

WOLKITE UNIVERSITY

COLLEGE OF SOCIAL SCIENCE AND HUMANITIES

DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIES



AN ASSESSMENT OF GOOD GOVERNANCE PRACTICES IN LAND
ADMINISTRATION: THE CASE OF WOLKITE TOWN, ETHIOPIA.

M.A THESIS

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**A THESIS SUBMITTED TO THE
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DECLARATION

I hereby declare that this MA thesis is my original work and has not been presented for the award of any degree or examination at any other university and that all sources of materials used for this thesis have been duly acknowledged.

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LIST OF ACRONYMS

AFDB	Africa Development Bank
APRM	African Peer Review Mechanisms
FDRE	Federal Democracy Republic of Ethiopia
FGD	Focuses Group Discussion
GOE	Government of Ethiopia
IIAG	Ibrahim Index African Governance
KII	Key Informant Interview
MDGS	Millennium Development Goals
MWUD	Ministry of Work and Urban Development
NEPAD	Net Partner for African Development
OECD	Organization for Economic Cooperation and Development
SNNPRs	South Nation Nationality and People Regional state
UNDP	United Nation Development Program
WB	World Bank

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ABSTRACT

The importance of good governance as a critical condition for land administration can no longer be under estimated in both developed and developing societies. The purpose of this study was to assess good governance practices in land administration pertaining to transparency at wolkite town, Ethiopia. A cross sectional survey research design was adopted whereby data was gathered through questionnaires, key informants interview, focused group discussions and document analysis. A total of 384 household heads, 15 focus group participant and 12 key informants were involved for the study using random and purposive sampling methods, respectively. Data collected by survey questionnaires was entered SPSS for statistical analysis; and data collected by focus group discussion and interviews were analyzed qualitatively; and used for the purpose of triangulation. The study found that the extent of clarity and accessibility of land laws, rules and regulations; and the extent of transparency of land use, allocation and distribution was very low as perceived by the respondent residents. The study further revealed that the decision making process was not open and participatory. The major challenges of land administration in the study area were corruption, bureaucracy, political interference, poor management and incompetence .The study concludes that the land administration system is not transparent based on views and experiences of residents and focus group respondents. The study recommended that enlighten urban residents on laws, rules and regulations, ensuring accessibility of information, capacitating service providers and increase application of information communication technologies were essential to ensure good urban land governance and administration in the study area.

KEY WORDS: Clarity; Accessibility; Transparency; good Governance; Land Administration; Wolikite Town

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The concept of Good governance has emerged in the development literature since the 1980s. As expressed by Gisselquist (2012), the World Bank (WB) is the first institution which brought the agenda of good governance into the discourse of development. Good governance refers to the prevalence of government accountability, transparency in decision making, implementing the rule of law and regulations, early responsiveness to the demand of citizens, equity and inclusiveness among interest groups, effectiveness, and efficiency in resource utilization and service delivery approach (Dibaba, 2020). The UNDP (1997) described good governance as the entirety of exercise of authority in the administration of a nation's matters, encompassing the complex procedures, apparatuses, and institutions through which groups and populaces express their interests, implement their legal rights and arbitrate their dissimilarities. It comprises the economic, political, social, judicial and administrative authority, and thus includes; the private sector, the government and the civil society.

Good governance is an essential precondition for development particularly for the Third world countries (deVries, 2013). Various countries, those quite similar in terms of their natural resources and social structures have shown remarkably different performance in improving the welfare of their people and much of this is attributable to quality of governance (Uddin, 2010). In comply with this Earle & Scoat (2010) and Bloom et al., (2007) argues that good governance reduces the possibility of corruption, bribery, enrichment and rent seeking and this in turn allows bringing comprehensive development. Good governance promotes accountability, transparency, participation, efficiency, effectiveness, equitability and rule of law in public organization at all levels. It also allows for sound and efficient management of human, natural, economic and financial resources for equitable and sustainable development. Moreover under good governance there is clear decision making procedures at the level of public authorities, civil society participation in decision making process and the ability to enforce rights and obligations through legal mechanism (Rham, 2008).

Good governance is pointed out as one of the targets of the Millennium Development Goals (MDGs) and an agenda for poverty alleviation and sustainable development. It is perhaps the single most important factor in eradicating poverty and promoting development. To achieve the economic and social development, strengthening good governance is assumed to play a key role especially in mobilizing human and capital resources.

In this regard, the government of Ethiopia has committed itself to eradicate poverty by introducing proven economic strategies in tandem with good governance. As part of Growth and Transformation Plan (GTP), the government planned and has been striving to realize and strengthen the implementation of good governance and to address the bottlenecks in its implementation processes among other measures (MoFED, 2010). However, the government has been faced with challenges in implementing good governance principles in the country. To address the challenges in building good governance, the government developed a multi-sectorial national capacity building strategy (Bekele, 2013). Despite the fact that Ethiopia is endowed with resources that can help bring about economic miracles for the country, poor governance has contributed to the country's lowest economic and social indicators (Dibaba, 2020). According to Alemu and Lemma (2011) the inefficiencies and ineffective processes of organizational structure, management practices, outdated work processes and procedures affected the governance system of the public sectors in Ethiopia.

In most of the developing countries including Ethiopia land administration suffers from the lack of equity, transparency, accountability, responsiveness and inclusiveness. In Ethiopia urban land administration practice and process have been vulnerable to mismanagement and corruption due to the absence of good governance. Urban land administration is often perceived as one of the most corrupt sectors in the public administration in Ethiopia (Yiadom, et al. cited in (Dinka, et al, 2016). As Alemie (2015) revealed that in Ethiopia under the FDRE urban land is governed and administrated by the urban land leasehold law which has been amended three times. The first urban land leasehold law, proclamation 80/1993 by the Transitional Government of Ethiopia and the second proclamation 272/2002 by FDRE were issued without underlying urban land policy. Third urban land leasehold law proclamation No.721/2011 was also issued following the acceptance of the first urban land management policy (FDRE, 2011). Whereas, urban governance practice in Ethiopia has not shown improvement from time to time, and several complications accompany it. Despite reforms and government variance in the country, this problem remains the same (Siyum, 2022). Additionally, as Sungena et al. (2014) explained most urban dwellers complain about urban land governance. This problem is becoming more acute with a high population growth rate and a frequent influx of youth immigration into urban areas. Hence, an enabling and transparent land administration that accommodates various interests of the society in such a way that suits their ability to afford, encourages participation, creates transparent environment of procedures and commitment to build inclusiveness among the citizens is needed.

As it is common in many cities of Ethiopia, the land governance problem also prevails in Wolkite Town. Residents of the town opined that they are not fully participated; services are not adequately

delivered; accountability and transparency are not confirmed; rule of law is not adhered; poor basic infrastructure, poor backup response, poor customer services, corruption and frequent power cuts by land administration staff are among the list of problems affecting land administration. Therefore this study intended to assess good governance practices in land administration by taking transparency as a key indicator at Wolkite Town, and tries to suggest some possible remedies to the identified problems.

1.2 Statement of the Problem

It is noted that “good governance” is a necessary condition to sustain economic development and ensure the prosperity of the country. According to Pienaar (2009) good governance practices are predictable, open and enlightened policy-making; accountable and transparent processes; a professional ethos that combats corruption, bias, nepotism and personal gain; and strict financial control and management of funding.

Good governance in land administration is not a new phenomenon in developing countries. In Ethiopia like much of Africa, land administration is based on rudimentary and informal practices rather than formal institution (melkamu, 2021). Low practice of transparency and accountability, responsiveness, participation and lack of capacity to implement policies are the major bottlenecks for the success to provide good service and the success of development policies in many developing countries including Ethiopia (Woldeab et al., 2012). On the other hand Tom (2007) asserted that ensuring good governance at local institutions, where many development activities are undertaken is not optional, but unavoidable. However, research revealed low capacity and low commitment of public servants, corruption and rent seeking; low responsibility, transparency and accountability have challenged the practice of good governance in local governments (Filbert, 2005; Mardiasmo, 2008).

The question of addressing good governance with in land administration is increasingly becoming key in the land sector among development professionals, policy makers and land academics. In accordance with this, Ethiopia has faced a number of challenges in democratization and good governance building processes. In order to address the identified gaps, the government of Ethiopia developed a multi-sectorial national capacity building strategy which advocates the principles of decentralization, regional autonomy, and efficiency to enhance popular participation and to promote good governance, accountability and transparency (ECA, 2005). However, the country still exhibits huge challenges and hurdles that wait ahead.

So far, studies have been accomplished by different researchers in Ethiopia focusing on its own area of concern. For example Mhrtey (2016) have attempted to assess the performance of good land governance pertaining to accountability in NaederAdetworeda of Tigray Regional State. Besides,

Tamiru(2012) assessed on local good governance practices focusing on responsiveness in Yem special woreda in SNNPRs. Fraol et al. (2021) conducted a research on challenges to practice good governance in urban land management; The Case of Gelan and LegaTafola LegaDadi Towns taking the principles of good governance and found that urban land management sector failed to implement the principles of good governance in day-to-day activities of land and land-related property administration of the towns as a result of poor participation of the local community, lack of transparency, accountability, and access to information. Abel (2019) also has conducted a research on challenges and prospects of good urban governance practice in land administration in Zalanbessa town administration, Tigray Region and found out some challenges to good urban governance in the town. Ashenafi (2015) undertook a research on good urban governance practice in land administration of Addis Ababa: The Case of Yeka Sub-City taking five selected principles of good governance and revealed that the degradation of office's service quality has arisen from unsatisfactory practice of good governance and/or inadequate quality of good governance of the office. Furthermore, Bekele & Ago (2020) studied the practices and challenges of good governance in Bonga Town Administration and disclosed that a low level of accountability and transparency; and pervasive corruption, poor service delivery, high level of rent seeking and weak political leadership found to be the big challenges to good governance. However, many have failed to address solely the performance of transparency as one dimension of good governance in urban land administration. As a result, this study tries to fill such a gap.

In regard to transparency the experience in Ethiopia including Wolkite town revealed problems on information access for service delivery, depicted as institutional and technical challenges, the rules of the public appointment of authority are still weak, rudimentary, the government deficit has implications for the quality and reliability of information. Without transparency that is free access to timely and dependable information on decisions and performance it could be complicated to identify public sector entities to account. Generally a lack of transparency can lead to inefficiencies and hinder development (Global Strategy for Good Governance, 2017).

Owing to this Wolkite Town Administration claimed that good governance is its central agenda so that making maximum efforts to ensure good governance in its urban land administration system in order to meet public demand. However, residents of the town seemed to be unsatisfied on the efforts of the town municipality. Hence, by considering this and the faced problems into account, assessing the practice of good governance in land administration system of Wolkite town is necessary. Therefore, the aim of this study was to assess the practice of good governance in land administration at Wolkite Town from the perspective of transparency.

1.3. Objective of the Study

1.3.1 General Objective of the Study

The main objective of this study was to assess good governance practices in land administration at Wolkite Town, Ethiopia.

1.3.2. Specific Objective of the Study

The specific objectives of the study were to:-

- Explore the perception of urban residents regarding transparency of land administration system in wolkite Town.
- Assess the status of good governance practices in land administration pertaining to transparency in Wolkite Town.
- Identify the major challenges of good governance practices in land administration in the Town.

1.4 Research Questions

This study was guided by the following research questions:-

- What was the perception of urban residents regarding transparency in land administration system in the study area?
- What was the status of good governance practices in land administration (transparency) in the town?
- What were the major challenges of good governance practices in land administration in the town with regard to transparency?

1.5 The Significance of the Study

The study of good governance in urban land administration like this may have significance for planners in the town and the specified sub cities, for town administrators, for the community, for the academic community as well as for other researchers. The study may give an insight to the extent to which transparency has practiced and the hindrances' that the town faces in the path towards promoting good governance principles in the office of land administration while giving services. For town administrators and decision makers the study would provide valuable information which serve for the future actions. For the community the study may have significance in that it helps them to recognize and assure their rights of getting transparent services from their respective public offices so as to articulate their interests. Besides, from an academic point of view, this study may serve as a stepping stone for future researchers who would like to capitalize on the findings of this study.

1.6. Scope of the Study

Geographically, the study was confined to Wolkite Town in Gurage zone for the very reason that the knowledge of the researcher, no research was made before and the familiarity of the researcher to the study area. Furthermore, the study would be delimited merely to three kebeles of the study area. On the other hand, this study has mainly deals with the performance of the principle of transparency in the land administration sector. Hence, the study does not assess any other principle of good governance apart from transparency. This is because most of the time the issue of good governance at lower tiers of governments in the realm (scope) of public service provision relatively there is an observation of dissatisfaction mostly with regard to transparency from the part of service recipients comparing to the other indicators like participation, responsiveness and accountability.

1.7. Limitations of the Study

This study may have limitations as a result of combined factors of the following constraints. Firstly there is no prior study in the research area to be used as a baseline. Secondly, the study has a limitation in that the scope of good governance is so wide which cannot be fully addressed by taking only one key indicator that is transparency. Thirdly, the study is limited to assess good governance practices in one town and one sector due to budget and time shortage. Accordingly, any of the analysis of findings is specific solely to land administration in the area under study. Fourthly, unavailability of some public officials and experts from office during data collection. Finally lack of adequate resources was also other limitations of the study. However, unreserved effort was made to overcome the limitations.

1.8 Organization of the thesis

This research paper was organized into five chapters: Chapter one is an introduction section where the background, statement of the problem, objectives of the study, research questions, significance, scope and limitations of the study were discussed. Chapter two reviews the literature and presents the conceptual and empirical frameworks that guide this inquiry. Chapter three briefly discusses the research methodology, including description of the study area, data collection and analytical methods. The fourth chapter then describes with the results and discussion from the field survey presented in relation to research objectives and questions stated in chapter one. Finally, in chapter five, summary, conclusions and recommendations of the study were provided.

CHAPTER TWO

REVIEW OF THEORITICAL LITREATURE AND EMPIRICAL EVIDENCES

2.1 Theoretical Literature Review

2.2.1. The Concept of Governance

Governance as a concept has known various definitions depending on authors and contexts (Kettani et al., 2008). However, according to World Bank cited in Santiso (2001), governance has been defined as the way how authority and power is implemented or practiced in the management of a country “economic, political, administrative and social resources for development. Governance is a multifaceted concept which comprises the state institutions and structures, decision making processes, capacity to practice those decisions and the relationship between government structures and the public at large Mills & Serageldin cited in (Manasan et al., 1999).

Governance is understood as the method in which power is implemented in the management of a country’s economic and communal resources for development World Bank cited in (Grindle ,2005). On the other indicator, the term good governance categorized as participatory, transparent and accountable is mostly assumed as referring to the quality of public institutions and the distribution of public goods to the community at large (Anello, 2008; Imminak, 2010; Tahir, 2008 & Popovych, 2008). Hence, from this it can be inferred that good governance is about the real practice of the principles of transparency and accountability, responsiveness, effectiveness, and efficiency to bring development by avoiding all setbacks of governance (Kenedy, 2005).

Thus, governance is not simply about how government ways decision in its own scope. Rather, it is also how government cooperates with other sectors such as private sector and civil societies (Manasan et al., 1999) the term governance can also be comprehensive described as the process of decision-making and the process by which decisions are employed through different institutions. In this regard the way how a given institution behaviors public affairs matter most than the decision itself. Hereby, public institutions such as government and one institutions of government like parliament, court, and civil service conduct public affairs, manage public resources, and guarantee the realization of public welfare (RSADH, 2007). Thus, it is a continuing or ongoing process through which conflicting or diverse interests may be accommodated and co-operative action may be taken by state, government and some other sectors Graham et al. cited in (UNESA, 2007). However public decision could be made at different levels, a given decision is thought to be well decided/governed, if it is carried out at grass root level with the involvement of all stake holders who may directly or indirectly share certain stake from that governance business. In these concerns, reorganized decision making is now widely encouraged by different international organizational, regional, national and local governmental and

nongovernmental organizations.

2.2. Good Governance

As it has been argued by many scholars and organizations, good governance occurs via interactions among structures, processes, and traditions that determine how power is implemented, how decisions are engaged, and how nations or other stakeholders have their say (Filbert, 2005). Good governance at the local level (or good local governance) is, therefore, a collection of institutions and mechanisms intended to govern local public affairs (Kenedy,2005). The same author noted that, good local governance local administration institutions well-appointed with adequate authority and resources skillful to implement their functions in a responsive and accountable way. In other words, good local governance is about how local government organizations confirm that they are responsibility for the benefit of their people in a timely, inclusive, open, truthful and accountable way. It encompasses the systems and processes, and cultures and values by which local government bodies are directed and controlled and through which they account to engage with and where appropriately lead their communities (Kenedey, 2005).

2.2.1. Concepts of Good Governance from Particular organizations

Good governance is treated as to the extent that a country's institutions and processes are transparent and accountable towards their citizens (Gisselquist, 2012). The similar journalist noted that the practices include such basic activities as elections and legitimate ways, which must be seen to be free of corruption, accountable, and responsive to the individuals. Therefore, good governance encourages equity, participation, transparency, accountability and the rule of law, in a way that is effective, efficient and enduring. In converting these principles into practice, it is likely to be gained inclusive institutions and agents that are committed towards the development of its citizens. The similar journalist noted that good governance at the UNDP also necessitates meaningful and comprehensive political participation. African Development Bank (AfDB): According to this development institution, good governance includes the following principles: accountability, transparency, participation, combating corruption, and the promotion of an enabling legal and judicial framework from national up to the local government institutions AfDB (2008) cited in (Gisselquist, 2012). Organization for Economic Cooperation and Development (OECD): In its work on public governance, the OECD emphasizes in specific on the principal elements of good governance, among others, accountability, transparency, efficiency and effectiveness, responsiveness, rule of law and forward visualization (Gisselquist, 2012).

2.2.2. Historical Development of Good governance

The concept of good governance at least in its current sense was emerged in late 1980s and early 1990s. The World Bank in its 1989 report focusing on Sub-Saharan Africa declared that the major bottle neck for the African development was absence of good governance. From that time on wards, multilateral and international organizations and agencies focused on issues of governance. Similarly, the notion of good governance has acquired increased importance since 1990 largely because international aid agencies began to recognize its absence as a serious barrier to economic development of the developing countries, which has been their avowed objective.

Conceptually good governance is associated with efficient and effective administration in democratic setup. It is concerned with purposive and development oriented administration with commitment of improving the lives of citizens. It initials with high degree of organizational effectiveness in the process of service delivery and resource management. It is also about the capacity of the government to cope up with emerging societal challenges in the way that can satisfy citizens (The institute of internal Auditors, 2012). In short, good governance as a concept is associated to:

- Enhancing effective and efficient administration
- Improving quality of life of citizens
- Starting legitimacy and credibility of institutions
- Making administration responsive, citizen-friendly and citizen-caring;
- Ensuring transparency
- Securing freedom of information and expression
- Reducing cost of governance
- making every department result-oriented
- Improving quality of public services, improving productivity of employees and
- Eradication of corruption to re-establish credibility of government.

Donor agencies and proponents/advocates of good governance have gone as far as “challenging direct budget support to partner governments in the third world” (Gisselquist, 2012). Thus, throughout the 1990s, good governance has managed to be a beguiling word in the spheres of public administration and political science. The underlying assumption was that economic development, social transformation, democracy and human rights could not be thought of without ensuring good governance in the undertakings of government. Good governance is associated with efficient and effective administration in a democratic frame work. In short, at the heart of the concept good governance lays the idea efficient, effectiveness, credibility and legitimacy of the system.

2.2.3. Important of Good Governance

Good governance was not considered as an end by itself; rather it was taken as means to achieve humanrights, economic growth anddevelopment, effective and efficient service delivery to the public, and fighting corruption (Gisselquist, 2013;Grindle, 2005; Vries,2013).According to arguments by the leading proponents of good governance, in mal-governed states, corrupt bureaucrats have been hampering development efforts of the general public by stealing, tax payers' resources and misdirecting public money in to socially and economically worthless activities (Gisselquist, 2013).

The argument is thus in systems where good governance has taken roots such misconducts of bureaucrats are significantly reduced. The former secretary general of the United Nations, Kofi Annan, has remarked that “good governance is perhaps the single most important factor in eradicating poverty and promoting development (United Nations, 2002). The views of other proponents of good governance are not different from what Annan said. Most of the writers and proponents of good governance have gone as far as saying democracy, rule of law, efficiency and effectiveness in the management of public resources, satisfactory service delivery to citizens and control and prevention of corruption could not be attained without good governance and administration in thepublic sector.

2.4. Bad governance and its Characteristics

2.4.1. Bad Governance

According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP,2003), bad governance includes governments that are unsuccessful and un productive, not transparent, not responsive to the people, not held accountable for their activities, inequitable and exclusive to the elites, non participatory; do not respect the law and lacking policies that are consensus driven. Thus, bad governance is highly characterized by the prevalence of corruption that resulted from absence of Transparency, rule of law and accountability.

2.4.2. Characteristics of Bad Governance

Bad governance can be characterized by many distinctive features among the other corruption is the most common that represent the breakdown of all features of good governance mentioned above.

According to World Bank (2012), the most popular and simplest function of corruption is that it is the misuse of public power for private advantage. Corruption may occur in different ways. It may be embezzlement (taking money through false receipts), nepotism (favoring once relatives), bribe (receiving gifts to benefit someone in reciprocity) and abuse of power (excessive use public power beyond its limits). Corruption may also happen in another dimension. It also can be seen as grand (state capture- leaders plundering state assets), patronage (nepotism in public service) and petty corruption (in efficient and ineffective service delivery or poor administration). Generally, it is serious problem of governance that implies the practice of bad governance. This means that corruption is the result of the absence of accountability, rule of law, transparency, free media, and public participation and so on. Thus, corruption resulted to the violation of all principles of good governance (democratic governance) which led to bad governance (Tanzi, 1998).

Bad governance may occur every moment in our locality. For instance, the common bad governance case in our locality is that the absence of leaders in their offices to serve the public. People can reputedly come to that of face to contact the head of the office. This creates unnecessary cost and was lag of productive time on the people. The criterion used to distinguish good governance from that of bad governance is the principle of democracy and the satisfaction of the people from the service delivered to them from that government.

The remedy to avoid bad governance is proper implementation or applying the principle of transparency for each wrong deed on all government officials. In democracy, transparency is the heart of good governance that implies the practice the principles of rule of law, accountability, public participation, effective free media and independent justice system.

The campaign of fighting bad governance is the responsibility of both the governor and the governed. Government is responsible to work within the limits of the constitution in the process of implementing the day-to-day activities of the state. Government is also a powerful unity that has authority to maintain order in the country according to the predefined law. Again, the citizens are also responsible to maintain good governance through exposing each illegal act of the government officials in their locality. They also support their government by protecting themselves from engaging in corrupt activities.

Generally, good governance is an ideal, which is problematic to at tinniest whole. Very few countries and societies have come close to realizing good governance in its whole. However, actions must be taken to work towards this ideal with the aim of making it a reality because now

days the practice of good governance is hot issue that everyone seeks it to ensure sustainable human development. Good governance creates a strong future for a country and bright hop for the society by continuously steering towards a vision and making sure that day-to-day activity is always lined up with the country's goals.

2.5. Land tenure and Administration

2.5.1. Land Tenure

Whether legally or customarily defined, Land tenures the relationship among people, as individuals or groups, with respect to land. Land tenures as institution, i.e., rules invented by societies to regulate behavior. Rules of tenure define how property rights to land are to be allocated within societies. They define how access is granted to rights to use, control, and transfer land, as well as associated responsibilities and restraints. In simple terms, land tenure systems determine who can use what resources for how long, under what conditions (FAO, 2002). Land tenure is an important part of social, political and economic structures. It is multi- dimensional brings into play social, technical, economic, institutional, legal and political aspects that are often ignored but must be taken in to account. Land tenure relationships may be well-defined and enforceable in our formal flaw or through customary structures in a community. Alternatively, they may be relatively poorly defined with ambiguities open to exploitation. (FAO, 2007).

2.5.2. Land Administration System and its Main Components

Land administration whether formal or informal, comprises an extensive range of systems and processes to administer (FAO, 2002). It is the way in which the rules of land tenure are applied and made operational. According to the most accepted definition worldwide, land administration is the process of determining, recording, and disseminating information about the tenure, value and use of land when implementing land management policies (Dale &McLaughlin, 1988).

An effective and efficient land administration system is of vital importance for the government to manage land related issues. Dalrymple (2008) illustrates that the typical essence of land administration system involves public land management, private land recordation and registration, land value assessment, land taxation, land use definition and development application support. Those essences can be concluded as land registration and cadastre, land use planning, land valuation and taxation, land development and disputer solution & conflict management.

a. Land Registration and Cadastre is the core component of land administration system which is aimed to record and archive land information(Williamson,2001).The terms of land registration and cadaster has to be distinguished to avoid the confusion (Zevenbergen,2002).McLaughlin and

Nichols(1989) define land registration as “the process of recording legally recognized interests in land”, and cadastre is defined as “an official record of information about land parcels, including details of their bounds, tenure, use and value”. The foundation of successful land administration is reliable land records. The important land characteristic such as ownership, value, and land use has to be carefully recorded and archived. Each of the characteristic of land has its own necessity. The record of land ownership is the basic evidence of protecting tenure security, which is the most important function of land registration; there land value can ensure the equity of land taxation and land acquisition; the record of land use can be used to guarantee the efficiency of resource administration (Feder&Nishio, 1998). Meanwhile, land registration and cadastre is meaningful to all citizens. Without official record, they are not qualified to involve in any land use planning and development project. Therefore, establishing apro-poor land registration and cadastre system is an inevitable activity that must be done by every government.

b. Land use Planning:-is the systematic valuation of the potential of land, social, economic situation and alternate land use for the sake of optimal land use selection.(FAO,1993) Generally speaking, land use planning is aimed at making the best use of limited and scarce land resources. Under the current context of rapid urbanization, land resource becomes very scarce.

c. Land Development, implies the process of converting raw land into constructed settlement. It mainly focuses on construction planning, permission, regulation, and implementation. Semcog (2003) describes the role of land development as protecting agricultural lands, preserving public open space, managing residential development and soon. Without the support of land development, any land policy or land use plan is notable to be implemented. The tools of land development are various such as land readjustment, land consolidation, land pooling and land sharing. Each of the tool is adapted to different development requirement. For instance, if government wants to upgrade certain settlement, land readjustment or land sharing’s could be a suitable choice. And if ascertain settlement has to be relocated, land pooling is qualified forth task.

d. Land Valuation and Taxation:-is another important process for the owners and the state to maintain their benefiteres that came from the land consequently. Land taxation is an annual tax, commonly based on the capital oriental value of real property. In previous centuries, taxes on property formed the most important source of tax revenue for both national and local taxes. The potential significance of property tax is considerably higher for developing countries. Property tax remains an important source of revenue from any local governments. (FAO, 2007)

e. Dispute resolution and Conflict Management

Given these forces affecting land values, the magnitude of their sources and the vested interest, and the rapid pace of social and economic change experienced by many developing countries, it may be simple to assume that conflicts over land can be avoided. What is more important from the point of view of land governance as well as social justices to ensure that potential sources of conflict are handled in a consistent fashion rather than on an ad hoc basis and that institutions to resolve disputes manage conflict area accessible, have clearly defined mandates, and work effectively. (K. Deininger, Selod, & Burns, 2011). To handle the existed and potential problems, conflict resolution institutions should be Legitimate, accessible to most of the population, and legally authorized to resolve conflicts. Additionally the conflicts should not pad for a long time; they have to resolve at the beginning at locally and timely.

To generalize, the processes of land administration include the transfer of rights in land from one party to another through sale, lease, loan, gift and inheritance (FAO, 2002) there glutting of land and property development; the use and conservation of the land; the gathering of revenues from the land through sales, leasing, and taxation; and the resolving of conflicts concerning the ownership and the use of land. In other way, land administration functions may be divided in to four components: Juridical, regulatory, fiscal, and information management. These functions of land administration may be organized interims of agencies responsible for surveying and mapping, land registration, and land valuation. (Dale & McLaughlin, 1999).

The aforementioned components of land administration are the whole thing of land administration and also most of problems related to customer serve delivery rise from failure of executing those components properly. Specifically, land registration and cadastre, land valuation and taxation, additionally dispute resolution and conflict management are principal areas of this study (Feder&Nishio, 1998).

2.4.2. Land Administration

According to UNECE as cited in UN(2015)administration are the processes of determining, recording and disseminating information about the tenure, value and use of land when implementing land management policies. The land administration system is a basic foundation for the spatial enablement of a society and is considered to include land registration, cadastral surveying and mapping, fiscal, legal and multi-purpose cadastres and land information systems.

While this definition fits well into the UNECE context, it does not always apply to developing countries, which often have a much wider range of tenure regimes than just freehold. The definition of land administration provided by FAO better responds to the realities of developing countries. FAO defines land administration as the way in which the rules of land tenure are applied and made

operational. Land administration, whether formal or informal, comprises an extensive range of systems and processes to administer (UN, 2015 p. 5).

2.6. Good governance in land administration

Governance is the process of leading. Land administration, therefore, is basically about good governance. The UNECE land administration principles (2005c) are built on the assumption that “Sustainable development is dependent on the State having overall responsibility for managing information about the ownership, value and use of land.” The land management pattern extends this connection by demanding an even wider come up to governance in land administration, in which the government builds infrastructures for management of land in addition to management of information. Thus, the pattern builds governance directly with land administration. Governance refers to the manner in which power is exercised by governments in managing a country’s social, economic and spatial resources. It simply means the process of decision making and the process by which decisions are implemented. This indicates that government is just one of the actors in governance. The concept of governance includes formal as well as informal actors involved in decision making and implementation made, and the formal and informal structures that have been set in place to arrive at and implement the decision. Good governance is a qualitative term or an ideal that may be difficult to achieve. The term includes a number of characteristics- i.e., as identified in the UN-HABITAT Global Campaign on Urban Governance (2002). The characteristics or norms are sustainability, subsidiarity, equity of access, efficiency, transparency and accountability, civic engagement and citizenship and security (Williamson, 2010).

2.7. The importance of good governance in land administration

As land administrations are increasingly confronted with global developments (Williamson et al., 2010) that affect the use and management of land as a resource, there is a vital need to introduce good governance in land administration and formalization strategies. Awareness of the importance of good land governance in institutions can be summed up in the statement made by Deininger et al, (2010, p. 188), that ‘it is now increasingly recognized that, in practice, the establishment and maintenance of institutions to define rights, record and maintain information about these rights, and make information on them available is an important public sector role’.

Bad land governance is related to growing insecurity in property rights and a high level of bribery and corruption in land administration activities, especially in the developing world (Bell, 2007; Van der Molen and Tuladhar, 2007). Urban land illegal grabbing, problems of urban planning, problems of transparency in land administration and other vulnerable groups in the society are most affected by bad

land governance. In the public land sector, bad governance is linked to weak institutional frameworks governing security of tenure, inadequate, incoherent and improperly enforced legal provisions, a lack of transparency, inequity, a lack of accountability, and institutional irresponsiveness to the plight of land users (Deininger, 2005; Burns, 2007; FAO, 2007; Kaufmann et al., 2007; UN-HABITAT, 2007). Slow and bureaucratic procedures and the high cost of land administration services give rise to bribery, corruption and the misappropriation of public resources (Zakout et al., 2007).

Weak governance distorts official decision-making processes (formal and informal) and leads to inequality, which in turn impedes economic development (Zimmermann, 2006). In customary systems, bad governance is manifest in forced evictions, the manipulation of customary law, and the abuse of power by chiefs, a lack of transparency in land allocations and the prevalence of outdated tenure practices. However, in land administrations, access to land and the objective of protecting land rights is not only a public sector role, but also that of indigenous tenure institutions. It is thus important that principles of good governance are promoted in all institutions involved in land administration, including CTIs. Extending good land governance to CTIs presents an opportunity to analyze and reform land administration, which would not be possible if the exercise were limited to formal institutions and legislation. Good land governance is a critical precondition for sustainable development in a number of respects. Good land governance encourages long-term investment; protects the livelihood of vulnerable groups; facilitates low-cost transfers; encourages private sector investment; and enhances local government transparency and accountability (Deininger et al., 2010). Many international organizations and donor agencies recognize that the quality of land governance is an important factor in improving tenure security, and thus contributes to the eradication of poverty and the achievement of sustainable development goals (UNFIG, 2001; UNHS and Transparency International, 2004). It is argued that clear and transparent rules, efficient processes, access to land information, improved tenure security and the reduction of corruption have a direct impact on improving the lives of the poor and achieving sustainable development goals. Consequently, since the declaration of the Millennium Development Goals, governance does not only occupy central stage in the development discourse, but is also considered a crucial element of development strategies. Governance is often considered to be the fourth dimension of sustainable development, in addition to its economic, social and environmental dimensions (Burns & Dalrymple, 2008). Furthermore, over the last decade, the International Monetary Fund (IMF) and the World Bank have embraced 'good governance' as a set of principles to guide their work with member countries (Woods, 2000). As Keith Clifford Bell (2007) presented among the many benefits that may accrue from better land administration governance, there are arguably six areas that may be considered to be especially significant:

a. Pro-poor Support: - Good governance in land administration provides more equitable access to the rule of law and protects the rights of citizens, especially those vulnerable societal groups such as women and widows, orphans, ethnic minorities and the general poor. It prevents illegal evictions from land of the vulnerable groups in society and protects the inheritance rights of widows and orphans.

evictions from land of the vulnerable groups in society and protects the inheritance rights of widows and orphans.

b. Public Confidence: - Good governance in land administration enables greater public confidence, both from individuals and business, which are more likely to invest in property.

c. Economic Growth: - Good governance in land administration increases the overall security of land tenure which enables better access to credit and wealth generation. Transparent, accountable public administration ensures that transaction costs are regulated and taxation is more equitably borne.

d. Stewardship of the Environment: - Government becomes more responsible and accountable for its management of the environment and natural resources. Reliable and accessible spatial data underpins good environmental stewardship.

e. Protection of State Assets: - Transparent state land management helps to protect state assets from illegal exploitation. It also enables legitimate use of state land for social and economic concessions.

f. Overall More Effective and Efficient Public Administration of Land :- Weak governance and corruption in public land administration increases the cost of doing business both to the general public and business sectors and leads to loss of confidence in the land registration system and a higher level of informal land transactions. Good governance underpins the formal land market and the wider use of the formal land registration system, the more reliable the system and the return of benefits from taxation and revenue sharing to public services.

g. Conflict Prevention and Resolution: -Overall equity, justice and social stability is enhanced through good governance in land administration. Access to affordable, transparent, efficient, equitable, timely and just dispute resolution reduces conflict.

2.8. Identification and Definition of Good Governance Principles for Land Administration

This section is meant to find out the principles of good governance within land administration system. Up to now, various organizations and academics have developed their own principles for good governance. Worldwide Governance Indicators (WGI) categorize the principles of good governance in to six dimensions, namely voice and accountability, political stability and absence of violence, government effectiveness, regulatory quality, rule of law and control of corruption (Kaufmann, Kraay, & Mastruzzi, cited in Qian, 2014). Ibrahim Index of African Governance (IIAG, 2014) summarizes the principles in to four overarching categories—safety and rule of law, participation and human rights, sustainable economic opportunity, and human development. Meanwhile, Urban Governance Index (UGI) has defined

effectiveness, equity, accountability, participation, and security as the principles of the frame work (UN-HABITAT, 2004b). Moreover, United Nation development Program defines the principles of good governance as participation, rule of law, transparency, responsiveness, consensus oriented, equity and inclusiveness, effectiveness and efficiency, and accountability (UNDP, 1997). Comparing with the mentioned principles from different frameworks, it is obvious that the content is similar to some extent. However in this paper the eight key principles of good governance for land Administration as given by Zakout et al (2007) is summarized as follows. The relevance of each principle is discussed below.

- **Efficiency:** - Procedures to register property transactions should be short and simple. The fewer steps there are, the less opportunity for informal payments.
- **Effectiveness:** - The effectiveness of land administration depends on capacity building and financial provision, as well as on the general socio-political conditions, such as political will and commitment, the rule of law, regulatory quality and political stability.
- **Transparency, consistency and predictability,** transparent recruitment of staff and transparent service standards and costs of services will contribute to higher efficiency, accountability, fairness and confidence in agency integrity.
- **Integrity and accountability:** - Accountability in land administration can be improved through the implementation of uniform service standards that are monitored, codes of conduct for staff (as well as mechanisms of sanction) and incentives such as awards for outstanding employees.
- **Subsidiary, autonomy and de politicization:-** Increasing the autonomy of local land administration, while introducing checks and balances at the national level, can improve services and reduce corruption .Civic engagement and public participation Client orientation and responsiveness in land administration can be achieved through improved access to information, customer surveys to measure customers' satisfaction and hotlines to enable customers to report corruption and misconduct.
- **Equity, fairness and impartiality:** - All people should have the same access to service and receive the same service standards independent of their political or economic status. The introduction of counter offices and a numbering system for customers' arrival ("first come first served") may achieve this objective.
- **Legal security and rule of law:** - Good governance in land administration requires a consistent and coherent legal framework, a fair and transparent judiciary and general prevalence of the rule of law to protect property rights. These principles would generally apply to overall civil service good governance.

Transparency implies that the process of decision making and implementation has to be done in open manner, and the information of decision making and implementation should be freely reliably

accessible to those people who will be directly affected by those decisions (Grahametal., 2009) cited in (L.Qian, 2014). A land administration complying with the principle of transparency can deter the corruption effectively and improve the standardization of service procedure. Applying transparency can positively affect the condition of customers as well. If the affected customers are able to receive the information about related policy or planning, they get the opportunity to negotiate with the government body and even involve in the process of decision making and implementation to defend their right. Furthermore, the acceptance of transparency can also show the promotion of anti-corruption. Once the process of land related service is transparent the chance of checking for informal payment will be reduce.

2.10. Some Important Mechanisms for ensuring transparency

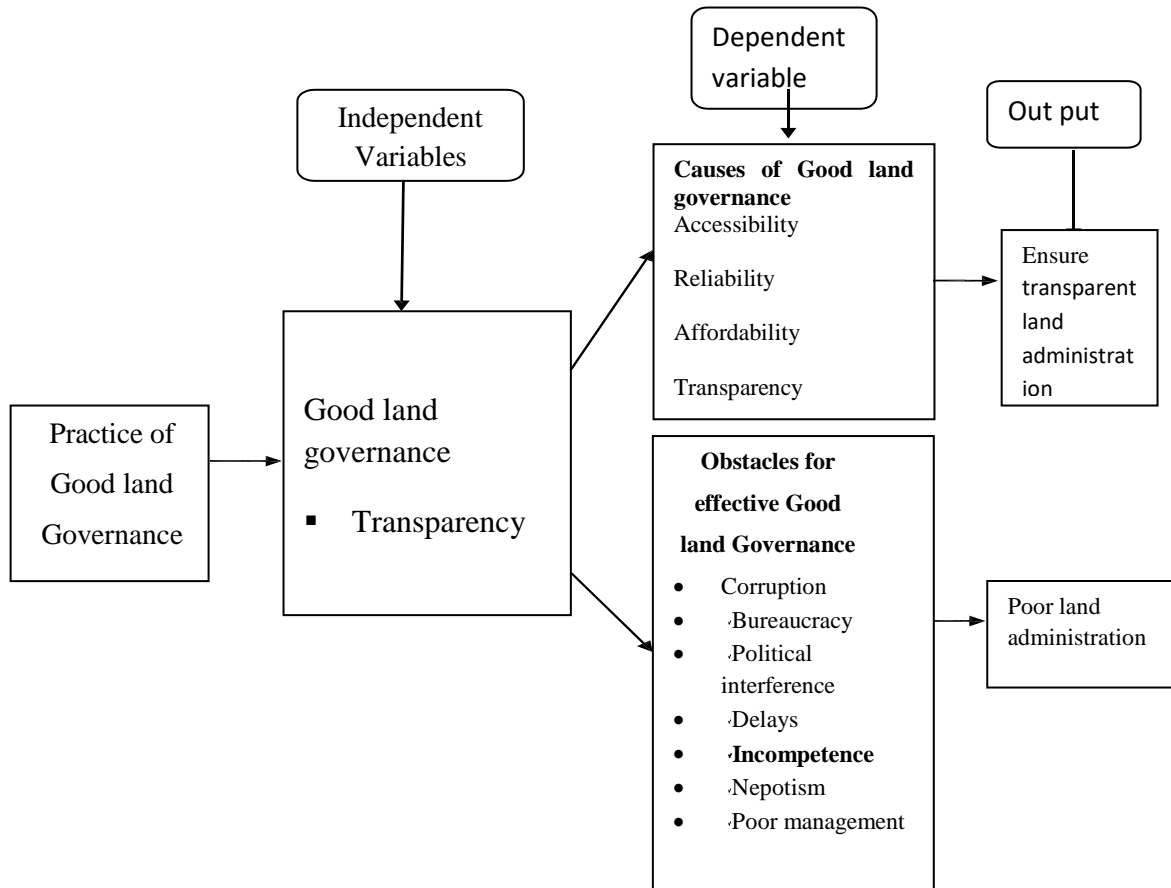
2.10.1. Land Administration Transparency

Service principles are needed to guarantee the implication of governance principles. These principles define the time and cost of completing transactions to minimize corruption and to satisfy customers (FAO, 2006). Examples of those principles are:

- clearly defined steps for the land registration procedure
- Transparent and fixed fees for registration, notaries, surveying etc.
- Use of standard forms
- Public notice of the procedure (in offices, on the web, through leafleted) and another example is affixed maximum time with in which the service of registering transactions has to be completed. The successful application of services standards needs regular monitoring.(Zakout, Wehrmann, Törhönen, 2006)

2.11. Conceptual framework

As Fellows and Liu (2003) discussed conceptual frame work is known as the approach that shows the important variables to be studied in the research usually portrays in graphic or narrative form. Kenneth (2005) further adds that conceptual frame work is structured from asset of broad ideas and theories that help a researcher to properly identify variables that he/she is looking at, frame his/her questions and identify the relevant literature. A conceptual frame work helps the researcher to clarify his research question and aims. In this view this conceptual frame work is developed as shown in Figure 2.1



1figure 2.1: conceptual framework of the study (2022).

2.11.1. Description of the Model

The model above is developed by the study based on the literature reviewed. The model shows that the quality of the good governance practice in land administration system to the community by public officers working in the public institutions depends on the existence of good governance within a given institution. Independent variables are measured on the basis of the pillars of good governance namely; transparency in operating institutional activities, in the land administration and delivery services.

Quality of good governance practice in land administration system is determined using the following dependent variables; accessibility and affordability of the service which relates to serving with openness and accessibility and equity services delivery, reliability of service given by staff; the ability of staff to perform the promised service reliability and accurately. Transparency and Responsiveness is the willingness of staff to help customers and provide prompt and clear service. Courtesy and competence of employees/ staff; characterized by caring, individualized attention and ability to inspire trust and confidence and an understanding of the service users.

In the study, other dependent variables (hindrance factors for good governance in the administration system) include; corruption, bureaucracy, political interference, delays, incompetence, nepotism, and poor management. All these variables were analyzed in the context of factors obstructing good governance in the public institutions.

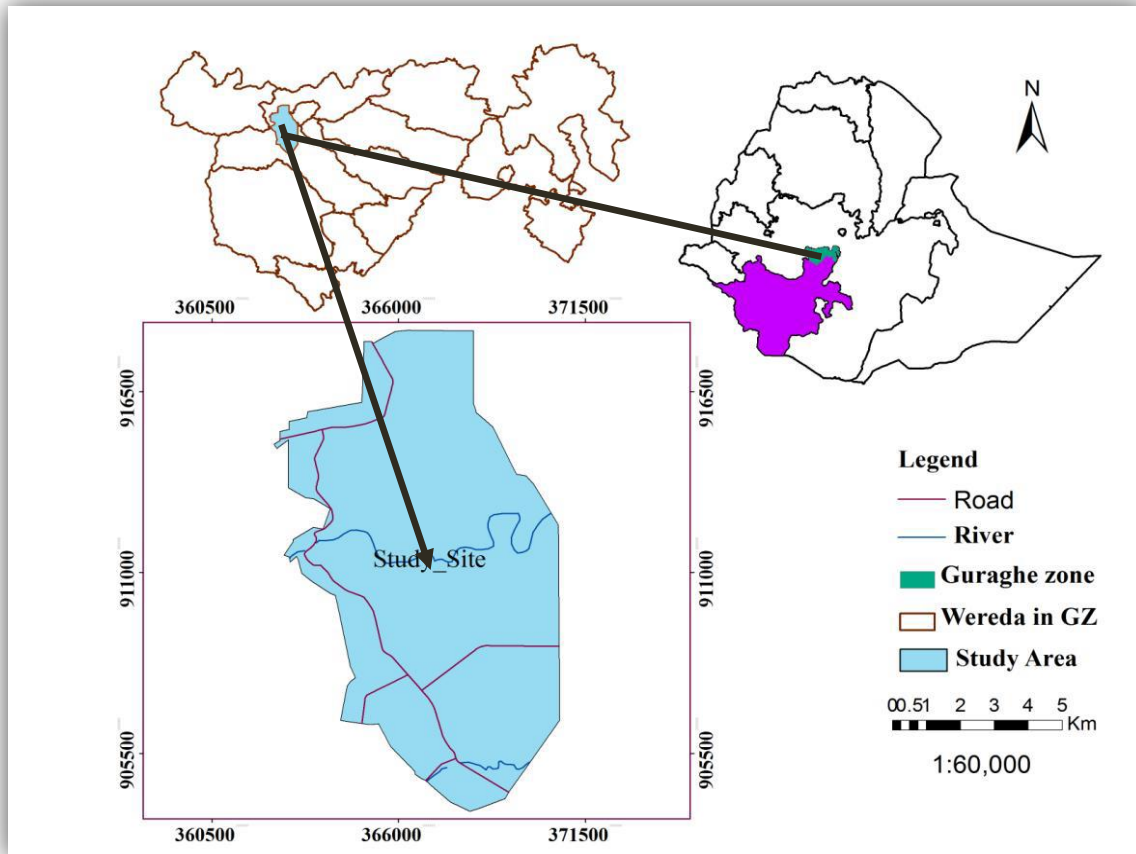
CHAPTER THREE

RESEARCH METHODOLOGY

This chapter provides information on the study area, research design, type and source of data ,sample size and sampling procedures, data collection methods, data analysis and presentation.

3.1. Description of the Study Area

The study was conducted in three selected kebeles of Wolkite Town which is one of the five town administrations in Gurage Zone. Wolkite is the capital Town of Gurage Zone found in southern nation's nationalities and people region (SNNPR). The town is located 158 km South-West of Addis Ababa and 427 km from the regional city, Hawassa. It is one of the twenty two reform towns opted as a center of development in the region. It has six urban kebele administrative units. Astronomically the town lies roughly 8°17' and 8° 28' degrees in north latitude and 37° 17' and 37°47' degrees east longitude. The main annual mean rainfall is between 1100 mm and 1400 mm (Wolkite Town Administration Office, 2021).Its average elevation is about 1910 meters above sea level (Kumel, 2014). The projected total population of the Town in the year 2021/2022 was about 99 284, of which 48,569 and 50,714 were men and women population respectively (Wolkite Town Plane and Economic Development Office, 2021). According to information obtained from residents of the town there is a manifestation of poor urban land governance which leads to an ill-functioning of the land delivery system and development.



2figure 3.1: map of Wolkite town

Source: Gurahge Zone Record office, 2021

3.2. Data Types and sources

In obtaining reliable and relevant data that helped realize the objectives of the study, the various types of data needed were collected using appropriate data collection methods from appropriate sources. Both primary and secondary data were employed in this study. The primary data were sought from the administrators (service providers), service user (households) from the office of land administration and town administration in the selected sub city and respective kebeles. On other hand secondary data were collected from official documents, reports, journals articles, proceedings and books.

3.3. Research Design

Creswell (2009) asserts that a research design is a plan and the procedure for research that span the decisions from broad assumptions to detailed methods of data collection and analysis. A research design is likened to a map that explains the path to be taken in collecting data, and the measurement

and analysis of the data, to the point where the study is concluded. This study adopted across sectional survey design. Across sectional study was preferred because a researcher was able to collect data from many people at one particular point in time. It was also survey study in that it entails interacting with people and eliciting information from them using methods such as interviews and questionnaires. Simultaneously, this study has used both quantitative and qualitative research approach in order to look at issues from different perspectives and to triangulate the findings. A semi-structured questionnaire survey is used to collect the necessary quantitative data/information from household respondents while focus group, key informants and document review are also used to obtain qualitative data respectively so as to elicit in-depth information pertinent to the area under study.

3.4. Sample Size and Sampling Techniques

3.4.1. Sample Size

The estimated total populations of wolkite town are 99,284. Of this, 15,124 are household populations of the town (Wolkite Town plan and development office, 2021). There are three sub city (i.e. Bekur, Addis & Gubre) and six kebeles in wolkite town. Three *Kebeles* from two sub cities were selected using purposive sampling technique in the study area (Table 3). The reasons behind selecting three Kebeles (two kebele from Addis and one kebele from Bekur) out of six kebeles were due to their accessibility, population size and large number of users/customers in the land administration and development/municipality office. The target population of this study is all customers/household heads receiving services from land administration and development office of wolkite municipality. In the three sampled kebeles there are about 7764 household heads. Therefore the sample size for this study was decided based on these sampled kebeles house hold populations. Accordingly, the total sample size is determined from heads of households by using the formula adapted by Ross, Lawrence and Thomas (2002) as follows:-

$$n = \frac{NZ^2 \times d^2}{(d^2 \times (N-1) + (Z^2 \times d^2))}$$

Where, **n** is sample size, **N** is total population size, **d** is the desired level of precision (usually 0.05 or 0.10), and **Z** is confidence level. By considering the maximum variability and taking 95% confidence level with $\pm 5\%$ precision, the calculation for required sample size was determined here under:-

$$N=7764, \quad d=0.05, \quad z=1.96,$$

$$n = \frac{7764 \times 1.96^2 \times 0.25}{(0.05^2 \times (7764-1) + (1.96^2 \times 0.25))}$$

$$(0.05^2 \times (7764-1)) + (1.96^2 \times 0.25)$$

$$n = \frac{7764 \times 3.84 \times 0.25}{(0.0025 \times (7763)) + (3.84 \times 0.25)}$$

$$(0.0025 \times (7763)) + (3.84 \times 0.25)$$

$$n = \frac{7456.5}{19.42} = 384$$

$$19.42$$

Hence, the sample size for the study was about **384** households. From the total sample size 80% (306 in numbers) are documented tenure owners and the rest 20 % (78 in numbers) are non-documented tenure owners and service recipients. After the total sample size was determined, the sample size for each kebele was computed from the total sample size based on the heads of the household size of each kebele to ensure a proportional representation of each, as displayed in Table 3.1: below :-

Table3.1: Households and their Samples distribution in the three kebeles

S.No	Sample sub city	Sample Kebele	Total number of people	Total sample
1	Bekur	EdigetBer	2783	139
2	Addis	Meneharia	2891	144
		EdigetChora	2090	101
		Total	7764	384

Source: Own survey, 2022

Additionally, in order to supplement data obtained through questionnaires key informant interviews (KII) and focus group discussions (FGDs) were held with different groups purposively. The key informant interview involved officials and experts from varied sectors based on their relation to the issue under study such as City administration/ Mayor, two experts from land administration and development office, three kebele managers, 1 illegal land control committee member, 1 from investment office, 2 participant from urban development and construction office, 1 town court office and zonal urban development and construction department head, totally 12 interviewees were recruited using purposive sampling method. Finally, three FGDs in each of the 3 sampled *Kebeles*, were conducted in the study area. Each FGDs contained 5 members from, youth association, women association, local elders, land owners and trade union members were included in the discussion to give their ideas on transparency in land administration and development / of the municipality office.

3.4.2. Sampling Techniques and Procedures

In this study both probability and non-probability sampling techniques were used. Accordingly, the study involved a multistage sampling, technique i.e. a combination of purposive and simple random sampling procedures to select the study area, household heads, key informants and focus group respondents. The strategy used to identify the study area and sampling procedures involved the following steps. In the first stage, study area (i.e. Wolkite Town) was selected purposively since that the researcher has familiarity with the study area, absence of research studies in the issue under investigation in the research area so far and accessibility of the study area for the researcher to get deeper understanding of the issues through frequent personal observation regarding the entire activities which took place to mention a few. In the second stage, of the total three sub cities of Wolkite Town two of them that was Addis and Bekuir sub cities and then one kebele from Bekuir and two kebeles from Addis sub cities; totally three kebeles were selected by adopting purposive sampling technique . The list of household heads/ customers of the three selected kebeles obtained from the municipality's office was used as a sampling frame to draw house hold survey participants by adopting random number table. Finally, the key informants and focus group participants were drawn using purposive sampling technique because of their administrative responsibility and their direct connection to the issue under investigation.

3.5. Methods of Data Collection

The process of data collection entails the act of obtaining information from various sources necessary to answer the research questions. The major data collection methods used in this particular study was discussed as follows:-

A. Household Survey Questionnaire.

Questionnaire is a common method of data collection tool to obtain reliable and relevant primary information from large sample with in limited cost and time (Kothari, 2004). The major data collection instrument used for this study was a questionnaire that seeks information about the practices, status and challenges of good governance in the light of transparency in land administration system in Wolkite Town. The self-administered questionnaire was prepared in line with the research objectives and contained both open and closed-ended questions (Appendix I). It was prepared in English and translated into Amharic in order to avoid the risk of misinterpretation, ambiguity of meaning and concepts of questions for ease of administration. The close ended questions were prepared in the form of Likertscale (considered on a 1–5 points scale, where 1 represents the lowest level of satisfaction or high disagreement, whereas 5 represents the highest level of satisfaction or high agreement). The

points of scale indicate the degree of satisfaction or agreement level of the respondents. It is also used to increase the response rate and response quality along with reducing respondents' frustration level. On the other hand open ended questionnaire is added to capture the opinion of the respondents on points that sought further clarification. Two enumerators were also used to the data collection process.

B. Key Informants Interview (KII)

Key informants from relevant institutions/sectors who were deemed knowledgeable in the topic under study were identified and interviewed to provide information regarding the status, practices, and challenges related with the practice of good governance/transparency in land administration in the study area. Accordingly at kebele level managers of each three sampled kebeles was involved at the town level, mayor of the town, and two experts from land administration and development core process and two expert from urban development and construction core process, one from Illegal land control committee, one from investment office, one from court office and zonal urban development and construction department head totally twelve different individuals at zonal, town and kebele level were selected. An interview guide with open-ended questions was used as a tool for data collection (Appendix II). Finally the key informants were drawn using purposive sampling technique because of their administrative responsibility and their direct connection to the issue under investigation.

C. Focus Group Discussion (FGD)

Since the ultimate users of good land governance practice in land administration are residents, they also were addressed through focus group discussions. A total of three focused group discussions were held, one in each of three sampled kebeles. This method was used to cross check and triangulate the data collected from other sources (Appendix III). Focus group members were recruited purposively from the community mainly composed of those individuals who were from youth association, women association, local elders, trade union members and land owners in their respective kebeles. FGD included both male and female participants.

D/ Document Review

Data relevant to the study subject was collected from appropriate official documents, publications, reports from the Town and Kebele administration offices, all of which included secondary data sources.

Other important sources of secondary data involved journals, relevant books, research reports and proceedings accessed through the internet were also used. Secondary sources were reviewed to complement the opinions of the household head respondent made during the questionnaire survey and as conceptual frameworks for the study.

3.6. Methods of Data Analysis

Data presentation and analysis were one of the core parts in this study. The researcher used both qualitative and quantitative methods of data analysis and interpretations. The primary data collected through survey questionnaires was analyzed using SPSS version 20. Based on the objectives of the study, descriptive statistical analysis such as percentages, frequencies, and tabular representation were used. Inductive analysis were largely given sound caution and weights as some portion of good governance indicators particularly the sub indicator of transparency is normative and interpretive in nature. On the other hand, qualitative data from both primary and secondary sources have been organized into related themes, patterns and categories in order to answer the different research questions under study and; used to triangulate primary data results.

CHAPTER FOUR

RESULTS AND DISCUSSIONS

In this chapter results and discussion were presented in line with the objective of the study which was to assess the performance of transparency in land administration at Wolkite Town. The responses obtained from the questionnaires, interviews and focus group participants were discussed in light of the theoretical framework of good land governance selected in this study. Furthermore, the chapter was organized in themes, based on specific research objectives and questions which were used to guide the investigation. Data was presented in the form of tables and percentages.

4.1 Socio -Demographic Characteristics of Respondents

Respondent's socio-economic and demographic characteristics are important in research since they bring to light the sort of respondents who took part in the survey. Such personal data of the sampled respondents which were relevant to the study included sex, age, marital status, level of education attained and period of stay in Town of the respondents.

Table 4.1: Socio -Demographic Characteristics of Respondents

S.No	Variables	Cases	Number (n=384)	%
1	Sex	Male	213	55.47
		Female	171	44.53
2	Age	20-30	54	14.06
		31-40	223	58.07
		41-50	73	19.01
		51-60	23	5.99
		Above 60 years	11	2.86
3	Education level	Not educated	23	5.99
		Primary	192	50
		High school	126	32.81
		Diploma and above	45	11.7
4	Marital status	Married	224	58.33
		Single	127	33.07
		Divorced	21	5.5
		Windowed	12	3.1

5	Length of stay in the town	Below 5 years	33	8.6
		5-10 years	105	27.34
		11-15 years	177	46.09
		16-20 years	37	9.64
		Above 20 years	32	8.33

Source: Own Survey, 2022

As depicted in Table 4.1.Above, a little more than half of the respondents 213 (55.47%) were males while 171(44.5%) were females. Majority 223 (58 %) of the respondents were fell within the age group 31 to 40 years, whereas an additional73 (19%) of them were between the age group of 41 to 50 years. One-half of the respondents 192 (50%) had primary education, 126 (32.8%) of the respondents had high school/ secondary education and 45 (11.7%) of the respondents were attained diploma and above. Only 23 (6%) of the respondents were not educated.From this it can be concluded that insignificant number of respondents were uneducated. It was found in the study that 224 (58.3%) of the respondents were married, 127 (33%) of the respondents were single and 21 (5.5%) of them were divorced. the remaining 12 (3%) of the respondents were widowed.

It was also found that 177 (46%) of the respondents were stayed in the study area between 11 to 15 years, 105 (27.3%) were stayed 5 to 10 years, 37 (9.6%) were reside 16 to 20 years, and only 33 (8.6%) of them resides in the study area less than five years. This vividly indicated that most of the respondents were lived long enough in the study area, so that the data collected from them was relevant and valid.

4.2. Perceptionof Respondents on the Performance of Transparency in Land Administration System at WolkiteTown.

Table 4.2: Responses on clarity and accessibility of land Acquisition Regulations and Laws

s.No	Particulars	Level of Agreement	Frequency (n= 384)	%
1	laws, rules and regulations about land are clear and easily accessible to the public	Strongly agree	36	9.37
		Agree	47	12.24
		Undecided	11	2.86
		Dis agree	208	54.16
		Strongly dis agree	82	21.35

2	Your land administrators are committed enough to aware you about the land law and proclamations	Strongly agree	53	13.8
		Agree	65	16.93
		Undecided	15	3.9
		Dis agree	188	48.96
		Strongly dis agree	63	16.4
3	All written records about land administration including minutes/proceedings of meeting are made available to the public.	Strongly agree	24	6.25
		Agree	36	9.38
		Undecided	58	15.1
		Dis agree	223	58.07
		Strongly dis agree	43	11.2

Source: Own Survey, 2022

As it can be seen from the above table, respondents were asked whether the laws, rules and regulations about land administration of the town are easily accessible to the public. Accordingly, around 36 (9.37%) and 47 (12.24%) of respondents replied agree and strongly agree respectively that the laws, rules and regulations about land are easily accessible to the public. However, most of the respondents which is 208 (54.16 %) and 82 (21.35%) of the respondents were replied in the category of disagree and strongly disagree respectively that the laws, rules and regulations about land are easily accessible to the public. The rest 11 (2.86%) respondents preferred undecided. From this analysis it can be deduced that more than 75% of respondents perceived that laws, rules and regulations related to land in the town are not easily accessible to all urban community members. Likewise, most key informants and FGD participants maintained that the office has more limited in accessing laws, rules and regulations related to land for the general public. Similar results were reported by (Mhrtay, 2014; Abrha, 2016; Tessema, Defere & Admas 2016; Belay, 2018; Bekele & Ago, 2020) that laws, rules and regulations related to land are not easily accessible to urban communities. Hence this finding indicates that the respondents were not able to clearly recognize the laws, rules and regulations related to land in the municipality office. This indicates the persistence of knowledge gap in knowing and understanding about the municipality office service delivery laws, rules and regulations.

The second question was reflected to know the respondents' perception whether the town land administrators are committed enough to aware the residents about land laws and proclamations. As indicated in table above out of the total respondents, 53 (13.8%) and 65 (16.93%) of respondents replied strongly agree and agree respectively, while 188 (48.96 %) and 43 (11.2%) of the respondents

confirmed disagree and strongly disagree respectively but the remaining 15 (3.9%) respondents replied undecided concerning land administrators are committed enough to aware the residents about land laws and proclamations. From this result it can be infer that majority of respondents admitted that town land administrators are not committed enough to aware the residents about land laws and proclamation which causes clarity problem for urban dwellers. Moreover, the data obtained from FGDs participants were also supported the survey data that land administrators in the town has little commitment concerning creating awareness on land laws and proclamations to urban residents. This is an indication that the majority of respondents in the study area do not understand land law as they needed more clarity. This was consistent with the findings from other studies (Jemal, 2019; Lupale& Hampway, 2019) who found that lack of awareness on land laws and proclamations by urban residents in their respective study areas.

On the other hand, for the question all written records about land administration including minutes of proceeding of meeting are made available to the public, 24(6.25%) and 36(9, 38%) of respondents responded strongly agree and agree respectively conversely, 223(58.07%) and 43(11.2%) of the respondents are admitted disagree and strongly disagree respectively. The remaining 58(15.1%) of respondents answered undecided. Hence this finding indicates that the majority of respondents disagree with the view that all written records of land administration in munities of proceeding of meetings are not made available to the public.

Table 4.3: Perception of respondents on openness of decision making process in land administration

S.No	Item	Level of Agreement	Frequency n=384	%
1	The decision making process on land use, land distribution and allocation is made in a clear way.	Strongly Agree	45	11.72
		Agree	63	16.4
		Undecided	25	6.51
		Dis Agree	199	51.82
		Strongly Dis Agree	52	13.54
2	Institutions to resolve land conflict like the land tribunals and land committee are accessible to the public	Strongly Agree	35	9.12
		Agree	71	18.5
		Undecided	23	5.99
		Dis Agree	196	51.04
		Strongly Dis Agree	59	15.36

3	The way land disputes are solved is clear	Strongly Agree	31	8.07
		Agree	37	9.64
		Undecided	25	6.5
		Dis Agree	242	63.02
		Strongly Dis Agree	49	12.76
4	Decision given by the land administration committee is transparent	Strongly Agree	47	12.24
		Agree	57	14.84
		Undecided	12	3.13
		Dis Agree	207	53.9
		Strongly Dis Agree	61	15.89

Source: Field Survey, 2022

Respondents were asked their opinion concerning the openness or clarity of the decision making process on land use, land distribution and allocation. Accordingly, 63(16.4%) and 45(11.72%) of the respondents responded agree and strongly agree respectively whereas, 199(51.82%) and 52 (13.54%) of the respondents replied disagree and strongly disagree respectively but the rest 25(6.51%) of the respondents responded undecided concerning openness or clearness of the decision making process on land use, land distribution and allocation in the area under study. This could imply that, the majority of respondents opined that the decision making process on land use, land distribution and allocation in the study town was not made in a clear way. Hence, this may open for some individuals to benefit others which are against the principles of good governance. As well, the data obtained from FGD participants coincides with what the majority of respondents replied. The findings were consistent with Abebe&Muleta(2021) findings that the decision making process of the city administration concerning land policy and allocations was poor in their study in Assosa Town, Ethiopia.

As far as the question that Institutions to resolve land conflict like the land tribunals and land committee are accessible to the public as depicted in the table above, about 71(18.5%) and 35(9.12%) of the respondent replied agree and strongly agree respectively while, 196(51.04%) and 59(15.36%) of the respondents were replied disagree and strongly disagree respectively. And 23(5.99%) of the respondents said undecided. so that from this survey result it can be understand that, the majority of respondents confirmed that Institutions to resolve land conflict like the land tribunals and land committee are not accessible to the public. Further, respondents were asked for their opinion with regard to the way land disputes are solved in the transparent or clearly way. Accordingly, about 37(9.64%) and 31(8.07%) of the respondents replied agree and strongly agree respectively. However, about 242(63.02%) and 49(12.76%) of the respondents responded disagree and strongly disagree respectively and the rest 25(6.5%) of the respondents replied undecided. As the result depicts majority

of respondents admitted that land disputes are not solved in a transparent way. Decision given by the land dispute, conflict administration and management system are, corrupted, not transparent and there were poor management system. It shows that the way land disputes resolution should be clear and open to the general public to prevent the possibility of corruption, misdeeds and to enhance trust between communities and land planning and administration office.

Moreover, as depicted in the above table, whether the decision made by the land administration committee is transparent, about 207(53.9%) and 61(15.89%) of the respondents answered disagree and strongly agree respectively while 57(14.84%) and 47(12.24%) of the respondents replied agree and strongly agree respectively but the remaining 12(3.13%) of the respondents responded undecided. From this result it can infer that the majority of respondents perceived that the Decision making undertaken by the land administration committee was not transparent and clear. In respect to this FGD participants confirmed that mostly the land administration committees made decisions on land related issues in un transparent way and biases was the common feature.

4.3. Status of good governance practices/transparency in land administration in wolkite town.

4.3.1 Perception of Respondents on Transparency of Land Administration System in wolkite Town.

Transparency as a core governance indicator should be practically observed in public institutions in all of the institutions tasks that have either direct or indirect impacts up on the life of the society. In this regard through the survey questionnaire respondents were asked and requested for their perception on the statement that transparent land administration system has been formed in the town.

Table 4.4: Perception of Respondents on Transparency of Land Administration System in wolkite Town.

s.No	Item	Level Of Agreement	Frequency n=384	%
1	A transparent land administration system has been formed in the town.	Strongly Agree	35	9.12
		Agree	51	13.28
		Undecided	11	2.86
		Dis Agree	242	63.02
		Strongly Dis Agree	45	11.72

2	Bad governance and corruption has been prevented in the town,	Strongly Agree	37	9.64
		Agree	63	16.4
		Undecided	9	2.34
		Dis Agree	218	56.77
		Strongly Dis Agree	57	14.84
3	Urban land information system is clear and accessible to the dweller.	Strongly Agree	38	9.9
		Agree	81	21.09
		Undecided	18	4.69
		Dis Agree	194	50.52
		Strongly Dis Agree	53	13.8
4	By forming good land administration system, the community has been able to make transparent land use.	Strongly Agree	39	10.16
		Agree	69	17.97
		Undecided	27	7.03
		Dis Agree	223	58.07
		Strongly Dis Agree	26	6.77

Source: Field Survey, 2022

Accordingly, about 35(9.12%) and 51(13.28%) of the respondents confirmed strongly agree and agree respectively, while,242(63.02%) and 45 (11.72%) of the respondents responded disagree, and strongly disagree respectively that the land administration system formed in the town was transparent. The remaining 11 (2.86%) of the respondents replied undecided on same statement. The results suggest that the majority of respondents (74.74%) opined that a transparent land administration system has not been formed in the town. Hence, there is a need to make the land administration system transparent that means open and accessible to the public. A lack of transparency paves the way for the spread of and opportunities of government corruption and decreases public sector efficiency. They were also asked if bad governance and corruption has been prevented in the town, 37(9.64%) of the respondents strongly agree, 63 (16.4%) of the respondents agree, 218 (56.77%) of the respondents disagree, and 57 (14.84%) of the respondents strongly disagree respectively. The other 9(2.34%) of the respondents replied undecided on same statement. As a result, the findings indicated that majority of the respondents confirmed that bad governance and corruption has not been prevented in the town. Majority of the FGD participants consolidate the above statement and said that bad governance and corruption was rampant in the office which in turn causes public outcry in many occasions.

As depicted in the table 4.4, respondents were asked to evaluate the urban land information system clearness and accessibility to urban dwellers. While, 38 (9.9%) of the respondents replied strongly agree, 81 (21.08%) of the respondents agree, 194 (50.52%) of the respondents disagree, and 53 (13.8%) of the respondents strongly agree respectively. The remaining 18(4.69%) of the respondents said undecided. The results suggest that the majority of respondents (64.32%) concluded that urban land information system is not clear and accessible to the dweller. This was supported by the findings of Hadush (2019) who reported that information was not readily accessible or effectively disseminated to the majority of urban residents in his study in Zalanbessa Town, Tigray Region. In relation to this, the key informants stated that though efforts have made urban land information to be clear and accessible to the general public still, the problem remained unresolved. They also noted that establishing a well-functioning urban land information system that is clear and accessible to the majority of urban residents require skilled manpower and resources. As to FGD participant the accessibility of information from the office was highly limited and problematic. This indicates that the service provider is not open in service delivery and this shows a symptom of poor service delivery. Hence, information regarding land should flow freely and directly accessible to those who will be affected by any decisions and enforcement on land. Despite to this, the result of the study disclosed that information was not accessible to the general public as well as community. As a result, this affected the decision making process directly or indirectly. Accessibility of information will help the public to have all important information on land that equipped them to give appropriate decisions on land, builds informed citizens and helps to create awareness of the stake holders.

Furthermore, the respondents were requested to rate their view by forming good land administration system, the community has been able to make transparent land use. Accordingly, 39(10.16%) and 69(17.97%) respondents were replied strongly agree and agree respectively, while 223(58.07%) and 26(6.77%) respondents were confirmed disagree and strongly disagree and 27(7.03%) respondents replied undecided. According to this survey results, it can be stated that the majority 249 (64.84%) of respondents confirmed that good land administration system that enable the community to make transparent land use was not established in the study area. Key informant respondents also fully agree with the foregoing statement that land administration system that ensure transparent land use was not installed in the town.

4.3.2 Transparency in Service Delivery

Transparency refer show accessible, open and clear are information, processes, institutional rules and decisions to community members and the general public (Arko et al., 2010). It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. Furthermore, important decisions to be open and clear for stakeholders and encourage stake holder's involvement in decision making.

Transparency allows people to gather information critical to reveal abuses and defend their interests; to take advantage of opportunity, access services, exercise their rights. It also helps to evaluate where promised by government and its agencies are fulfilled or not, hence they serve as bench mark to assess good governance of the given institution. Moreover, transparency helps in curbing corruption. Transparency in the realm of service provision providing effective and efficient service to the community in a clear way is one manifestation of transparency and generally that of good governance. Hence, in this study it has been assessed based on some mechanisms that the land administration office executed to disclose and make accessible the necessary information.

Table 4.5: Responses on Mechanisms of disseminating land Information

S. No	Item	Respondents	
		N	%
1	Public meetings	194	50.5
2	notice boards	91	23.7
3	Public forums	36	9.4
4	Media coverage	22	5.7
5	Development team discussions	41	10.7
	total	384	100

Source: Own Survey, 2022

Information can be made access to the public using various mechanisms. As it was displayed in the table 4.5, respondents were asked to identify the most common mode of disseminating land information to the general public by the land administration office. Accordingly, around 194(50.5 %) of the respondents said that the office publicize the information via public meetings while 91 (23.7%) responded that the office is publicizing information through notice board to the clients. Furthermore, 41(10.7%), 36(9.4%) and 22(5.7%) of respondents replied that the office disseminating land information the service users through development team discussions, public forums and media

respectively. This clearly showed that public meetings and notice boards were the common mechanism that the town administration used to disclose information. Similarly, information from the key informants stated that the common mechanisms that the administrators used to share information, decisions and other messages were notice boards and public meetings that held at different times. It showed that the office's mode of disseminating land information to the general public to be problematic since it is challenging to reach all the community with timely information.

4.4. Challenges of good governance practice in land administration at wolkite town

Despite a fairly well growing institutional and legal framework for good governance, challenges are bound to happen. The study sought to determine some of the challenges facing wolkite town in implementing good governance practices. As indicated in table 4.6, the respondents were asked to rate their view corruption was the challenges of good governance practice in land administration. Accordingly, 157(40.89%) and 101 (26.3%) respondents were replied strongly agree and agree respectively, while 51(13.28%) and 47(12.24%) respondents responded disagree and strongly disagree respectively but 28(7.3%) respondents replied undecided. It was concluded that the majority 258(67.12%) of respondents admitted that corruption was one of asset back to good governance practice in land administration. In relation to this Burns and Dalrymple (2010) stated that land administration is one of the most corrupted sectors in public administration. In this regard, almost all FGD participants claimed that corruption is a threat in the land administration of the study area. Given the scarcity of land, it is likely that speedy increment of the population and high demand of the people to a plot of land in the study area could escalate the seriousness of corruption in the land administration.

As shown in the table 4.6, the respondents were asked to rate their view bureaucracy was the challenges of good governance practice in land administration. Accordingly, 45(11.72%) and 225(58.6%) respondents replied agree and strongly agree respectively, while 62(16.15%) and 21(5.47%) respondents responded disagree and strongly disagree but, 31(8.07%) respondents preferred undecided. As the survey result indicated the majority 270 (69.79%) of respondents were confirmed that bureaucracy was one of the major challenges of good governance practice in land administration in the study area. This is supported by Tessema et al. (2016), Hadush (2019) and Berihu (2022), who states that corruption, is one of the major challenges of urban land governance in urban land offices. As Deininger et al.,(2011) stated there is a lot of inefficiency and unnecessary bureaucracy which create incentives for people to pay for faster service or to simply circumvent the established procedures entirely. Most key informants also pointed out that the reduction of bureaucracy should be

accompanied by the use of information communication technologies rather than the manual system. Similar, key informants felt that there existed bureaucratic problem in the office and however, efforts had made in advance to improve the situation though it still prevails.

As indicated in table 4.6, the respondents were asked to rate their view political interference was one of the challenges of good governance practice in land administration. Accordingly, 47(12.24%) and 238(61.98%) respondents were replied agree and strongly agree respectively, while 47(12.24%) and 19(4.95%) respondents replied disagree and strongly disagree respectively but the rest 33(8.6%) respondents responded undecided. The results suggest that the majority 285 (74.22%) of respondents admitted that political interference hindered good governance practice in land administration. The findings were congruent with findings of Banda et al.(2017) that political interference was the most challenging issue in urban land administration in Lusaka City, Zambia.They noted that land is handled by political party cadres who in some cases may even have strong connections. As a result due to political patronage some people easily get land and titles deeds.

On the other hand, respondents were asked to rate their view incompetence was the challenges of good governance practice in land administration sector. Accordingly, 39 (10.16%) and 184(47.92%) respondents agree and strongly agree respectively that incompetence was one of the challenge of good governance in land administration, while 78(20.31%) and 41(10.77%) respondents responded disagree and strongly disagree respectively; and the remaining 42(10.94%) respondents replied undecided. According to survey results, the majority of respondents representing 223(58.07%) confirmed that incompetence was one of the major challenges of good governance practice in land administration in study area.

As it is indicated in table 4.6, the respondents were asked to rate their view poor management was one of the challenges of good governance practice in land administration. Accordingly,147(38.28%) and 109(28.39%) respondents were replied agree and strongly agree respectively, while 65(16.93%) and 49(12.76%) respondents answered disagree and strongly disagree respectively and the rest 14(3.65%) respondents replied undecided. This indicates that the majority 256 (66.67%) of respondents confirmed that poor management was one of the major challenges of good governance practice in land administration in study area.

In addition to these, focus group respondents stated that absence of strong monitoring and evaluation mechanisms, weak coordination among the land administrators, Absence of transparent and corrective measure on corrupt officials and the strong ambition of most town administration in short cut

accumulation of capital, lack of public participation, awareness gap on rules, regulations, and policies on part of the town residents were also regarded as constraints that obstruct the application of good governance in land administration system in the study area.

Table 4.6: Responses on challenges of good governance practices in land administration in wolkite town

S.No	Challenges	Level Of Agreement	Frequency (n=384)	%
1	Corruption	Strongly Agree	157	40.89
		Agree	101	26.3
		Undecided	28	7.3
		Dis Agree	51	13.28
		Strongly Dis Agree	47	12.24
2	Bureaucracy	Strongly Agree	45	11.72
		Agree	225	58.6
		Undecided	31	8.07
		Dis Agree	62	16.15
		Strongly Dis Agree	21	5.47
3	political interference	Strongly Agree	47	12.24
		Agree	238	61.98
		Undecided	33	8.6
		Dis Agree	47	12.24
		Strongly Dis Agree	19	4.95
4	Incompetence	Strongly Agree	39	10.16
		Agree	184	47.92
		Undecided	42	10.94
		Dis Agree	78	20.31
		Strongly Dis Agree	41	10.77
5	Poor Management	Strongly Agree	147	38.28
		Agree	109	28.39
		Undecided	14	3.65
		Dis Agree	65	16.93
		Strongly Dis Agree	49	12.76

Source: Field Survey, 2022

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

This chapter deals with the summary of the findings and conclusions driven from the discussions and analysis of the study; and forwards the recommendations on the basis of the findings of the study.

.5.1 SUMMARY OF FINDINGS

This study has sought to assess to assess good governance practices in land administration from the perspective of transparency at wolkite town, Ethiopia. More specifically, the study attempted to assess the practice, status and challenges of good governance practices in land administration sector and tries to recommend possible solutions to the problems observed and bridge the gap on this particular issue.

The study was underpinned on a across sectional survey design. The collection and analysis of data involved both qualitative and quantitative methods. Four methods of data collection were used which are questionnaire, interview, focus group discussion and document review. Survey questionnaire was administered for 384sample respondents that were selected using simple random sampling. Collected data were analyzed for descriptive statistics using Statistical Package for Social Sciences (SPSS) version 20.Data generated through focus group discussion; interviews and desk review were analyzed qualitatively, and used for the purpose of triangulation.

The finding shows that the land laws, rules and regulations are not accessible to the urban community. Not only they are physically inaccessible, they are also not communicated. It is obvious that without knowing what the land laws, rules and regulations say that service users are unlikely to demand their rights.Despite that, majority (75.5%) of the households and focused group participants confirmed that it is hardly possible to access land laws, rules and regulations.

Findings also revealed that majority of respondents admitted that town land administrators are not committed enough to aware the residents about land laws and proclamations; which causes clarity problem for urban dwellers. Further, the study found that, the commitments of the town administration toward ensuring of transparent good governance in the land administration is talk than practice.

The study reveals the majority (65.36%) of respondents indicated that the decision making process on land use, land distribution and allocation in the study town was not made in a clear way. Additionally, the findings of the study showed that land disputes were not solved in a transparent way; decision given by the land dispute, conflict administration and management system were corrupted and not transparent. Moreover, results suggest that since a transparent land administration system has not been installed, the community has not being able to make transparent land use in the study area.

The study also found that public meetings and notice boards were the most common mechanisms that the town administration used to disclose information to the general public. This shows that the means the town administration applied to disseminate information to be problematic since it is challenging to reach all the community with timely and enough information. Furthermore, the study uncovered that the land information system in the study area was not clear and accessible to most urban dwellers.

Finally, the study established that the performance of good governance in the land administration was hindered by bureaucracy, corruption, political patronage, lack of qualified man power and poor management. On the other hand, absence of strong monitoring and evaluation mechanisms, weak coordination among the land administrators, Absence of transparent and corrective measure on corrupt officials, and awareness gap on rules, regulations, and polices on part of the town residents were also mentioned as a threat to the application of good governance in the land administration office in the study area.

5.2 CONCLUSION

Based on the major findings of the study, the following conclusions were drawn:

- ❖ The urban land administration system in the study area was assessed based on transparency as a core governance indicator. In the study area, the practice of good governance in land administration was not satisfactory. So, it does not address the needs of the beneficiaries.

- ❖ This study discovered that the majority of the respondents revealed that it is hardly possible to access land laws, rules and regulations governing land in study area. Besides, the result indicates that town land administrators are not committed enough to aware the residents about land laws rules, regulations. This indicates that there was awareness gap on land laws, rules and regulations governing urban lands on part of urban communities. As such it can be concluded that the commitments of the town administration toward ensuring of transparency in land administration

was weak. This makes the applications of good governance challenging.

- ❖ It was found out that the majority of the respondents reported that urban land information system is not clear and accessible which means that information was not readily accessible or effectively disseminated to the majority of urban residents. This indicates that the service provider is not open in service delivery and this shows a symptom of poor service delivery. Given these findings the study concludes that information regarding land should flow freely and directly accessible to those who will be affected by any decisions and enforcement on land.
- ❖ The findings of the study also demonstrated that the decision making process on land use, land distribution and allocation in the study town was not made open and accessible to the general public. This indicated that the town land administration officials were less transparent i.e. the decision was not more open to the residents. Moreover, the study indicated that the problems of land disputes are not solved in a transparent way; institutions to resolve land conflict like the land tribunals and land committee are not accessible to the public. Hence, there is a need to make the decision making process open and participatory and the institutions which resolve land conflicts to be accessible to the urban residents, which in turn, help the public to make appropriate decisions on land, builds informed citizens and helps to create awareness of the stake holders.
- ❖ The study further found that the majority (74.2%) of the respondents indicated that public meetings and notice boards were the most common modes of disseminating information to the general public in the study area. As a result most community people are not reachable and thus get timely information. Based on these findings, it is possible to conclude that transparency should be promoted, and appropriate communication channels that facilitate flow of information between the town administration and communities should be established.
- ❖ The study also disclosed that the major challenges that impede good governance in land administration in wolkite town were corruption, bureaucracy, political interference, incompetence and poor management. As a result, addressing these challenges was very essential to ensure good governance in the study area. This will necessitate coordinated efforts from various stakeholders, including the government, development partners, and the community at large.

5.3 RECOMMENDATION

Based on the results and conclusions obtained from this study, the following points were made as recommendations

- ☞ Raising the awareness of urban residents about the laws, rules and regulations governing urban lands and making them accessible. This may bridge community knowledge gap and so as to encourage effective participation.
- ☞ Encouraging participation of residents and other stakeholders on the decision making process of the municipality office.
- ☞ Ensuring accessibility of land information to the urban community and other stake holders using a multitude of information publicizing mechanisms. This will help the public to be well informed and have comprehensive understanding concerning urban land governance and administration.
- ☞ The land administration/municipal office should instill newly technologies or computerizing system to store and disseminate information.
- ☞ Capacitating town managers and employees in the land administration/municipal office through short and long term training programs. This will enable them to develop their capacity in order to deliver effective and quality services to clients.
- ☞ To address the key challenges of good governance in land administration local governments, development partners and the community members collaboratively should work as much as possible.

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APPENDIX 1

Wolkite University

College of Social Science and Humanity

Department of Governance and Development studies

QUESTIONNAIRE TO BE PREPARED FOR HOUSEHOLD RESPONDENTS

Dear respondents

The purpose of this questionnaire is to gather relevant data used to assess good governance practices in land administration in wolkite town specifically focusing on the practice, status and challenges of good governance with regard to transparency in the land administration sector of the municipality and tries to suggest possible solutions for the identified gaps. This study is conducted as partial fulfillment of the requirement for MA degree in development planning and management at Wolkite University. The study is purely an academic and in no way affects your personality.

Your genuine view, frank opinion, and timely response are quite important for the successful accomplishment of this study. Therefore you are kindly requested to extend your cooperation by providing relevant information and filling the following questionnaire.

Thank you for your cooperation!!

Genet Sisha

General Guidelines

- No need of writing your name
- Please follow the instruction provided for each part
- Do not leave blanks
- Try to answer all questions

SECTION I: Particulars of Respondent information

Part I: Individual characteristics of the house hold.

1. What is your gender?

Male	Female

2. Select your age group.

20-30 Years	30-40 Years	40-50 Years	50-60 Years	Over60 years

3. Select your highest academic qualification?

Below Secondary	Secondary Level	Diploma Level	University Degree	Post Graduate

4. Your marital status.

Single	Married	Divorced	Widowed

5. Period of residence (years)?

Less than 5 years	5-10 years	11-15 years	16-20 years	More than 20 years

Section II. The good governance Practice of Transparency in Land Administration

The following items are intended to assess transparency of land administration in your kebeles. Please, respond by putting the tick (“√”) to the response that best represents your degree of agreement with one of the five alternative rating scales given below. **(SA) = Represent Strongly Agree =5 (A) = Represent Agree =4 (UN) Undecided =3 (D) = Represents disagree =2 (SD) = Represent Strongly Disagree =1**

➤ **Section I:** The perception of urban residents regarding transparency of land administration system in wolkite Town.

S/N	List of variables	Degree of Agreements				
		SDA	DA	UN	A	SA
1	Laws, rules and regulations about land are easily accessible to					

2	Your land administrators are committed enough to aware you the land laws and proclamations.					
3	The decision making process on land use, land distribution and allocation is made in a clear way.					
4	Institutions to resolve land conflict like the land tribunals and land committee are accessible to the public.					
5	The way land disputes are solved is clear.					
6	Decision's give by the land administration committee is					

Section II: The status of good governance practices in land administration (transparency) in the town.

S/	List of Variables	Degree of Agreements				
		SDA	DA	UN	A	SA
1	A Transparent land administration system has been formed in the town ..					
2	Bad governance and Corruption have been prevented.					
3	Urban land information system is clear and accessible to town dwellers.					
4	There is good governance practice in the land administration system.					
5	Equal access to land distribution for land seeker.					

2.2 What is the most common means of disseminating land information by the municipal office to clients/service users?

- | | |
|---------------------------------|------------------|
| 1. Public meetings | 4. Public forums |
| 2. notice boards | 5. Media |
| 3. Development team discussions | 6. others----- |

6. Provide any other comment on the status of good governance practices in land administration (transparency) in the town? -----

Section III: The major challenges of good governance practices in the town land administration with regard to transparency.

S/N	List of Variables(Challenges)	Degree of Agreements				
		SDA	DA	UN	A	SA
1	Corruption					
2	Bureaucracy					
3	Political interference					
4	Incompetence					
5	Nepotism					

6	Poor management					
---	-----------------	--	--	--	--	--

7. Provide any other comment on how to improve the challenges of good governance practices in the town land administration with regard to transparency.-----

8. If you have any further suggestions on how to do this, please contact us -----

APPENDIX II

Wolkite University

College of Social Science and Humanity

Department of Governance and Development studies

QUESTIONS PREPARED FOR INTERVIEWEE RESPONDENTS (SERVICE PROVIDERS)

1. How can you say about the solution practice of good governance in your town land administration?
2. What are the main factors of good governance practice in your town land administration?
3. Is there any complain and grievance responded on a given town land administration?
4. Is the argument of public officials open to the stake holders?
5. How can you assess the office of land administration and development in terms of transparency?
6. Is information easily accessible and relevant to the people?
7. How widespread are corruption and bribe taking in your sub city?
8. What are the major activities being done by your office to improve good governance problems in the sub city?
9. What do you think are the major factors or curbs of transparency in the sub city?

APPENDIX III

Wolkite University

College of Social Science and Humanity

Department of Governance and Development studies

QUESTIONS PREPARED FOR FOCUSED GROUP DISCUSSION

1. What is the level of understanding regarding good governance practice in land administration?
2. How do you express the practice of good governance in the land administration?
3. How do you observe the commitment of the land administration and development sector in terms of the following issues?
 - Accessibility of land information to all people
 - Openness of decision making process of land service delivery
 - Accessibility of disagreement resolving mechanisms related to land administration.
 - Openness of the disagreement resolving institution
 - Celerity of land law, rules and regulations
 - Applicability of land laws, rules and regulations
4. What is your understanding regarding the transparent working procedures and its applicability of the land administration?
5. What complaint and conflict management mechanisms are in place to challenge the issue of local community?
6. Factor that inhabits the practice of good governance in the land administration?
 - In your opinion what do you think are facts that hinder the practice of good governance in the land administration?
 - What solution do you suggest for the challenges faced?

ወልቂጤዲቫረሲቴ
ማህበረሰብናሥነ-ሰብኮሴጅ
የመልካምእስተዳደርልማትፕሮጀክትምህርትክፍል
ስማስተርስፕሮግራምየተዘጋጀበመሳሾችየሚሞላመጠይቅ ፣

ስመሳሾች

የዚህፕሮጀክትዋናዓሳማበከተማእስተዳደርደሰዉ ንየመልካምእስተዳደርእሰራርከከተማመሬትእስተዳደርጋርበተደደዙጉዳዮችስመገምገምየሚደገሱግሱተዛማጅመረጃዎችንሰብስቦየዳሰሳፕሮጀክትስማድረግነዉ።

ሆኖምየእርስዎተሳትፎበጣምየተመሰገነዉ እናምተመራማሪዉ በከተማዉ እስተዳደርበተሰደምበተማዉ የመሬትእስተዳደርሳይባሰዉ የመልካምእስተዳደርተግባርሳይበሚደተኩረዉሳኝጉዳዮችሳይእንዲደተኩረደስችሳል።

ስለሆነምየእርስዎምሳሾችስምርምርዓሳማክፍተኛጠቀሚታደሳቸዉ ናበተቀመጡፖሊሲዎችዉ ስፕሮተሻሻሰየመልካምእስተዳደርእሰራርጠቃሚይሆናሱ።

ይህፕሮጀክትየተካሄደዉ በልማትእቅድእስተዳደርሳይሰመስማማትየሚደስፈልገዉ ንመስፈርትበከፊልስማሚሳትነዉ። ይህፕሮጀክትመብመብእካዳሚደዊነበርእናምበምንምመልኩየእርስዎንስብሰናእይነካም፣ የዚህፕሮጀክትስኬትስመወሰንየእርስዎእዉነተኛእይታ፣ ግልፅእስተደየትናወቅታዊምሳሽበጣምእስፈላጊናቸዉ።

የዚህምእግባብነትደሰዉ መረጃስማቅረብናስሚከተሉትንመጠይቆችስመሙሳትትብብራችሁንእንድትጨምሩበእክብርትእጠይቃሰዉ።

«ሥስትብብራችሁእናመሰግናሰን»
ገ ነ ት ሲ ሻ

አጠቃላይ ማብራሪያዎች

- ትክክለኛውን ምልክት በማድረግ ምሳሪውን በተዘጋጀው ቦታ ላይ ያድርጉ፤
- ሃሳቦችዎን እንዲሰጡ ስሜጠ ደቅዎት ፕሮቂዎች ጠቃሚ እስተ ያዩት ይስጡ፤
- ስመዎን መፍረስ ያስፈልግም ፤
- እባክዎን እያንዳንዱ ክፍል የተሰጠውን መመሪያ ይከተሉ፤
- ባዶ ቦታ አይተው ይሞክሩ፤
- ሁሉንም ፕሮቂዎች ይሙሉ፤

ምዕራፍ አንድ :- የተለያዩ ላሽ ሰጭዎች

ክፍል አንድ :- የመላሽ ችሎታ አጠቃላይ ዳራ

1. የእርስዎ ማታምን ድንገት ?

ወንድ	ሴት

2. የእርስዎ የእድሜ ክልል ይምረጡ ?

ከ20-30 ዓመት	ከ31-40 ዓመት	ከ41-50 ዓመት	ከ51-60 ዓመት	ከ60 ዓመት በላይ

3. የእርስዎ የት/ት ደረጃ ምረጥ ?

ከ2ኛ ደረጃ በታች	2ኛ ደረጃ	ድፕሎማ	ድግሪ	ማስተርስ

4. በከተማዎ የቆይታ ጊዜ በዓመት ምረጥ ?

ከ5 ዓመት በታች	ከ5-10 ዓመት	ከ11-15 ዓመት	ከ16-20 ዓመት	ከ20 ዓመት በላይ

4	ኮሚቴው የመሬት አስተዳደር ስርዓት የመሬት አጠቃቀምን ገልጾ ማድረግ ተችሏል ፤					
5	የከተማው ነዋሪዎች የመሬት ፈሳሪዎች እኩል መሬት የማግኘት መብት አላቸው ፤					

2.2. በመሬት አስተዳደር ስርዓት የመሬት መረጃን ስድስት ዓይነቶች /ተጠቃሚዎች ለማሰራጨት በጣም የተስመደው ዘዴ ምን ድንገት ነው ?

1. በህዝብ ጠላት
 2. በማስታወቂያ ሰነድ ደብዳቤዎች
 3. በልማት ቡድን ወይም ደይት
 4. በህዝብ መድረክ
 5. በሚዲያዎች
 6. በሌሎች
6. በከተማው የመሬት አስተዳደር ግልጽነት የመልካም አስተዳደር ደስ በትደረጃን ይግለጹ -----

ክፍል ሶስት :- በከተማው የመሬት አስተዳደር የመሬት አስተዳደር ችግሮችን ከግልጽነት ጋር በማየት መገምገም ፤

ተ.ቁ	አማራጮች	የስምምነት ደረጃ				
		5	4	3	2	1
1	መስኖ አስ					
2	ቢሮ ክሬሲ አስ					
3	የገንዘብ ጣልቃ ገቢ አስ					
4	ብቃት ማሳካት አስ					
5	ወገን ተኝ አስ					
6	ደካማ አስተዳደር አስ					

7. በከተማው የመሬት አስተዳደር የመልካም አስተዳደር ችግሮችን ከግልጽነት አንፃር እንዴት ማሻሻል ይቻላል ? ያብራሩ ----

8. በከተማው የመሬት አስተዳደር ዙሪያ ያተኮረ ማረጋገጫ ስራ ስንዴግለጹ -----

APPENDIX IV: LIST OF FOCUS GROUP PARTICIPANTS IN EACH SAMPLED STUDY
KEBELES.

<i>S.No</i>	<i>Name</i>	<i>Sex</i>	<i>Age</i>	<i>Responsibility</i>
1	NegaMitiku	Male	52	Trade union
2	LidiyaSani	Female	48	Youth association
3	Abiy W/senbet	Male	43	„
4	AbaynesheTeklie	Female	41	Women association
5	JenberBelachewu	Female	37	„
6	YareshetKedir	Female	67	Local elders
7	GatachewuBrega	Male	58	„
8	GirmaDemissa	Male	62	„
9	MessertGirma	Female	44	„
10	Bediru Kemal	Male	62	„
11	WoldieBika	Male	58	Land owners
12	SelamawitAberham	Female	57	„
13	Tariku Nega	Male	45	„
14	MekiyaKedir	Female	47	„
15	AssefaNiga	Male	46	„

Sources: field survey 2022.

APPENDIX V: LIST OF KEY INFORMANT INTERVIEWEES' IN THE STUDY AREA.

S.No	Name	Sex	Age	Responsibility
1	Endale G/Meskel	Male	43	Wolkite Town Mayor
2	AsratTadele	Male	40	Wolkite Town municipality Manager
3	MejidEdris	Male	56	Illegal land control committee
4	AmsalCornissa	Female	31	Investment office
5	GirmaWegu	Male	37	Court office
6	MesertHasisa	Female	36	Kebele Manager
7	TofikAjayibo	Male	29	Kebele Manager
8	SelemonWolda	Male	36	„
9	WondimuMechal	Male	43	Land experts
10	EdigetKiflu	Female	35	„
11	HikmaShemsu	Female	37	„
12	AynalemTadel	Male	34	Wolkite Town municipality experts

Sources: field survey 2022.