such as: women, children, adolescents, older adults, migrants, people with disabilities, people living on the streets, people who ascribe themselves as indigenous, LGBTTTIQA+ community, among others, who at some time have suffered inequalities in territorial processes, in such a way that, considering gender, age groups and population characteristics of the municipality of Chiautzingo, the participation of groups in vulnerable conditions was sought:

Girls, boys and adolescents (11 to 16 years old).

Adult women (30 to 45 years) caregivers of young children (0 to 9 years)

Elderly people aged 60+ years

Without excluding indigenous groups, people with disabilities, migrants, among others, who, according to demographic data of the municipality, have a low representation in the population of Chiautzingo.

Citizen participation workshops.

The workshops were materialised with the proposal of five themes that allowed to bring together all those who identified more closely with the issues of: Urban Development, Environment, Mobility, Social Development.

Participation tools must not lose sight of the qualitative-participative sense.

Visual presentations.

The presentations were carried out with each specialist involved in the PMDU; urban planners, economists, biologists and sociologists, the purpose was to generate an atmosphere of trust and friendliness with the inhabitants, which is why advance talks with the team in charge are required, this is one of the most important processes of the diagnosis, awakening social sensitivity is crucial, both of the executing team and of the participants.

Participatory mapping.

The association of the people with their territory enriches the process, as it provides readings of the inhabitants such as: rootedness, sense of location, recognition of their spatial environment, as well as a dynamic between the same neighbours, which marks a pleasant interaction with a mixture of points of view; for the consulting team, the location of problems and needs becomes very useful, as it is the basis for the field comparison.

Surveys and interviews

Obtaining qualitative and quantitative information on specific topics and in depth for the construction of meanings of the community. This tool becomes a different participation alternative to reach other sectors of the population that could not participate directly in the workshops.

Permanent means of participation.

During and after carrying out the participatory workshops, permanent means were established to provide everyone with the opportunity to participate and express their requests and observations, remembering that the process of urban-social diagnosis must be flexible while the PMDU is being developed, it will always be important to diversify and exhaust the means of communication available: permanent email to receive information, availability of WhatsApp instant messaging, space on the web, Facebook, among others. As long as the law does not establish specific periods of time in the jurisdiction of execution, the spaces can remain open as long as there is consensus with the authorities and the consulting team.

Below are images of the participatory workshops of the diagnostic process of the PMDU of Chiautzingo, where the aforementioned methodology was applied:



Figure 1 Presentation of general urban development issues



Figure 2 Presentation on the advantages of a planning instrument



Figure 3 Participating citizens.



Figure 4 Young people in basic education in the process.



Figure 5 Presentation of the importance of social participation



Figure 6 Citizens participating

Results

The results, this phase is derived from the processing of the information of the method used, it becomes the reliable selection of coincidences through cause and effect, collated with field trips and photographic evidence, in this way it is guaranteed that information obtained from a qualitative process is truthful and valuable to determine part of the diagnosis.

Among the survey instruments, the following model was designed to categorise the ideas commented on by the inhabitants and to deepen the understanding of their daily lives and how they develop in the territory on a daily basis, with the aim that the Municipal Urban Development Programme does not interfere with what gives the municipality its social identity, but rather allows the strengthening of the social fabric in the collective and personal aspects such as family, culture and social coexistence of the inhabitants, in order to preserve their identity.

Content analysis of behaviours and motivations:

	San Antonio Tlaltenco	San Agustín Atzompa	San Nicolás Zecalacoayan	San Juan Tetla	San Lorenzo Chiantuzingo
Significant changes	Growth in the number of inhabitants. Growth of private transport (motorbikes and cars). Greater educational preparation of public servants of the municipality and auxiliary boards is sought.	Entrance of public services (drainage and electricity), still lacking streets and better signage..	More street lighting. Growth of greenhouses . Lack of streets with drainage.	Significant urban and service development (mainly drinking water). Growth of greenhouses and less seasonal fruit production..	Population growth, more people coming to live in the municipality. Paving of streets and more street lighting.
Representative spaces	The countryside with its crops (seasonal fruit) and the greenhouses.	Civic square next to the Presidency.	The Church of St. Nicholas of Bari.	"La Hera", covered basketball court used for meetings. Main square, church and auditorium. The cabins: a recreational space for the family.	Main square and the church dedicated to San Lorenzo
Intangible elements (customs, traditions)	The patron saint festival of San Antonio on 13 June, with food and a tour of the municipality. The town's anniversary on October 8th, with traditional dances, raffles, competitions, etc..	Patron saint festival, San Agustín on August 28th takes place in church and Plaza Cívica. Monument to Emiliano Zapata.	Patron Saint Festivities: San Nicolás de Bari on 6 December in the church and San Nicolás Tolentino on 10 September in the church, with a tour of "promises" around the municipality .	- Commemoration of 5 May: a simulation of the Battle of Puebla. Commemoration of 2 February: representation of the battle of the Moors and Christians. 13 to 16 September, national holidays..	On 10 August, the patron saint's day in honour of San Lorenzo
Everyday life	Young people occupy the few sporting venues. Eating snacks in the square, no activities for adults..	Spend time in the main square. Go to the forest ("El predio").	Working in the fields and strolling in the main square..	Only work and go to "Las Cabañas" or to the forest on weekends. Attendance at cultural activities organised by the municipality.	They tend to spend time in the main square, eat snacks and snacks Young people occupy sports spaces Children often play in the square
Desirable activities	Training in rural areas. Teaching of trades and workshops at technical level.	Training in business start-ups, agronomy and rural development.	Social, educational and artistic activities to counteract the effects of the pandemic. Training in agriculture and floriculture	Más actividades culturales, como fotografía y teatro. Capacitación constante a las "comisiones" de las juntas auxiliares.	Más actividades culturales y cine al aire libre. Capacitación en temas agrícolas para mejorar el campo.

Imaginario urbano	Equipamiento deportivo para todos. Un parque con actividades recreativas (aprovechar la cercanía con el bosque). Instalar aparatos de ejercicio en la Plaza principal. Construir un mercado público o central de abasto.	Crear un Parque Público con juegos para niños y ejercitadores al aire libre. Construir un mercado público.	Construcción de un auditorio para reuniones y eventos. Crear un Centro cultural y de talleres. Rehabilitación de la plaza principal Construir un mercado público.	A municipal market. Spaces for culture and sport.	A municipal park where various activities can be enjoyed and children can play. A market for the commercialisation of products from the region..
Community strengths	People still recognise each other, there is a sense of security. The forest is close and quiet.	Involved people Close to the forest and nature.	There is social participation (21 years are citizens). Organisation in committees. People dedicated to agriculture and floriculture.	The organisation through the commissions. Customs. Neighbourhood participation in security issues.	Being the municipal capital, where the organisation of the municipality is concentrated. Committed public servants. Very participative and organised people.
Current weaknesses	Motorbikes are stolen. Problems with water supply. High prices of fertilisers and farming materials..	Machismo and discrimination against women. Motorbike theft. Increased litter and pollution. It is difficult to get to the municipal capital.	There is harassment of women. There are many little shops where they drink alcoholic beverages and other people..	Increase in theft of motorbikes by people from other communities. Increased pollution of ravines, rivers and forests in general. The unregulated increase of greenhouses..	Growing insecurity, mainly due to people coming from another municipality. Poor and unsafe public transport service.

Table 1
Source: Own Elaboration according to the results obtained in the interviews

Conclusion

Social participation is fundamental in urban and territorial planning processes, and its impact is generated within the framework of human rights, which are inherent not only in these processes but in all actions aimed at development, as established in the Sustainable Development Goals (SDGs), where people are at the centre of this great global strategy.

Urban planning without people's participation has entrenched inequality and social lags in the acquisition of the different elements of urban development such as affordable and decent housing, quality and provision of public space, sanitation, drinking water and sufficient provision of urban facilities and services. This results in urban poverty and disadvantages for the inhabitants, diminishing their quality of life.

Undoubtedly, social participation generates information on the realities of the territory and its synergy with the inhabitants, through the perception of different groups that make up the social collective, people from the community, public and social institutions, professional associations, chambers and councils, among others. The citizen workshops were the main qualitative input to learn first hand the needs and problems of the community, permeating an important factor of reliability to build a vision of urban development in the future, thus building strategies aimed at achieving the aspirations and motivations of the inhabitants. These are set out in the Municipal Urban Development Programme through goals subject to temporary execution that will guarantee their orderly materialisation.

It is important to point out that in addition to social participation being a legislated and observed procedure in territorial planning and urban development, its implementation must be executed with the corresponding methodology, knowing that the process requires additional aspects, such as: accessibility of information, clear and simple tools, inclusion and warmth in the interlocution; it is worth mentioning that these processes have adverse antecedents that are due to failed, non-transparent and politicised processes that have not corresponded to the achievement of real social welfare; It will therefore be essential to restore credibility and trust, since social participation will continue to be a fundamental tool for responding accurately to territorial needs and problems as a social satisfactor, based on those who, motivated by a real change, continue to participate and make these urban planning processes an inclusive and valuable social co-responsibility.

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