Addis Ababa University

College of Social Science

Department of Geography and Environmental Studies

An assessment of urban land use and land administration problem; Thecase of Gulele sub city administration, Addis Ababa, Ethiopia

By: Lawayew Nega

Advisor:Tebarek Lika（phD)

October, 2020

Addis AbabaUniversity

Addis Ababa University

College of Social Science

Department of Geography and Environmental Studies

An assessment of urban land use and land administration problem in Addis Ababa in case of Gulele sub city administration, Addis Ababa, Ethiopia.

Prepared by: Lawayew Nega

Advisor:TebarekLika (phD)

A thesis submitted to the college of Social Science, Department of Geography and Environmental Studies, Addis Ababa University for the partial fulfillment of the requirements for Master's Degree in Geography and Environmental Studies.

October, 2020

Addis AbabaUniversity

Addis Ababa University

College of Social Science

Department of Geography and Environmental Studies

This is to certify that the thesis prepared by Lawayew Nega Molla. An assessment of urban land use and land administration problem in case of Gulele sub city administration, Addis Ababa, Ethiopia which is submitted in partial fulfillment of the requirements for the degree of master in College of Social Science Department of Geography and Environmental Studies complies with the regulations of the University and meets the accepted with standards quality.

_____

Candidate's Name Lawayew Nega (Ato)   Signature

Approved by: Tebarek Lika (PhD) _____

 Advisor's Name   Signature

_____   _____

External examiner   Signature

_____   _____

 Internal examiner   Signature

_____   _____

 Chairman of the Department   Signature

 Signature (Graduate program Coordinator)

DECLARATION OF THE AUTHOR

The researcher, the undersigned, declare this thesis is my original work and has not been presented in any other academic; all sources of materials used for the thesis has been duly acknowledged. Thus, this thesis has been submitted in partial fulfillment for the requirements of MA Degree in Geography and Environmental Studies, in Addis Ababa University. Brief quotations from this thesis are allowed without special permission, provided that perfect acknowledgement of the sources is made. Needs for permission for extended quotation or the reproduction of this manuscript in whole or in part may be granted by Addis Ababa University College of Social Science the department of Geography and Environmental Studies.

Declared by: Lawayew Nega

Signature_____

Date_____

Confirmed by: Tebarek Lika (PhD)

Signature _____

 Date _____

October,2020

Addis Ababa University

ACKNOWLEDGMENT

Table of Contents

LIST OF TABLES

LIST OF FIGURES AND MAPS

ACRONYMS AND ABBREVIATIONS

AACC	Addis Ababa city charter
CSA	Central Statistical Agency
FAO	Food and Agriculture Organization
FDRE	Federal Democratic Republic of Ethiopia
FEACC	Federal Ethics and Anti-Corruption Commission
GBG	Gulele Botanic Garden
GSCUPO	Gulele Sub City Urban Planning Office
LUCC	Land use cover change
LUS	Land Use System
NGOS	Non-Governmental Organizations
NUPI	National Urban Planning Institute
TGE	Transitional Government of Ethiopia
UN-HABITAT	United Nations Human Settlement Program UN-Habitat United Nations Human Settlements Program

ABSTRACT

This study explores urban land use change and land administration practices and challenges in Addis Ababa City Administration, Gulele sub city. The study employed descriptive research design and mixed approach. Data was collected from primary and secondary sources. Primary data was obtained through questionnaire from 69 selected employees and 164 customer respondents using simple random sampling technique, interview from13 key informants who were selected using non-probability purposive sampling technique and observation. Secondary data elaborate reviewing relevant published and unpublished reports, operation manuals and other relevant documents. Data collected through survey questionnaire was entered in to SPSS for statistical analysis, and data collected through interviews and observation were analyzed using narrative description method.Spatialland use data for 2004 and 2019 were also used to explore land use change. The result showsthe study area has passed through substantial change in land use in the last 16 years mainly from environment/natural vegetation to different urban functions and infrastructure development/construction, settlement expansion (formal and informal) and population pressure were viewed as the major drivers of land use change. The study found that the existing practice of land administration in the study area is characterized by;rent seeking behavior/corruption,lack of transparency and accountability and land information system. Overall, the study revealed that service users were discontented on the performance of land development and management office. Thus, increasesinstitutionalcapacityvia, makeemployees proficientintroduce the service standards of the office for customers/employees and evaluate employees' performance regularly and motivate/demotivate based on the evaluation can improve the existing land administration practice.

Keywords: urbanization, Urban Lands use, land use change, good governances land administration problems.

CHAPTER 1

INTRODUCTION

1.1. Background and justification of the study

Land is the basic necessity resource of human society in the world. It make available the physical space in which we all live, work and play, landform which we gain our material needs. Land can be viewed as a physical reality; legal cultural entityand economic value. It is the foundation of all human activity and its proper management is the basic to the creation and sustenance of civilized society. Land is very important resource that the policy on land owner ship affects all aspects of peasants' lives: economic well-being, land use decisions, efficiency in land use and social relationship (Belay, 2006). All human life eventually depends on land including the soil and water found there. Agricultural land, food is grown, on it protective shelters are raised, and through and across it the fresh water we drink is purified and delivered. Land make available humans with the means to live, and from the first steps tread upon it, has been a patient provider of vital resources. But at the start of the 21st century, our lands are no longer able to keep up with the pressures placed on its some degree of resources. Increasing unprofessional conduct and demands for its goods are resulting in quickly intensifying desertification and land degradation globally – an issue of growing importance for all people and at all scales (ELD,.2015).

According to Devas and Rakodi (1993) in developing countries, urban areas are growing basically in unexpected and challenging pace and rapidity by posing serious challenges. Since they are places where challenges and opportunities of development are get-together they must to be well planned and effectively conducted by these plans in order for enabling their development, purposeful specialization and cultural values expression and above all sustainability. land needs proper consideration in urban development and land use problems in urban areas of developing countries because of several factors (world bank , 2012b),

Urban areasmostly of developing countries are growing largely at unprecedented and challenging pace and rapidity by posing serious challenges. Since they are places where challenges and opportunities of development get together, they need to be adequately planned and effectively guided by these plans in order for enabling their expansion, functional occupation and cultural

manifestation and above all sustainability (Devas &Rakodi, 1993). Therefore, urban planning is asignificant tool to guide the growth of urban areas elsewhere. However, challenges and priorities of planning exercises are not the same (UN-Habitat, 2009). The urban planning tradition is maximum in African countries followed the European tradition owing to the past colonial history of the continent (Devas, 1993). The relatively extensive tradition of planning practice in Eastern Africa point out that there is an understanding of physical land use planning which mainly comprised of master planning, planning and building standard and regulation and a system of development regulator. Master plans, sometimes called as 'end-state' plans or' blue- print' plans, mention to the physical plans that portray on a map the upcoming scenario of the town when the plan is totally implemented (Hirasskar, 2007). However, master plans have been evaluated by scholars and practitioners for the realism that they are rigid, top-down, professional and technocratic workouts with little or no participation of masses. Hence, structure planning selected to master planning; this is additional flexible than that of master planning. Yet, master planning practice tends to dominate the planning workout of developing countries and that of East Africa in particular. At all maybe the case, master plans assistance to attendant urban development and expansion (Devas, 1993).

In Ethiopia urbanization has been taking place at a greatly faster rate than population growth owing to decentralization in the post-1991 period as observed in recent times. Ethiopia is one of the least urbanized countries and at the same time its most urban centers are predominantly unplanned; that is mainly due to, they came into presence by historical accident, though the rate of urbanization is the highest for Ethiopia compared to other African countries (burn, 2010). The predominance of unstructured development of urban centers in Ethiopia has been posing a substantial essential for planning intervention for urban centers of Ethiopia. Therefore, it is obvious that master planning is also very essential for urban development and management like that of structure planning in Ethiopia and elsewhere (Birke, 1997).

The radical growth rate of urbanization in Ethiopia, after the Federal Government has come in to power and now is vested interests in the issues of land planning for urban centers is made by the federal Urban Planning Institute (Habtamu.2012). But the urban centers in the country are actual to be managed by their own township administrations and municipalities. One of a city's assets is its available land resource for economic development. Several cities in developing countries

have land that is vacant, abandoned, undeveloped. Those cities have to convert it in to revenue generating and valuable lands. Actions should be taken by local governments in order to create more efficient and effective utilization of resources especially land for competitive market development (Habtamu, 2012).

Therefore, the aim of this study was to asses land use change and driving forces and land administration practices and challenges. The purpose of this research is there for; understands the factors that influence urbanland very vital for urban land use and land administration in Gulele sub city.

1.2. Statement of the Problem

Land is an important source of property and the main source of livelihood especially for the poor. Urban development and proper urban land use planning as well as good land administration. An efficient utilization of undeveloped land use and land administration in the town and intensive use of scarce resource is the basic element since land is imperative for the economic development of the town and its communal (Habtamu, 2012).

Land use is considered one of the important factors influencing the pattern of urban development. The limited space with in cities collective with the growing space requirements for various purposes outlines the framework of the struggle land for different purposes and by different vested interests. The main problem is in the lackof an combined system to attendant the functional and spatial change in land uses and the absenteeism of controlling rules that necessity be accepted to direct land to its optimal use, mainly in the case of ignoring the land value as a significant adaptable affecting the spatial change of uses. In this context, any spatial change of land-uses comes at a crucial stage not only as a reaction to solving the existing problems of traffic congestion, pollution, and informal urbanism, but also as a step towards successful the Larger Regions to face the future and restore its vitality, cultural flame, and civilizational position (Usama. Nassar, 2014).

The problems of urban land use and land Administration are integrally linked in a vicious cycle that governments, policy makers and social activists struggle to break. It can be argued that while many solutions have been tried in various woredas through out the of Ethiopia, their efficacy more likely remains uneven as the problems in many areas persist or grow now and then (federal Negarit Gazeta, 2005).To this end, it is dynamic to mitigate problems related to land use and land administration.Land problems in urban areas of developing countries like Ethiopia arise mainly because of the rapid increase in population in relation to the scarce or inadequate nature of urban land. With rapidly expanding urban population, many towns and cities of the developing world are faced with the difficulty of accommodating the urban poor. Because of this event, how to use scarce resource effectively and efficiently are an issue of concern and a debatable issue (Habtamu, 2012).

Land may not be acquired as sufficient as needed and demanded are not the same economic activities. Even the available lands may have limitations from the developer area. These indications that there is a gap between demand and supply of land resources. To close or narrow down the gaps that exist between the land demand and supply, planning mechanisms is mandatory and as a consequence of this the government of Ethiopia has proclaimed a proclamation and rule for the procedures and requirements of land development. Proclamation No. 624/2009 Ethiopian Building Proclamation and regulation number243/ 2011 are accuraterules which are legislated on the urban land development. These laws have procedures for guiding urban land development institutions responsible for infrastructure development were either restructured or established under the city's reform program. In particular, the infrastructure coordination authority has been implementing working procedures that influence coordinated distribution of infrastructure services. While the city level has devolved most of its urban management related responsibilities to the sub-city level .It is observed by the researcher concerning the case of Gulele sub city, there are several undeveloped land plots that are publically-owned and privately held such as the land provided for residential, commercial, corruption, lack of proper administration of land, having many plot of land for the government agents and their relatives as well as friends in general there is un planned urban land use in its road facilities and other social service uses within the sub city. Hence, the researcher found the gap that, the other hand different studies boldly showed that man made is a main cause for lack of land use and management problem like corraption, institutional capacity, lack of good governce and on the other hand natural factors explained as an immediate cause of land use management. Therefore, the reseachers of this study is to investigate land use changes, driver's forces and challenges/problems of land administration in Gulele sub city

1.3 Objective of the study

1.3 .1 General objective

The overall objective of this study is toinvestigate urban land use change and land administration practices and challenges in Addis Ababa City Administration, Gulele sub city.

1.3.2 Specific objectives

From the above stated general objective, the following specific objectives

✓ To assess urban land use changes.between 2004 and 2019

✓ To identify the driving forces for urban land use change in the study area

✓ To examine land administration practices procedures, transparency, accountability and customer satisfaction.

✓ To identify challenges relatedto urban land use change and land administration practices in the study area

1.4 Research questions 0f the study

Therefore, in order to achieve the above objectives, the study attempted to answer the following research questions:

➕ What are the main changes in urban land use in the study area between 2004 and 2019

➕ What are the major driving forces for urban land use change?

➕ How land administration practices in terms of institutional capacity, transparency, accountability and customer satisfaction.

➕ What are challenges related to urban land use change and land administration practices in the study area?

1.5 Significance of the Study

Assessment of land use change and the practices and challenges of land administration have been used to design strategies and decisions for reducing the impacts of land use change and improving customer satisfaction.

Basically, this study provides relevant information to policy makers and land development and management professionals to incorporate the impacts of urban land use change on urban land development and management. In addition, it can indicate possible recommendations and directions for interventions to take the essential actions as well as success part of the sector that has been enhanced and failures that was deserve the attention of concerned bodies to take corrective action. Finally, the findings of this study will beusedas a starting point for further study in relation to land use change and practices and challenges of land administration.

1.6 Scope of the Study

This study has spatial/geographical, conceptual, temporal and methodological. Geographically, the scope of the study is delimited to Gulele Sub-City land development and management office, Wereda 01 which is located .The researcher is delimited to land use change and their drivedc forceandpractices of land administration related to institutional capacity (human resources and land information infrastructure), simplicity and clarity of procedures, transparency, accountability and customer satisfaction. Methodologically, the study has incorporated land use map of the study area for 2004 and 2019. Descriptive research design, mixed research approach, primary data from employees, key informants and customers whereas secondarydatafrom documents, data collection tools such as questionnaire, direct observation and key informant interview and qualitative and quantitative data analysis were employed. Temporally, the primary data was collected with the investigations of the above concernsand 2004 and 2019 (16 years) spatial data were the time frame.

1.7 Limitations of the study

One of the limitations of the study was lack of well documented and organized secondary data in land development and management office. In addition, reluctance of some customers to give

appropriate information. Not only customers but also some employees were afraid to fill out the questionnaires. Moreover, employees and key informants were very busy during the office hour to get reliable information. Even though the above limitations mentioned, the data was collected by probing customers and employees through clarifying the aim of the research. And land use map of the study area was obtained from other who reserved the file. Therefore, this study provides valuable information and insight that can be of great importance for the relevant information regarding land use change, practices and challenges of land administration.

1.8 Organization of the study

This thesis is organized in five chapters. The first chapter deals with the introductory part which includes the introduction, background, statement of the problem, objectives of the study, significance of the study, scope of the study, limitation and organization of the thesis. The second chapter discusses the review of related literature (conceptual and empirical literature review). Chapter three mainly describes the study area and methodology of the research which includes research approach, research method, research design (data sources, data collection instruments, sampling techniques, sample size etc.) and method of data analysis. Chapter four devoted to brief description of the results and discussions of the existing situation about land use and land administration practices and problems. Finally, chapter five present conclusion and recommendations of the study.

CHAPTER 2

2. REVIEW OF RELATED LITERATURE

2.1. Theoretical frame works and organizational problems exhibited in urban areas

2.1.1 Urbanization

Urbanization refers to increase in population and the amount of industrialization of a settlement tendas well urbanization is a process that leads to the growth of cities owing to industrialization and economic development, and that indicates to urban- specific changes in specialization, labor division and human behaviors. The population is growing at the rate of about 17 million annually which means anastounding 45,000 births per day and 31 births per minutes. If the new trend continues, by the year 2050, India would have 1620 million populations. Due to restrained urbanization in India, environmental degradation has been occurring very fast and causing a number of problems like hazardous wastes shortages of housing, worsening water quality, excessive air pollution, noise, dust and heat, and the problems of disposal of solid wastes (IJREAS;2012).

2.1.2 Urbanization and Urban Land Use

Urbanization is a combination process of social and spatial dimensions. The contested relations between social and spatial phenomena in urban areas are the focus of increased academic enquiry. Drivers for the discourse include: urban areas increasingly being the major determinant of economic, social, political and environmental contexts within countries, the world's population being increasingly urbanized, the escalating demand for natural resources and the rise of different problems related to urbanism including informal settlements and slum formation. These problems are driven by social processes and are manifested physically in a spatial aspect. High contemporary rates of urbanization and the associated problems threaten the competence of both local and national governments, especially in developing countries (Cohen, 2006).

2.1.3 Land Use/ Cover Concepts

The concept of land use refers to a series of activities done to produce one or more products or services. The same land use can occur on several correspondences of land, and reciprocally, the same land may have numerous uses. An activity-based definition of land use agree to for a comprehensive quantitative analysis of both economic and environmental impacts, as well as enabling different land uses to be clearly distinguished .Land use and land cover change is a common word for the human adjustment of Earth's terrestrial surface. Humans have been control land to get food and other requirements for thousands of years, present rates, extents and strengths are fargreater than ever in history, driving unprecedented changes in ecosystems and environmental local, global scales. These changes encompass the greatest environmental concerns of human populations today, include in climate change, biodiversity loss and the pollution of water, soils and air. Concentrated careandmediating thenegativeconsequences of LULCC while sustaining the production of vital resources has therefore become a major priority of researchers and policy makers in the world (Erle and Robert, 2007)

2.1.4 Causes and consequences of land use and land cover

Land use and land cover dynamic forces are widely distributed, accelerating, and significant processes drivenmainly by human activities but also producing changes that impact humans (Agarwal et al., 2002). These dynamics are changing the accessibility of diverse biophysical resources as well as soil, vegetation, water, animal feed and others. Consequently, land use and cover changes could lead to a decreased availability of Varity products and services for human, livestock, agricultural production and damage on the natural environment on the earth.

LUCC can occur through the direct and indirect consequences of human activities to secure important resources. This may first have happened by means of burning of areas to develop the availability of wild game and it accelerated with the birth of agriculture, resulting in extensive dissipating such as deforestation and earth's terrestrial surface management that takes place today. Land use/ cover change is known as a multifaceted process which is affected by the mutual interactions between environmental, economic and social factors at different spatial and temporal scales. Additional recently, industrial activities and developments, the so-called industrialization, has encouraged the concentration of population within urban areas. This is

called urbanization, which consist of depopulation of rural regions along with intensive farming in the most productive lands and the abandonment of marginal lands. Land use changes are progressively known as the consequence of actors and factors' interactions. These changes and their effects are obvious around the world and it has been becoming a disaster around the metropolitan areas in developing countries (Ellis and Pontius, 2006).

A. Loss of Biodiversity

Biodiversity has been diminishing considerably by land change. While lands modification from a principal forested land to a farming type, the loss of forest species within deforested areas is direct and enormous. The habitat appropriateness of forests and other ecosystems nearby those under exhaustive use are also impacted by the fragmenting of existing habitat into smaller pieces, which exposes forest edges to external effects and declines core habitat area (Ellis and Pontius, 2006).

B. Climate Change

Land use and cover change materials play a significant role in climate change at different scales such as regional, local and global scales. LUCC is accountable for freeing greenhouse gases to the atmosphere, thus leading to global warming. LUCC is able to increase the carbon dioxide stability to the atmosphere by disruption of terrestrial soils and vegetation. Furthermore, LUCC undoubtedly plays an essential role in greenhouse gas emissions (FAO, 1995)

C. Pollution

Tree harvesting, land clearing and additional forms of biomass destruction to the environment ascending from land change are able to increase the pollution percentage of the environment. Vegetation taking away makes soils vulnerable to a massive increase in windy and water soil erosion forms, particularly on steep topography. When attended by fire, also pollutants to the atmosphere are at large. Soil fertility degradation within time is not the only negative impact; it does not only reason damage to the land appropriateness for future farming, but also releases a huge amount of phosphorus, nitrogen, and sediments to aquatic ecosystems, causing many harmful impacts. All of these requests drive water, soil and air pollution at large scale. Besides,

other agricultural activities such as using herbicides and pesticides also release toxics to the surface waters, which sometimes remain in the top soil (Belay, 2006)

D.Socio-economic Impacts

Land is the major factors of production in classical economics activities and an important input for housing and food production. Thus, land use is the support of agricultural economies and it a substantial economic and social benefits. Land use change is essential for economic and social development (Lubowski et al. 2006).

E. Environmental Impacts

Land use and cover change matters involve in recreation a significant role in climate change at different scales such as regional, local and global scales. LUCC is able to increase the carbon dioxide sense of balance to the atmosphere by disturbance of terrestrial soils and vegetation. Furthermore, LUCC undoubtedly plays an important role in greenhouse gas emissions (FAO, 1995).Land–use change is arguably the most pervasive socioeconomic force driving changes and degradation of ecosystems.Deforestation, urbandevelopment, agriculture, and supplementary human activities have substantially altered the Earth's landscape (Marland et al. 2003)

2.2 Land Use System

According to FAO (2011) land use is characterized by the arrangements, activities and inputs people undertake in a convinced land cover diversity produce, change or conserve to it.Thus, a characteristic land use in Indonesia for instance is farming whose land cover changes through different land use practices such as irrigation or plugging. Theses farming practices may aim to maintain the productivity or fertility of the land use. In other words, plugging itself is just an activity and if the farmer applies various inputs and activities which involve further components such as harvesting, selling products on markets a LUS can be described. Thereby, LUS concern the products and / or benefits obtained from use of the land, as well as the land management actions are carried out by humans to produce those products and benefits. The land is used to produce goods and services, such as settlement in urban area and crops in rural area. Land management is the land user's method to achieve this aim. Therefore,

management practices pursue the same aim, which is the production of a certain good through LUS (FAO, 2011)

2.2.1 Land administration and Land management.

Land administration is recording and disseminating statistics about the ownership, significance, and use of land and its associated resources. Such processes contain the determination of rights and other attributes of the land; the survey, description, registration and recording of these rights; and the provision of relevant information in support of land markets. Land management addresses the whole issues related to the sound and sustainable use of land. It is the procedure by which the resources of land are put to excellent use. Each event concerned with the management of land as a resource both from an environmental and an economic perspective (Belay, 2006). From a specialized point of view "land readjustment" as it is often called when applied in urban areas, traditionally are significant land management (Hans Sevatdal, 2002).

2.2.2 Urban land policies

Governments in the world follow urban area land policy objectives and they rely on a enormous range of policy tools and institutions to achieve them. Many cities use master Plans, zoning, subdivision regulations, building codes, and other public policies to profile development. These regulations are accepted to assist protect the urban and natural environment, gear infrastructure investments with development, and Maintain and improve property values. Other objectives are more difficult to achieve: providing the poor with access to land, controlling land speculation, and land in flatiron .In the minds of numerous policy makers achieving these goals requires stronger medicine: Nationalization of land, public land development, and highly centralized property registration systems to control land ownership(Belachew2010).

2.3Land Administration and Management System in Ethiopia

According to FDRE Constitution (1995), article 40(3) of the the right to ownership of rural and urban land as well as natural resources iswholly vested in the State and the peoples of Ethiopia. Land is a public property of peoples of Ethiopia and shall not be subject to sale or exchange. The political system of the country changed from socialist thinking to federalism philosophy. The

constitution of the FDRE themain trained the state ownership of the land. Beforehandconstitution, the mode of urban landholding changed: an urban land leasehold system was presented for the first time by the Transitional Government of Ethiopia (TGE) in 1993 by proclamation 80/1993(TGE 1993). The Urban Land Leasehold Law certified the sale, transfer, mortgage and rent of urban land .This Law was consecutively altered by proclamation 272/2002 (FDRE 2002a) and proclamation 721/2011(FDRE 2011a). The final provided more center of attention on improving urban land governance. In the EPRDF regime, three not the similar attempts were made to introducemodern urban cadastral systems to Ethiopia's maincities and towns in the country

2.4 Overview of land administration in Ethiopia

Land is a dynamic resource and a driver of economic growth and development. Civilizing land governance is important in assuring that land resources can be enjoyed by all parts of the population. However, donors are optional by experts and civil society or public health to be watchful of the possible effect of their interventions on issues of land grabbing and forced relocations.(Marie,2014) .Due to the significance of land for a country's growth and development, experts argue that the need for its appropriate administration and management is key forth country's future. Land administration is well-defined as the regulatory framework, institutional preparations, systems and processes that include the determination, allocation, administration and informationabout land (Solomon and Mansberger2003). In Ethiopia, every land is under public/state owner ship. While land is not subject matter to sale or other means of exchange, the governments derecognize use rights and holdings (Solomon and Mansberger 2003).

2.5Land Tenure system in Ethiopia

Land is a communal property in Ethiopia. It is administered by government since 1975 which is the time when fundamental land reform took place. Still no transformation has been taken place with the change of government since 1991.Moreover, the constitution of Ethiopia of 1994 provided that land is a common property of peoples of Ethiopia and shall not be issue to sale or to other means of transfer‖. Before 1975 the land tenure system of in Ethiopia, through

commonly characterized as feudal, had anarrangementof different categories ownership relation: the communal ownership, the private ownership; the partly owned the rented ownership and the tenant ownership (Samuel, 2006).

2.6Problems in Current Urban Land Administration and Management System

According to Ethiopian Policy and Administration Assessment Final Report (May, 2004), the constraints of the current land administration and management system are discussed here under:

2.6.1 Program Consistency

The programs lack consistency from region to region and hence from town to town including in the way land is administered and the use rights that are granted. The most notable inconsistencies are in the provisions permitting sub leases. A thorough evaluation of regional programs and capabilities is necessary to determine how much consistency is needed between regions and how much autonomy they should have in developing their own land administration policies. Minor inconsistencies between regions may not be problems long as the differences are not so great as to discourage investment in one region relative to other regions. Ethiopian Policy and Administration Assessment Final Report (May, 2004).

2.6.2 Capacity Limitation

Regional and lower-level governments do not have the capacity to sufficiently implement their land administration reform packages. The main weakness to the implementation of the developing land administration reform programs is the lack of capacity of the regional administrations to carry out these programs. No regional offices has neither adequately trained staff for the programs being developed nor the resources to carry out these programs. While such decentralization is a praiseworthy objective, there is an excessive fear of over extending the skill of the administration to deliver the desired level of services to the public (World Bank, 2012).

2.6.3 Monitoring and Evaluation

Regional governments do not appear to have adequately thought monitoring and evaluating the impacts of their reform efforts. Without this information, it will be problematic to measure

effects, review and modify existing administrative procedures, and develop new policy reform measures. There was no evidence of any mechanism to monitor the impact of the certification program on changing land use, changing cropping patterns, investment in land, or the reduction in property disputes. There is no indication that there has been (nor is there planned) any effort to undertake socioeconomic surveys to determine if tenure security has-been increased because of the certification programs (Ethiopian Policy and Administration Assessment Final Report, 2004; and World Bank, 2012).

2.6.4 Public Awareness

There is little capacity for the dissemination of information to the public about the various land administration reform programs, their objectives, and ways that they will affect local resource use. However, few resources are being made available to undertake this public information campaign (Ethiopian Policy and Administration Assessment Final Report, 2004

2.6.5 Thepoliticaleconomyofland

Given the extent to which cooperation for land has intensified, it is inevitable that it now dominates public discourse and media attention globally. Our title role as professionals and the responsibilities we have to society have never been greater. (2019 Land Portal Foundation)According to Ethiopian Policy and Administration Assessment Final Report (May, 2004), the constraints of the current land administration and management system are discussed.

2.7 Types of corruption in land administration in Ethiopia

According to the World Economic Forum (2013/2014) Global Competitiveness Report, which situations that the assessment of Ethiopia's institutions has-been falling over recent years across almost all indicators, including property rights, ethics and corruption, undue influence and government efficiency(World Economic Forum,2013) Corruption is perceived to be a serious problem in Ethiopia .land administration and development sector (WB, 2012b).

2.7.1. Petty and bureaucratic corruption

Competitiveness Report list incompetent government bureaucracy and corruption is the most problematic factors for doing business (World Economic Forum 2013).

2.7.2 Corruption in auctioning processes

The auction processes for opening urban land in specific are also argued to be extremely susceptible to corruption. In urban areas, most sharing out of public land for residential, manufacturing, commerce and construction purposes occurs through auctions. The efficacy of auctions in ensuring exact assessing is resisted to be questionable as there have been inexplicable fluctuations in auction prices in Addis Ababa (World Bank 2012a).

2.7.3. State capture

Government capture indications to a situation where forceful institutions, companies or groups within or outside a country use corruption to shape a nation's policies, and economy to benefit their own private interests (Transparency International, 2009).

2.8 Drivers of Corruption in Urban Land Administration in Ethiopia

2.8.1. Lack of clear policies

The Ethiopian land administration system is concerned with a great degree of informality. The main causes of this are the absence of clear legislationaswellas confusion about the applicability of legislation. Indeed, wherethere is legislation, implementation guidelines are oftentimes lacking, which makes confusion (World Bank 2012b)

2.8.2. Weak institutions

As with regulation and policies, there is a lack of clarity concerning the roles, responsibilities and mandates of institutions. Indeed, experts note that there is an absence of a strong national institution that gives clear policy as well as technical and financial guidance for both rural land urban lands (Belachew and Aytenfisu, 2010).

2.8.3 .Lack of transparency and public participation

The main issue and driver of corruption is the deficiency of transparency and access to information. Lack of transparency is seen to fill almost all features of land administration (World Bank 2012a).

2.8.4. Resource challenges

Capacity limitations are a driver of corruption and capacity is seen to mean both human resources as well as technical and financial resources. One of the drivers of corruption has to do with staff undoing. It is challenged by the lack of additional infrastructure, such as broadband telecom services (Belachew and Aytenfisu2010).

2.8.5 Weak Institutions

The legislation and policies, there is a lack of clarity regarding the roles, responsibilities and mandates of institutions. Indeed, experts note that there is an absenteeism of a strong national institution that gives clear policy as well as technical and financial guidance for both rural and urban (Belachew and Ashenafi, 2010).

2.8.6 Lack of transparency and public participation

Another key issue and driver of corruption is the lack of transparency and right to use to information. Lack of transparency is seen to permeate almost all features of land administration (World Bank 2012a).

2.9 Urban land governance

According to (David, 1996) urban land governance is underpinned on institutions, actors including organizations and the processes involved. In governance, the roles of institutions are significant: they are a guide to the interaction between organizations that execute certain defined goals. Thus, theories on governance, and as a result urban land governance, find theoretical grounding in institutional economics. Institutions and organizations at various societal levels play a key role in urban land governance. A continuous interaction between institutions and organizations, for example those responsible for urban land, always exist and this interaction

influences the qualities of urban land governance to be 'bad' or 'good'. Overall, urban land management can be profited from governance concepts. In other words, urban land governance sets conditions for successful urban land management (David, 1996).

2.10 Identification and Definition of Good Governance Principles for Land Administration

There are the most representative principles have been selected based on summarizing existing principles of good governance from different indexes and guidelines.

Public participation and responsiveness shows the advancement of representative Democracy and decentralization of authority (UN-ESCAP, 2006) and the provision of necessary response for the request of customers/service recipients. It also suggestclient Orientation and responsiveness through improved admission to information, customer surveys to measure customers' approval and hotlines to allow customers to report Corruption and misconduct. Public, particularly the vulnerable collections should be elaborate into the process of decision-making.

Transparency implies that the progress of decision making and implementation has to be done in an open manner, and the information of decision making and implementation Should be freely and reliably easy to get to those people who will be directly affected by those decisions (Graham et al., 2009)). A land administration observing with the principle of transparency can deter the corruption successfullyand progress the standardization of service procedure. Applying transparency can completely affect the condition of customers as well.

Accountability is mostly concerned with that governmental institutions have to beaccountable to the people who are unfair by their decision and activity (Scott &Wilde, 2006). The responsibility of government body has to be clearly defined and that accountable body has to be answerable to its decision and activity.

Effectiveness and efficiency implies that the services and results of land administration System has to meet the requirement of society while making the optimal use of social Resources (Graham et al., 2009). It is reproduced by the rapid reaction time of system, simple and short procedure, affordable service cost and so on. Once land administration system remains effective and efficient, government is able to improve the service delivery to land tenure owners and reduce their service cost. These principles of good governance within land administration system are the main dimensions of this evaluation.

2.11 The benefits of a good land administration system

2.11.1 Develop and monitor land market

The introduction of inexpensive and secure way of transferring land rights means that those who wish to deal in land can do so with rapidity and certainty. Those who do not wish to sell their land can be protected-no persons need be dispossessed of land unless they so wish since their rights should be guaranteed (Belachew, 2012)

The registers should be private so that at any time a landowner can confirm his or her rights. Those whose properties are subject to compulsory purchase-for example where a new highway is to be built across their land-can be treated with fairness since the registers should provide information on current land prices, thus allowing better estimates of the market value of land to be made (Solomon and Mansberger, 2003).

2.11.2 Protect State lands

In several countries the land that is held by the State for the advantage of the community is poorly documented. In all societies the State is a main landowner and its property must be protected for example from encroachment by farmers onto land beside roads or from attempts by squatters to settle on vacant land that is being detained for upcoming use. The State needs to manage its property assets and to ensure their efficient use and upkeep every bit as much as does the private citizen (Burns, 2010).

2.11.3 Guarantee of ownership and security of tenure

The compilation of land records and the judicial measures that necessity be gone through in order to bring land information onto the registers should make available formal documentation and, in some systems, legal proof of ownership. The public registers should hold all essential juridical information allowing anyone viewing the system to identify third party rights as well as the name of the landowner (Belachew, 2012).

2.11.4 Support for land and property taxation

Upright land records will improve efficiency and effectiveness in collecting land and property taxes by classifying landowners and providing improved information on the performance of the land market, Since the cadaster should provide full cover of the land, all properties can be included and none should be omitted (Belachew, 2012)

2.11.5 Provide security for credit

Certainty of ownership and knowledge of all the rights that exist in the land should arrange for confidence for banks and financial organizations to provide funds so that landowners can invest in their land. Landowners can then construct or progress buildings and infrastructure or improve their methods and management of the land, for example by introducing new farming techniques and technologies (Belachew, 2012)

2.11.6 Reduce land disputes

In several countries disputes over land and its boundaries give rise to expensive litigation and completely too often lead to a breakdown in rule and order. Plentiful time is taken up by the courts in determining these matters, leading to delays in other parts of the judicial system. Land often cannot be put onto the market or put to well use without resolution of the disputes, since no potential investor is likely to wish to be committed to developing land where a lawsuit may be pending (Belachew, 2012).

2.12 Conceptual Frame work

The conceptual frame work of the study is designed based on the literature reviewed to urban land use and land administration problem with high population, lack of land good Gove nonce which leads conflict and instability, lack of access to appropriate technology, capital and resources, problems of land administration and training work shop, technical and professional

support, material and financial management, Cadaster and well trained expert indicated figure 2.1.
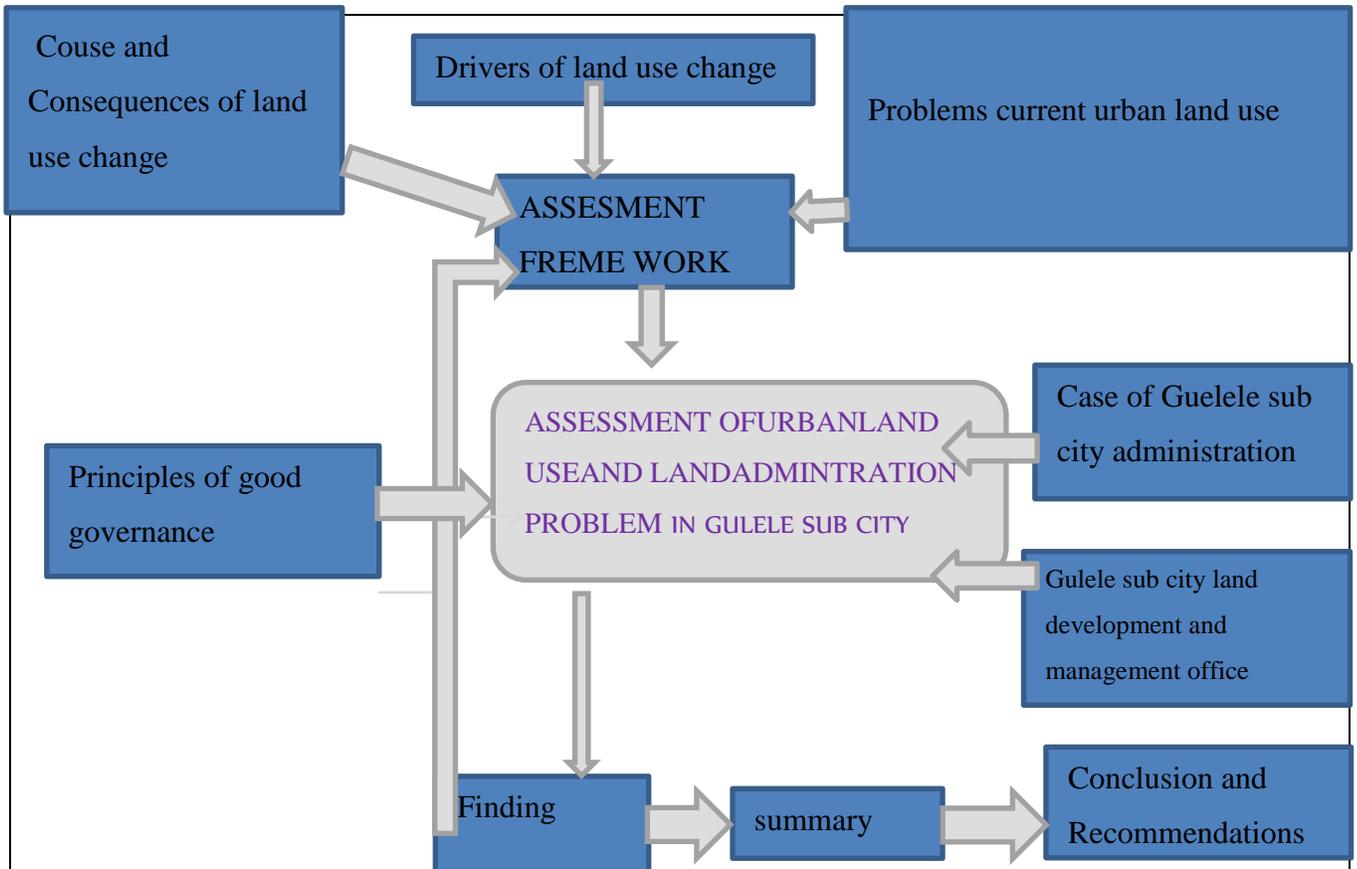
Source: Designed based on literatures review, 2020

Figure 3.1: Conceptual Frame Work Study Area

CHAPTER 3
3. RESEARCH METHODOLOGY
3.1. Description of the Study Areas

3.1.1. Location

The area where this study carried out is located in Addis Ababa city specifically Gulele sub city,Wereda 01 with an area of 3119.1hectares of land. It situated in the north parts of Addis Ababa, in the north oromia region,Yeka Sub City in the east, Kolfe-keranioSub City in the west and Addis-Ketema and Arada in the south direction.
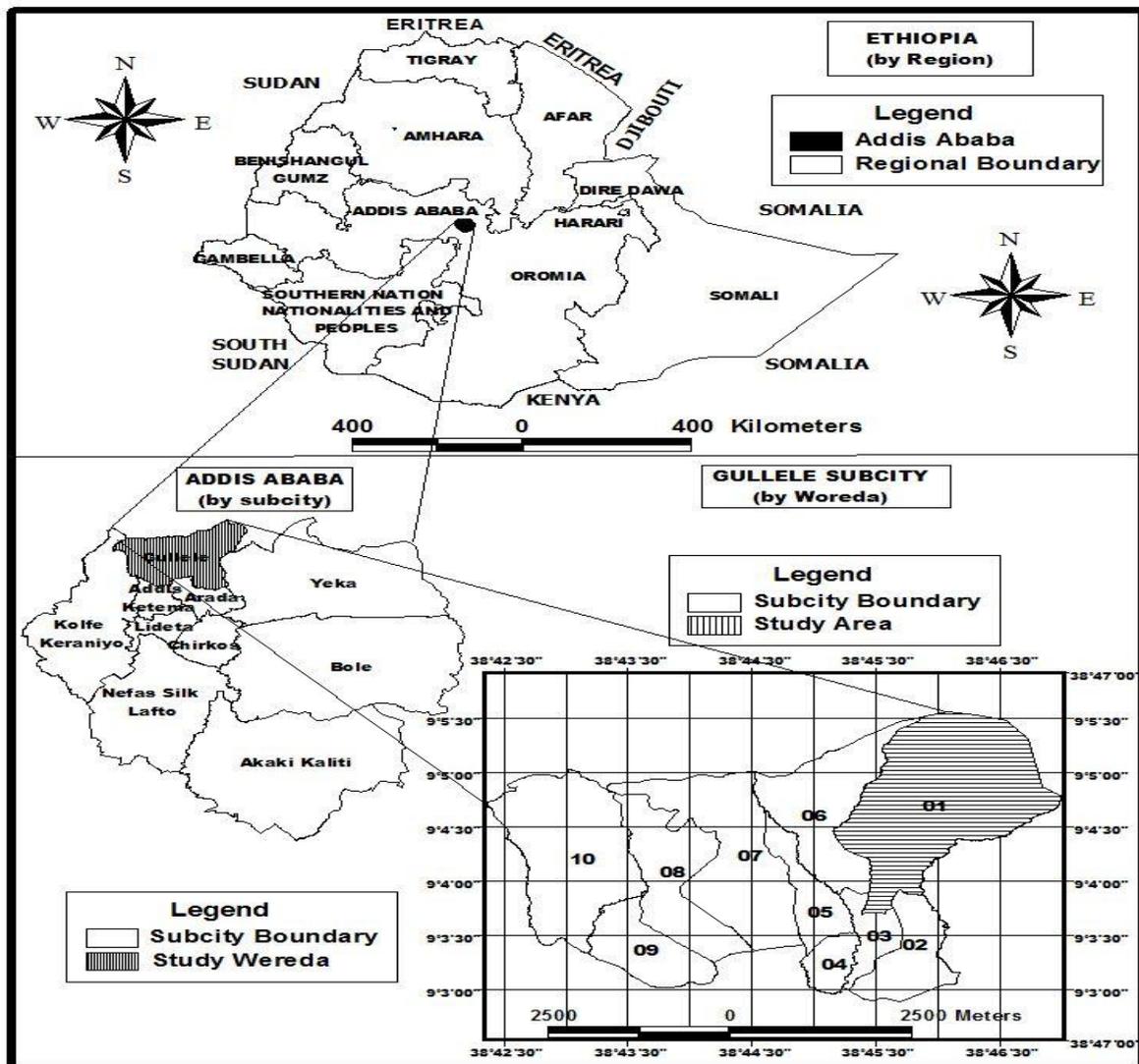
Source: CSA, 2012

Figure 4.1: map of the study area

Astronomically, Gulele sub city is found between 9° 14' 0" North and 38° 41' 0" East. The altitude ranged from 2449 to3016 meters above sea level（Gulele Sub City atlas, 2006/2014).

3.1.2. Demographic characteristics

According to CSA (2007) census report a total population in Gulele sub city total population is 267,381 of the total population 129,239 are male and 138,142 females. Local development plan in the Addis Ababa City Administration is prepared 205 LDP Among these18 LDP prepared by Gulele Sub City Administration in 2006/2014.

Table 3.1: Gulele Sub City Administration Divisions number of Woredas and Distribution of Population Area coverage and Population Density

No	Woreda	Area coverage in hectare	% of total land area	Total population	Population density in hectare
1.	1	760.41	24.38	29.169	38.36
2.	2	189.77	6.08	20.918	110.23
3.	3	92.36	2.96	26,110	304.35
4.	4	74.8	2.40	13,263	177.31
5.	5	136.81	4.39	24,484	178.93
6.	6	349.32	11.20	26,098	74.73
7.	7	470.81	15.09	37,012	78.61
8.	8	312.35	10.01	31,933	102.23
9.	9	197.42	6.33	32,693	165.66
10.	10	535.04	17.15	23,70	44.30
	Total	3119.10	100	267381	85.72

Source: Gulele Sub City atlas, 2006/2014.

3.1.3. Topography and drainage

 Topography is the graphic fine art of graphic delineation in detail usually on maps or charts of natural and man-made features of a place or region .Gulele sub city is characterized by different types of topography with notice able elevation differences and steeply landscape especially in the northern part. The elevation the study area the altitude ranged from 2449 to 3016 meters above sea level which has, arrange of 567 meters Gulele cut through with fast flowing streams (Gulele sub city, 2006/1014). The study area has significant environmental value because it lies on both the upper urban watershed for the Akaki River and the expanse of the metropolitan area (Reeder, 2013).

3.1.4. Climate of the study area

The climate would be maritime if its elevation was not taken into account, as no month is above 22 °C (72 °F) in mean temperatures (Metro Climate, 1961–1990, 1951–1990, and 1985–1998).The long term Mean annual maximum and minimum temperatures of Gulele sub city is 22.8 and 10.6 degree centigrade respectively and long term mean annual rain fall is 1180.4mm (Gulele sub city, 2006/2014).

3.1.5. Soil

Soil is amixture of mineralsand rock fragments, water, air and sediments derived from the weatheringof bed rock and also defined to be material modified to the point that will support life. The soils of Ethiopia are basically derived from volcanic, metamorphic, and sedimentary rocks. The major types of soil in Ethiopia are Nitsols, vertisols, cambisols, deserts soil, and alluvial soils (Ephrem, 2008). According to Mesfin, (2009) the greater part of Addis Ababa is covered with volcanic material. The hill chain of Entoto in the northern part of Addis Ababa is collected of basalts, called Entoto Cilcic and it is exposed with volcanic topsoil .The western part belongs to the younger age stratum; the northern part is mainly composed of Trachea basalts. In the .The topsoil materials in the western part are thick and soft compared to those of the northern and eastern parts.

3.2. Research design and approach

Research design is considered as the foundation of any study since it facilitates various research operations. In this regard, Kothari (2006) argues that research design assistances the researcher plan in advance of the methods to be adopted for collecting the relevant data and techniques to be used during analysis. Regarding the selection of the research design, Kothari (2006) noted that if the major emphasis of the study is on discovery of ideas and insights the appropriate research design is found to be exploratory while if the purpose of the study is on the accurate description of a situation the appropriate research design is descriptive. For this study, descriptive research design types were appropriately applied. Descriptive research designs provide answers to the questions of who, what, when, where, and how associated with a particular research problem (Kothari, 2006).Therefore, in this study, descriptive design was used to describe land use change and their influencing factors as well as land administration practices and challenges in Gulele sub city.

This study also employed both qualitative and quantitative approaches (mixed approach). Mixed approach uses as a quality control criterion that enables the study to obtain different views on the same research field and to compare the results (Creswell, 2009). The approach helps the researcher to connect diverse ideas about land use change and land administration practices and challenges and assisted in cross-checking the results which increase the validity and reliability of the findings.

3.3Target population, Sampling techniques and Sample Size

According to the information obtained from Gulele Sub City Land Development and Management Office the sub city has 10 Weredas. From these Weredas, Wereda 01 was selected. In order to select sample Wereda as a sampling unit, purposive sampling was employed. Thus, Wereda 01 from the total ten Wereda was selected purposively because the researcher assumed that significant change of land use has been happening in the last 20 years.

The target population of this study is therefore, employees of Gulele Sub City Land Development and Management Office (83) and customers of the office from Wereda 01 (280). Sample is drawn from this study population to obtain the necessary information about urban land

use change and land administration practices of the sub-city through survey questionnaire, observation and key informant interview.

Non-probability purposive sampling technique was used to select thirteen(13) key informants selected from land development and management office officers and director (2), land bank and transfer office team leader (1), urban land development and management renewal office team leader (1), tenure administration office case team coordinator (1), building permit and control office team leader(1), Wereda 01 land development and management head (1) and experts (2), brokers (2) and elders (2) from the study area.

For data collected through questionnaire, the researcher employed simple random sampling technique to identify respondents arbitrarily from the list of each offices and customers from wereda 01 to be included in the sample as a sampling frame for selected offices and Wereda 01. Thus, the total sample size for sample actors was determined based on the sampling formula provided by Yamane, (1967). The formula used for sample size determination with 95% confidence level and 0.5 degrees of variability is:

$$n = \frac{N}{1 + Ne^2}$$

Where:

n=Is the desired sample size;

 N =is the size of the population;

e- Is the limit of error tolerance which is assured to be 5 % (0.05) level of confidence,

Based on the above formula, the total size of the population 363(83 employees and 280 customers) were calculated by Yemaneformula.

$$n = \frac{363}{1 + 363 * 0.0025} = 233$$

The samplesize of the study area was 13 interviewee participants and 233 questionnaire respondents.

3.4 source of data and methods of data collection

3.4.1 Data sources

Effective assessment land use change and land administration practices and challenges rely on the availability, acquisition and sources of data. In precise, the accuracy of the findings of empirical research undertakings, like this one, has to be supported by reliable, relevant and quantitatively adequate data to be considered genuine. In order to ensure the validity of the present study, therefore, especial efforts were made to carefully secure the necessary data. To this effect, both primary and secondary sources were employed.

Primary information was secured from Gulele Sub City land development and management office (employee, office heads and work process owners) and different individuals from woreda 01 through informant interview, spatial data, survey questionnaire and direct field observations.

Secondary data were collected from different existing sources that are, intensive desk review of published and unpublished literatures like published and unpublished institutional reports and documents from Addis Ababa City Administration Urban Land Development and Management Bureau and Gulele sub city, and peer reviewed journals, books, online data and digital published media.

3.4.2 Data Collection Methods

A. Spatial data:

In this study, spatial data used to show the spatial and temporal characteristics of land use changes in the study area between2004and 2019based on spatial information (land use data of the study area) for the selected years that acquired from Gulele Sub City Urban Planning Office (GSCUPO).

B. Direct Observation

Since direct observation provides the actual image of the ground and the office layout of the study area, field and office based physical observation of the study area was conducted. The observation focused on obtains firsthand information about various land uses and practices and

challenges of land administration in the study area using audio-visual and other instruments. It was conducted for 3 times.

C. Key Informant Interview

Depth interview was conducted with key informants by using semi-structured questions. It was conducted to collect primary data. It was conducted with the office officials namely, land development and management office officers and director, land bank and transfer office team leader, urban land development and management renewal office team leader, tenure administration office case team coordinator, building permit and control office team leader and experts, Wereda 01 land development and management team leaders and experts,

D. Survey questionnaires

As Creswell (2009) survey is predominantly effective when the purpose is to obtain specific numeric information about trends, opinions, attitudes, and liking or disliking something from a relatively large number of respondents in a short time. According to Stake (2001) the instrument of a survey is a questionnaire that contains a set of questions, statements, scales and ranks relevant to the phenomenon under investigation. In this study, a survey was conducted to collect specific information on a questionnaire from actors within the coffee value chain.

The researcher prepared open and closed ended questionnaires to collect quantitative and qualitative data from employees and customers of Gulele Sub City Land Development and Management Office to assess the trends of land use change, its drivers, practices and challenges of land administration based on the guide directly related to the research objectives and questions.

The questionnaire contained four parts: information about respondents, land-use change drivers of the study area, Institutional capacity, simplicity and clarity of procedures, accountability and transparency to implement land administration functions, Challenges/problems in administering urban land. The interview and questionnaire will be written in English, but it will be translated in to Amharic depending on the primary language of the respondents.

3.5 Methods of Data Analysis

Data analysis involves of categorizing, examining, tabulating or else recombining the evidence to address the initial proposition of a study. Later the completion of data collection, the researcher edited, coded, classified and tabulated the data. Subsequently the purpose of editing is to detect errors and omissions (Kothari, 2006), the researcher made a careful inspection of the completed questionnaires during the collection of the questionnaire from each enumerator. Since coding is necessary for efficient analysis the researcher primarily made coding decisions during the designing stage of the questionnaires. Kothari (2006) described the determination of coding as to assign the items in certain categories and accordingly the researcher categorized the items of questionnaires based on the stated objectives.

After the researcher has finished coding the sheets, the researcher entered the data into the computer using the SPSS software version 21.0 to produce different tables, graphs, population pyramids and percentages which were used to illustrate the several aspects of the study. Moreover, various graphs and charts were made by using relevant tools of MS Excel 2016.

The data was analyzed qualitatively and quantitatively by means of descriptive statistics including percentages and graph. Qualitative data obtained from key informant interview and document reviews was analyzed using narrative description method. The overall schematic representation of methodology has been illustrated in figure 3.2
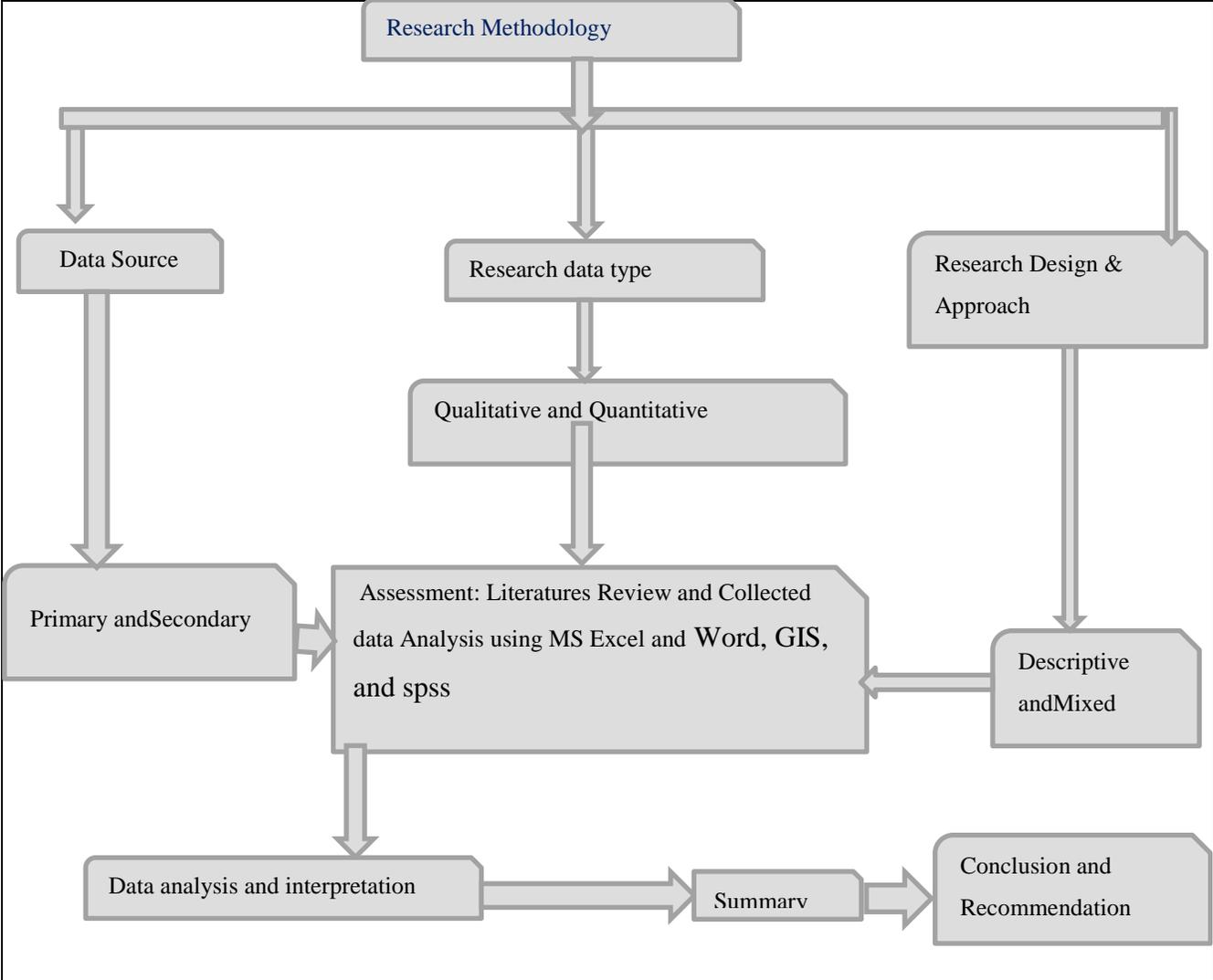
Source: Designed based on literatures review, 2020

Figure 3.3: Conceptual framework of the research methodology

CHAPTER 4

4 DATA ANALYSIS AND INTERPRETATION

Introduction

The foregoing chapters outlined the overall context of the research, This Chapter presents the findings of the research. It is organized into four sections. The first section presents an overview of the socio-economic and demographic situation of the respondents. The second section identifies land use changes and drivers. The third section also presents the findings on Institutional capacity, simplicity and clarity of procedures, accountability and transparency to implement land administration functions. The fourth section deals with the challenges/problems in administering urban land. in the study area.

4.1. Socio-Economic Characteristics of the sample Population

The data collected in this study concerning the socio-economic characteristics of respondents were age, gender, marital status, education status, occupation and years of experience. These characteristics are described below.

A summary of survey questionnaire respondents' profile which consists gender and age presented below Table 4.1.With respect to gender, majority of the respondents from employees were males with 40 and 29 were females. This shows that the majority of the respondents are males in the sub city land development and management office. On the other hand, majority of customers were male respondents with 120 male and 44 were female respondents. Male respondents were dominant.

Figure 4.1 percentages of sex and age distribution employers and customers in the study area

In terms of age, most of the respondents (employees) age (32 or 46.4%) is ranged from 31-40 years old and about27.5% of employees have the age ranged from 21-30 years. The remaining 15 (21.7%) and 3 (4.4%) employees have the age ranged from 41-50 years and greater to 50 years respectively (Table 4.1).

Table 4.1: Demographic composition of the sample households, number of individuals by age and sex

Variable	Categories	Employee		Customer	
		Frequency	Percent	Frequency	Percent
Gender	Male	40	58	120	73
	Female	29	42	44	27
	Total	69	100	164	100
Age	21-30	19	27.5	22	13.3
	31-40	32	46.4	59	36
	41-50	15	21.7	67	40.9
	More than 50	3	4.4	16	9.8
	Total	69	100	164	100

Source: Own survey (2020)

In the case of the age of customers, 67 (40.9%) of customers have the age ranged from 41-50 years. About 36% and 13.3% of customers have the age ranged from 31-40 and 21-30 years respectively. Overall, the majority of the respondents (both customers and employees) fall under the age group of 31-40 and 41-50. Accordingly, it can be concluded that the selected employees and customers were matured enough to understand the value of the present study as well as for good understanding to respond. With regard to educational background of respondents, the majority36 (52.2 %) of the employees were degree holders; whereas the least9 (13%) of employees were MA and 24 (34.8%) of employees were diploma holders. In contrast, most 48 (29.3%) of customer respondents were grade 1-8; whereas the least 3 (1.8%) of customers were MA/MSC holders (see table 4.2).From the results, one can conclude that majority of the sample population are educated that create a good opportunity for having better awareness on the

practice in terms of land information, registration, payments and other services based on the standards and guidelines and challenges of land administration as well as land use change in the study area.

Table 4.2: Demographic composition of the sample respondents, number of individuals by educational, marital status and years of experience for the study area

Variable	Categories	Employee		Customer	
		Frequency	Percent	Frequency	Percent
Educational status	Read and write	-	-	21	12.8
	1-8	-	-	48	29.3
	9-12	-	-	39	23.8
	Diploma	24	34.8	31	18.9
	Degree	36	52.2	22	13.4
	MA/MSC	9	13	3	1.8
	Total	69	100	164	100
Marital status	Single	21	30.4	34	20.8
	Married	46	66.7	114	69.5
	Divorced	2	2.9	12	7.3
	Widowed	-	-	4	2.4
	Total	69	100	164	100
Years of WorkExperience/years started tolive study area	<5 years	37	53.6	11	6.7
	6-10 years	19	27.5	56	34.2
	>10 years	13	18.9	97	59.1
	Total	69	100	164	100

Source: Own survey (2020)

As clearly revealed in Table 4.2, majority (66.7% and 69.5%) of employees and customers were married respectively. Therefore; the respondents may have greater responsibility for the proper implementation of land administration activities in the study area.

Regarding the work experience of the sample employee, majority (37or 53.6%) of participants have less than 5years work experience. The remaining 19 (27.5%) and 13 (18.9%) employees have 6-10 and more than 10 years' work experience respectively. Furthermore, 97(59.1%) of respondents have been living more than 10 years in the study area. Therefore, we can conclude that majority of the respondents have advanced exposure and awareness about practice and challenges of land administration as well as land use change in the study area.

4.**1.1 Urban land use change in the study area**

4.1.2 Analysis of land use change

Addis Ababa city has been expanding both physically and in terms of its population and has been the focus of economic activity and transportation nodes in Ethiopia. It is undergoing a substantial level of change in land use from agricultural farmlands and vegetation into different urban uses in the past few decades especially in the expansion of the city as a result of urbanization, population growth, and economic development (Leulsegged et al., 2011). The study area, Gulele sub city, Wereda 01 is one of the expansion area that significant land use change is observed. To understand the patterns of land use change, the land use maps of the study area were produced for the years 2004 and 2019 (Figure4.1a & b). Moreover, land use change from 2004 to 2019 is shown in Table 4.3.

In 2004 the study area was dominated by environment which constituted over 83% followed by mixed residence covering over 10% (Figure4.1a and Table 4.3).However, urban agriculture which covered 0.42 ha (0.05%) and utility and infrastructure which constituted0.82 ha (0.1%) the smallest share of land use in the study period respectively. The spatial distribution of forest land appears to be restricted to the northern, north-western and north-eastern parts of the study area. In the same token, in 2019forest land /environment constituted over 620 ha (79%) of the study area while over 107 ha (14%) of the study area was covered by mixed residence (Figure 4.1b

and Table 4.3). This also shows that an increase in area coverage of settlements following street network, utility and infrastructure and social service in 2019.

The other important information that displayed in Table 4.3 is the rate of land use change between 2004 and 2019. Accordingly, during the study period, 100% of administration and historical building and site areas remained unchanged. However, there was an increase in area coverage for commerce and service, mixed residence, municipal service, social service, street network, urban agriculture and utility and infrastructure, while there was decrease in area coverage for environment (Table 4.3).Of the land use classes showed an increasing tendency, the highest increase in area coverage was observed for utility and infrastructure followed by urban agriculture, municipal service, mixed residence, street network, social service and commerce and business   respectively.
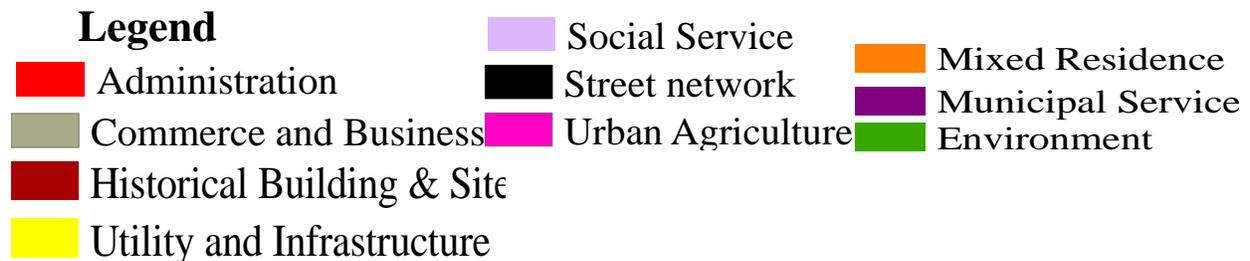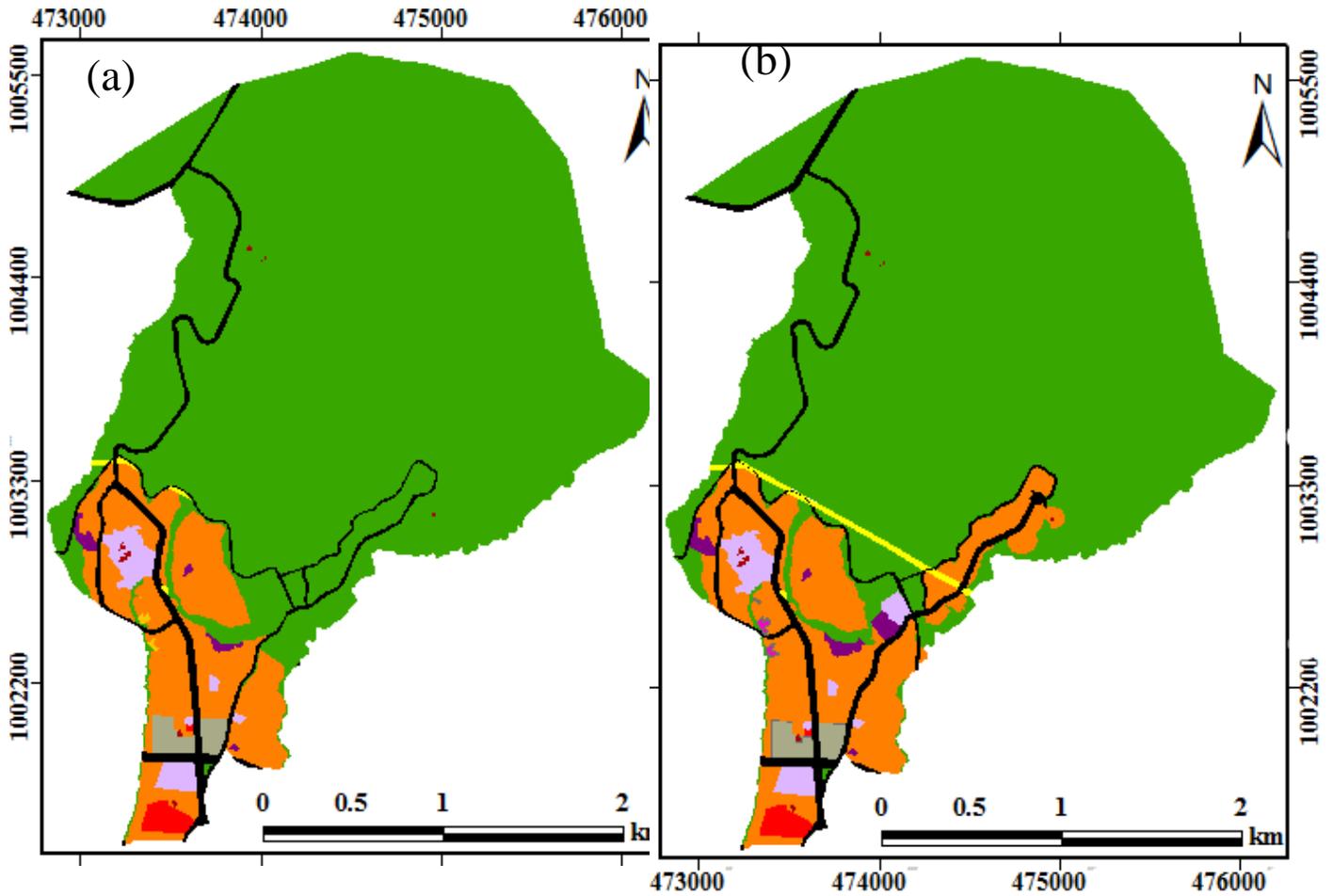
Source: Own computation based on land use data from Gulele Sub City Urban Planning Office

Figure 4.1: Major land use conversion in the study area from 2004 (a) to 2019 (b).

Correspondingly, the highest rates of increase (465.65%) was observed for utility and infrastructure, 100%, 36.89%, 25.81%, 25.65% and 18.02 rates of increase were observed for urban agriculture, municipal service, mixed residence, street network, social service respectively. Smallest rate of increase (2.71%) was observed for commerce and business. On the other hand, of the land use

classes showed a decreasing tendency, the highest reduction in area coverage was observed for forest land or environment which was -5

Land use	2004		2019		Rate of change	
	Area (Ha)	%	Area (Ha)	%	Ha	%
Administration	4.01	0.51	4.01	0.51	0.00	0.00
Commerce and Business	6.33	0.81	6.50	0.83	0.17	2.71
Environment	655.76	83.52	620.37	79.01	-35.39	-5.40
Historical Building and Site	0.59	0.08	0.59	0.08	0.00	0.00
Mixed Residence	85.11	10.84	107.07	14.12	21.96	25.81
Municipal Service	2.39	0.31	4.80	0.61	2.41	100.78
Social Service	9.96	1.27	11.75	1.50	1.79	18.02
Street network	19.80	2.52	24.88	3.17	5.08	25.65
Urban Agriculture	0.42	0.05	0.58	0.08	0.16	36.89
Utility and Infrastructure	0.82	0.10	4.62	0.59	3.80	465.65
Total	785.20	100	785.20	100		

Table 4.3: Summary of land use changes showing area changed (ha), percentage change, and rate of change in the study area between the years 2004 and 2019
Source: Own computation based on land use data from Gulele Sub City Urban Planning Office.

As evident from key informants, filed observation and survey questionnaire from employees and customers, the master plan of Addis Ababa (2002) enabled the horizontal expansion of the city that resulted in land use changes of the study area. Thus, the built up area has significantly increased than 2004 in 2019. Almost all of the participants of the study agreed that the availabilities of a mix of different activities are increasing from time to time when compared tothe previous land use. For instance, significant increment was observed in street network and mixed residential land use. But still environment land use is the dominant land use in the study area.

Table 4.4: Summary of land use change matrix between 2004 and 2019 (area in ha).

	Land use 2019										
	AD	CB	EN	HB	MR	MS	SS	SN	UA	UI	Total
AD	4.01										4.01
CB		6.33									6.33
EN			620.37		22.14	2.41	1.80	5.08	0.16	3.81	655.76
HB				0.59							0.59
MR		0.17			84.94						85.11
MS						2.39					2.39
SS							9.96				9.96
SN								19.80			19.80
UA									0.42		0.42
UI										0.82	0.82
Total	4.01	6.50	620.37	0.59	107.07	4.80	11.75	24.88	0.58	4.63	785.20

(Row labels grouped under "Land use 2004")

AD–Administration, CB–Commerce and Business, EN–Environment, HB–Historical Building and Site, MR–Mixed Residence, MS Municipal Service, MS- Municipal Service, SS–Social Service, SN– Street Network, UA-Urban Agriculture and UI-Utility and Infrastructure

Sources: Own computation based on land use data from Gulele Sub City

According to Lohnert (2017) urban poor people from Addis Ababa moved towards urban fringes for employment opportunities due to investment on industries and real estate developments. Similarly, the natural vegetation is changed in to informal settlement, road construction, park purpose and other infrastructure development in the study area.

Regarding land use change matrix, Table 4.4 and Figure 4.2 presents the general pattern of land use change matrices for the entire study period. The cross-tabulation matrices show the nature of change of different land use classes or the conversion in the land use classes from 2004 to 2019. Thus, the highest conversion was experienced in the forest/environment area; most of the forest/environment was converted to mixed residence (22.14ha),street network (5.08ha), urban utility and infrastructure (3.81ha) and municipal service (2.41ha).
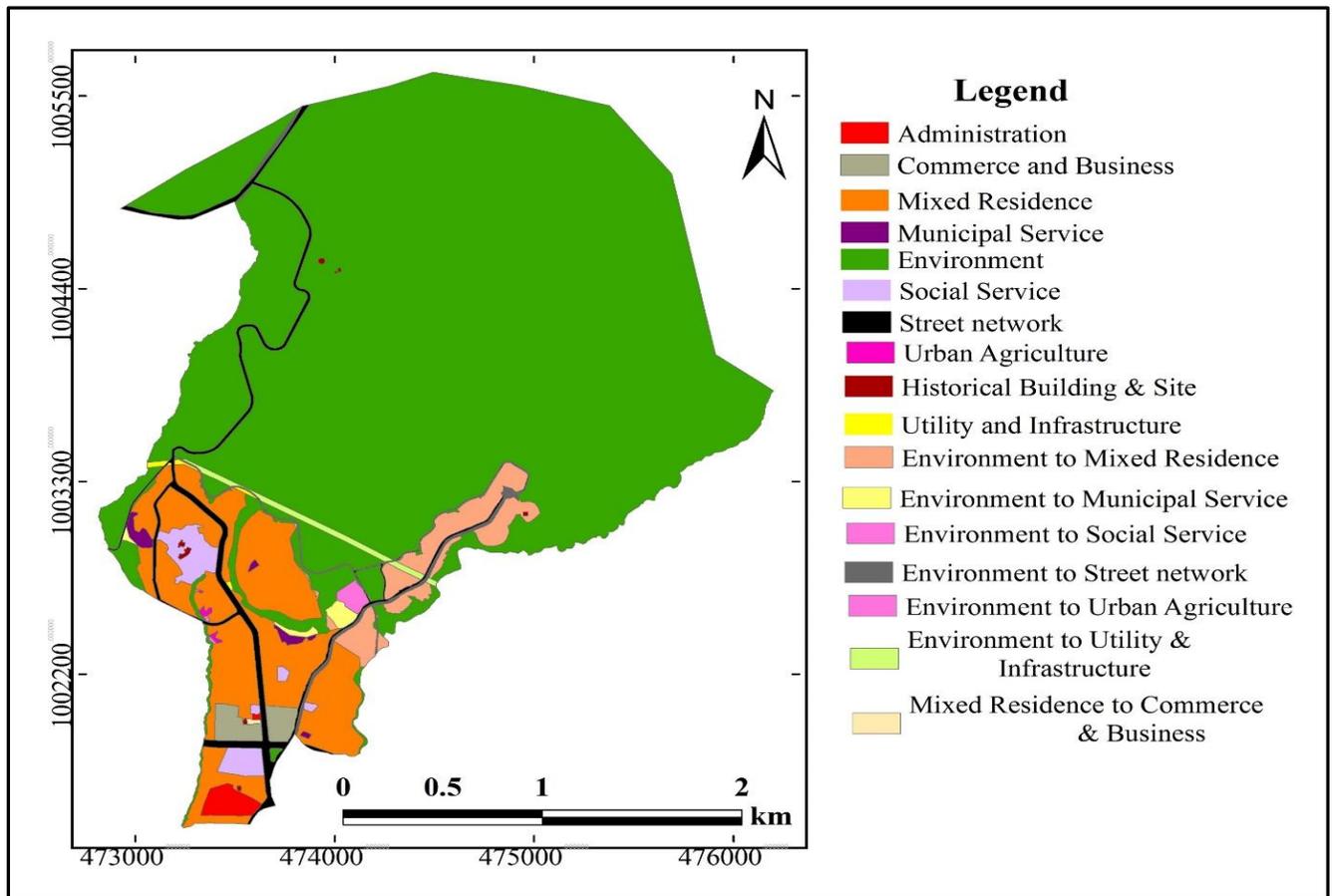
Sources: Gulele Sub City Urban Planning Office, 2020

Figure 4.2: Major land use conversion in the study area from 2004 to 2019.

Overall, 35.39ha forest land/environment was converted to other land use classes. Various studies on land use changes in different parts of Ethiopia also indicated the highest conversion of natural vegetation to different land uses (Amsalu et al., 2007 Kindu et al. 2015; Mezgebu and Workineh 2017; Degife et al. 2019).

4.1.3. Drivers of land use change in the study area

According to Etter et al. (2006) from land-use planning perspective, it is essential to have a spatially clear understanding of land use changes and the knowledge of their proximate and primarydrivers. As stated by Gessesse and Bewket (2014) land use changes are produced by the interaction of anthropogenic and biophysical driving forces. These drivers are a combination of political, social, economic and biophysical factors that add force to environmental changes (Geist et al. 2006) and intensified through high population growth rates (UNEP 2000).

Addis Ababa city is undergoing a substantial level of change in land use from agricultural farmlands into different urban uses in the past few decades especially in the expansion of the city as a result of urbanization, population growth, and economic development. The case study area named wereda 01which is located in Gulele sub-city, Addis Ababa is one of the expansion areas of the city, in which land use is dramatically changed in the past 16 years from farmland to different urban related functions.

A response from the surveyed employees and customers, field observations and key informants, land use change in the study area is triggered by a combination of proximate and underlying factors. Even though land use changes are the result of human influences and natural processes, the findings revealed that the human influences are the dominant factors highly affecting land use change in the study area. Overall, use of trees for income generation, infrastructure development/construction, settlement expansion (formal and informal), populationpressureand land use policy were the major factors that affect land change in the study area.

The findings revealed that population growth and density are indirect factors for land use conversion via increased the demand for settlement as well as demands for tree products like fuel wood. According to the key informants and surveyed customers and employees provision of proposed land by the city master plan of Addis Ababa (2002) and the increasing population number in the city makes the area highly demanded. Likewise, recent studies in Ethiopia reported that land

use change due to population pressure as the major drivers of land use changes (Gessese and Bewket, 2014; Angessaet al., 2019, Degife et al. 2019).

Infrastructure development/construction and settlement expansion were identified as direct drivers of land use changes in the study area. The key informants and surveyed employees and customers added that the unplanned urban settlements following the road networks as disturbing the forest resources. Because most part of the study area is at the periphery of Addis Ababa, migrants from different part that arrived their built informal settlement/unplanned settlement. They also indicated that land use changed from forest to commercial, settlement, social services and road construction as well as urban utilities. Recently, park (Entoto Park) is built in the study area. This changed the natural setting of the environment. Earlier studies similarly highlighted that infrastructure construction and settlement expansion were driving forces of land use changes (Hassen & Assen, 2017; changes (Gessese and Bewket, 2014).

4.2. Institutional capacity, simplicity and clarity of procedures, accountability and transparency to implement land administration functions

4.2.1. Institutional capacity to implement land administration functions

Institutional capacities in terms of technical and administrative personnel and land information infrastructure of the land administration offices in the sub city are assessed in the following sections.

The evaluation of institutional capacity in terms of human resources and land information infrastructure dimension is based on the average respondents rating of the first four items (See Table 4.5).

As may be observed from Table 4.5, the employees' response with regard to the first statement shows that most (44.9%) of the employees agree to the statement, whereas the least (5.8%) of the employees strongly disagree to the statement. In contrast, majority (39.6%) of customers were neutral to the statement. The remaining 8 (4.9%), 29 (17.7%), 45 (27.4%) and 17 (10.4%) of the customers were strongly disagree, disagree, agree and strongly agree to the statement respectively. The mean score of this statement is 3.5 and 3.2 for employees and customers respectively. Therefore, based on the results of these specific item service recipients are satisfied.

The customers' response with regard to the second statement in table 4.3 indicates that 21 (30.4%) of the employees agree and 17 (24.7%) strongly agree that the role of employees is well defined, and16 (23.2%) were neutral on their perception. Those employees disagree and strongly disagree were 13 (18.8%) and 2 (2.9%) respectively. In this dimension majority of customers, 87 (53%)were neutral. On the other hand, 20 (12.2%) and 19 (11.6%) of customers agree and strongly agree that roles and responsibilities of every employee are clearly defined. In general, the score with the maximum possible score being 5, but the actual average mean score is 3.6 and 3.0 for employees and customers respectively which is above average that imply customers of the office perceive as roles and responsibilities of every employee is well defined.

Table 4.5: Human resources and land information structure

Variables	Scale of measurement	Employee			Customer		
		Frequency	%	Mean	Frequency	%	Mean
The office has complete qualified and experienced human resource capable of serving customers' needs	Strongly disagree	4	5.8	3.5	8	4.9	3.2
	Disagree	7	10.1		29	17.7	
	Neutral	18	26.1		65	39.6	
	Agree	31	44.9		45	27.4	
	Strongly agree	9	13.1		17	10.4	
	Total	69	100		164	100	
Roles and responsibilities of every employee is well defined	Strongly disagree	2	2.9	3.6	13	7.9	3.0
	Disagree	13	18.8		25	15.3	
	Neutral	16	23.2		87	53	
	Agree	21	30.4		20	12.2	
	Strongly agree	17	24.7		19	11.6	
	Total	69	100		164	100	
The office upgrades employees' competency through training.	Strongly disagree	9	13	2.9			
	Disagree	17	24.6				
	Neutral	15	21.8				
	Agree	23	33.3				
	Strongly agree	5	7.3				
	Total	69	100				
The office has sufficient technologies like hardware, software and networks, to assist the day to day tasks	Strongly disagree	24	34.8	2.2	29	17.7	2.8
	Disagree	19	27.5		31	18.9	
	Neutral	15	21.8		49	29.9	
	Agree	9	13		43	26.2	
	Strongly agree	2	2.9		12	7.3	
	Total	69	100		164	100	
Total		69	100	3.05	164	100	3.0

Source: Own survey (2020)

Only employees were asked to rate their perception on continuous employees 'development through training in land development and management office. Accordingly, 9 (13%) strongly disagree, 17 (24.6%) disagree, 5 (7.3%) strongly agree, 23 (33.3%) agree and 15 (21.8%) were neutral to the

statement. The mean score for statement is 2.9. Thus, fromthis results, we can conclude that the continuous development through training looks a concern for employees as the response indicates their inclination to disagree to the statement.

Transformation of the land management system by means of information communication technology is vital to provide effective and efficient services for customers. The last question raised in the items of human resources and land information infrastructure were focus on the availability of sufficient technologies like hardware, software and networks to assist the day to day tasks. Accordingly,24 (34.8%) of employees strongly disagree and 19 (27.5%) of employees agree that the office has sufficient technologies to assist day-to-day tasks. The rest 15 (21.8%) of employees were neutral, 9 (13%) agree and 2 (2.9%) strongly disagree on this statement. The mean score for land information infrastructure is 2.2 and 2.8 that obtained from employees and customers respectively.

In general, the score with the maximum possible score being 5, but the actual average mean score is greater than half, (3.05 and 3 for employees and customer respectively) this imply that customers and employees of the office perceive that the office has intermediate human resources and land information infrastructure.

However, as it is observed from in the field and considers the key informants' response, most of the information approves what customers and employees perceive. From field observation we clearly observe that the office has limited resources. And key informants from the land development and management office noted that the office has constrains on their human resources particularly turnover is the main challenge. In addition, they added that the office does not have the necessary infrastructure including networking kits and other accessories, antiviruses, internet access, and qualified IT professional with sufficient number.

4.2.2. Simplicity and clarity of procedures related to land registration, obtaining land related information and complaints on service standards

In the present study, the evaluation of simplicity and clarity of procedures related to land registration, obtaining land related information and complaints on service standards can be seen from sixstatements.Accordingly, majority 26 (37.7%) of employees agree that the office has provide information and other procedure easily for customers. The remaining 12 (17.4%)

employees were neutral, 19 (27.5%) disagree, 7 (10.1%) strongly disagree and 5 (7.3%) were strongly agree that customers can easily access information about required documents and producers to follow. However, 21 (12.8%) and 65 (39.7%) of customers strongly disagree and disagree respectively that customers cannot easily access information about required documents and procedures to follow from the office. On the other hand, 48 (29.2%) of the customers agree and3 (1.8%) of the customers strongly agree. But, 27 (16.5%) of the customers were unable to decide on the statement forwarded (see Table 4.6).The information obtained from direct observation and key informants interview confirmed that the office posted some (not all) necessary documents and procedures on notice boards and office wall in the forms of printed papers and broachers in a general way which is not simple. However, the documents and procedures that posted by the office are not quite enough to get appropriate procedures and necessary documents that should have fulfilled.

According to UN-HABITAT (2008), the procedures and processes for land registration should be light, short, clear, comprehensive and able to be accessed remotely. In this regard, 11 (15.9%) and 23 (33.3%) of employees strongly disagree and disagree that procedures to land registration are not fast and simple. However, 17 (24.7%) and 2 (2.9%) of employees agree and strongly agree respectively that land registration is simple and fast. The remaining 16 (23.2%) of employees were neutral to the statement. In contrast, 20 (12.2%) and 73 (44.5%) of customers strongly disagree and disagree with the statement respectively. A large number of customers, 38 (23.2%) were neutral, 29 (17.7%) agree and 4 (2.4%) strongly agree on the statement that land registration is fast and simple. In this statement, key informants noted that the procedure to be followed and the forms to be completed for land registration is moderately simple and fast.

Table 4.6: Simplicity and clarity of procedures related to land registration, obtaining land related information and complaints on service standards

Variables	Scale of measurement	Employee			Customer		
		Frequency	%	Mean	Frequency	%	Mean
Customers can easily access information about required documents and procedures to follow	Strongly disagree	7	10.1		21	12.8	
	Disagree	19	27.5		65	39.7	
	Neutral	12	17.4		27	16.5	
	Agree	26	37.7		48	29.2	
	Strongly agree	5	7.3		3	1.8	
	Total	69	100	3.04	164	100	2.7
Fast and simple access of land registration	Strongly disagree	11	15.9		20	12.2	
	Disagree	23	33.3		73	44.5	
	Neutral	16	23.2		38	23.2	
	Agree	17	24.7		29	17.7	
	Strongly agree	2	2.9		4	2.4	
	Total	69	100	2.7	164	100	2.5
Onestop-shop service is available	Strongly disagree	13	18.8		28	17.1	
	Disagree	28	40.6		76	46.4	
	Neutral	6	8.7		27	16.4	
	Agree	18	26.1		31	18.9	
	Strongly agree	4	5.8		2	1.2	
	Total	69	100	2.6	164	100	2.4
There are clear, understandable and simple forms that filled by customers	Strongly disagree	1	1.5		7	4.3	
	Disagree	6	8.7		24	14.6	
	Neutral	11	15.9		41	25	
	Agree	39	56.5		79	48.2	
	Strongly agree	12	17.4		13	7.9	
	Total	69	100	3.8	164	100	3.4
The office offers affordable cost and does not require longer time and expensive services for land registration	Strongly disagree	3	4.3		15	9.1	
	Disagree	21	30.5		58	35.4	
	Neutral	18	26.1		57	34.8	
	Agree	23	33.3		31	18.9	
	Strongly agree	4	5.8		3	1.8	
	Total	69	100	3.0	164	100	2.7
The appealing on service standard mechanisms are uncomplicated and solves timely	Strongly disagree	2	2.9		19	11.6	
	Disagree	24	34.8		67	40.8	
	Neutral	16	23.2		33	20.1	2.7
	Agree	21	30.4		38	23.2	
	Strongly agree	6	8.7		7	4.3	
	Total	69	100	3.1	164	100	
Simplicity and clarity total		69	100	3.04	164	100	2.7

Source: Own Survey, 2020

According to the third question raised on the above table concerning the availability of a one-stop-shop service in land Management system, the majority of the employees (28 or 40.6%) out of 69 disagree with the statement. On the other hand, 13 (18.8%) of employees strongly disagree, 18 (26.1%) of employees agree and 4 (5.8%) of employees strongly agree. But, 6 (8.7%) of employees were unable to decide on the question forwarded. For this statement 28 (17.1%) customers strongly disagree and 76 (46.4%) disagree that the office does not deliver all the required services for each request to a client at one window or one-stop-shop service. Whereas 31 (18.9%) of customers agree, 2 (1.2%) of customers strongly agree and 27 (16.4%) of customers were neutral to the statement. As it was observed in the field and confirmed by key informant's interview, due to the sensitivity of land related services, land registration, information and other services pass through multiple steps in order to check and verify its correctness by experts, heads and controllers.

With this regard to forms that filled by customers, 39 (56.5%) and 12 (17.4%) of employees agree and strongly agree respectively that forms used are clear, understandable and simple. Whereas 1 (1.5%) and 6 (8.7%) of employees were strongly disagreed and disagree respectively the forms used are clear, understandable and simple. The remaining 11 (15.9%) were neutral to the statement. On the other hand, 79 (48.2%) and 13 (7.9%) of customers agree and strongly agree respectively that the forms are clear, understandable and simple. The remaining 41 (25%) of customers were neutral, 24 (14.6%) of customers disagree and 7 (4.3%) of customers strongly agreed that the forms used are clear, understandable and simple. As observed in the field and key informants interview with selected key informants indicated that the office prepares and distribute forms which are clear, understandable and simple for customers.

The fifth question in the above table is concerning whether the office offers affordable cost and does not require long time and expensive services for land registration. Accordingly, 23 (33.3%) of employees agree and 4 (5.8%) of employees strongly agree that the office provides affordable cost for land registration without lengthens the time. However, 21 (30.5%) and 3 (4.3%) of employees disagree and strongly disagree respectively that the cost, as well as the services that the office offers for land registration, is not affordable. The remaining 18 (26.1%) of employees were neutral for the statement. Customers also forwarded their perception regarding this statement and the majority of 58 (35.5%) of customers disagree on the cost and services that the office provided for land

registration (see Table 4.6). However, Key informants noted that the cost that the office offers for land registration is not expensive and it does not require much time.

The last question raised in the items of simplicity and clarity of procedures related to land registration, obtaining land related information, and complaints on service standards were whether the appealing on service standard mechanisms are uncomplicated and solves timely. Accordingly, 24 (34.8%) of employees disagree and 2 (2.9%) of employees strongly disagree that the complaints handling mechanism is complicated and not solve on time. Whereas, 21 (30.4%) and 6 (8.7%) of the employees agree and strongly agree that the complaints handling mechanism is simple and solves timely. On the contrary, the majority (67 or 40.8%) of customers disagree and 19 (11.6%) of customers strongly disagree that the complaints handling mechanism is not simple. The rest 38 (23.2%) of customers agree, 7 (4.3%) strongly agree and the remaining 33 (20.1%) customers were neutral to the statement. As observed from the field and information from key informants, the office has compliant on services standard handling mechanism. The complaint filing procedure is posted at visible places in the office. But, because of the process that the complaints generally start by requesting the employee, whom the client wants to complain about his/her service standard, to fill in a form so that the case can be taken to the next level. This, however, may discourage complaining about service standards and lead to the loss of trust from the citizens as they may think that their complaints will not be properly addressed. Employees were asked to provide their perception of the complaints on service standard filing mechanisms.

Overall, the total mean score of simplicity and clarity of procedures related to land registration, obtaining land related information and complaints on service standards results in 3.04 by employees which is a high level of scale and 2.7 by customers which is low in comparison to employees. Even if, the office seems comparatively scored better results on the items 1,4,5 and 6, low sores recorded in the second and the third items both in employees and customers (see table 4.6).

4.2.3. Transparency

As observed from Table 4.7 below, the levels of agreements to the practice of land administration in relation to participation can be seen from three opinions: the extent of availability of a comprehensive and clear indicator and standard for anyone to follow in land acquisitions, the transparency in the service standards (procedures to follow and the standard time it takes for each

service) and costs of services requested through documents and website and the extent to which office encourages clients to report cases of rent-seeking behavior by the staff of the land sector agencies.

The participants' response with regard to the first statement in table 4.5 shows that 27 (39.1%) of employees and 41 (25%) of customers in the study area agree that the guideline and standard for anyone to follow in land acquisition is comprehensive and clear. Majority 84 (52.1%) customers and a significant number (25 or 36.2%) of employees disagree to the statement;16 (9.8%) customers and 9 (13%) employee was neutral to the statement and 4 (2.4%) customers and 3 (4.4%) employees strongly agree to the statement. The remaining 19 (11.6%) customers and 5 (7.3%) employees of the respondents strongly disagree with the statement. Thus, from this discussion one can conclude that a large number of employees of the sub city have positive perceptions regarding the availability of comprehensive and clear guidelines and standards for anyone to follow in land acquisitions. But, a significant number of employees disagree on the existence of a comprehensive and clear standard for anyone to follow. On the other hand, the majority of customers have a negative perception of the statement. Based on the evaluation, the mean value of the first statement was computed to be 2.9 and 2.5 for employees and customers respectively.

Table 4.7: Transparency of land administration activates

Variables	Scaleof measurement	Employee			Customer		
		Frequency	%	Mean	Frequency	%	Mean
There is comprehensive and clear guideline and standard anyone to follow in land acquisitions	Strongly disagree	5	7.3	2.9	19	11.6	2.5
	Disagree	25	36.2		84	51.2	
	Neutral	9	13		16	9.8	
	Agree	27	39.1		41	25	
	Strongly agree	3	4.4		4	2.4	
	Total	69	100		164	100	
There is transparency inthe service standards (procedures to follow and the standard time it takes for each service) and costs of services requested through documents and website	Strongly disagree	13	18.8	2.5	38	23.2	2.4
	Disagree	32	46.4		71	43.2	
	Neutral	6	8.7		20	12.2	
	Agree	15	21.7		28	17.1	
	Strongly agree	3	4.4		7	4.3	
	Total	69	100		164	100	
The office encourages clients to report cases of rent seeking behavior by staff of the land sector agencies	Strongly disagree	5	7.2	3.1	43	26.2	2.2
	Disagree	19	27.5		79	48.2	
	Neutral	14	20.3		11	6.7	
	Agree	24	34.8		29	17.7	
	Strongly agree	7	10.2		2	1.2	
	Total	69	100		164	100	
Transparency Total		69	100	2.8	164	100	2.3

Source: Own Survey, 2020

Regarding transparency in the service standards (procedures to follow and the standard time it takes for each service) and costs of services requested through documents and website, 13 (18.8%) and 32 (46.4%) of employees strongly disagree and agree respectively that there is no transparency in the

service standards (procedures to follow and the standard time it takes for each service) and costs of services requested through documents and website. 6 (8.7%) of employees were unable to decide whether there is transparency in the service standards (procedures to follow and the standard time it takes for each service) and the costs of services requested through documents and websites. The remaining 15 (21.7%) and 3 (4.4%) of employees agree and strongly agree with the statement respectively. On the other hand, majority 38 (23.2%) and 71 (43.2%) of customers strongly disagree and disagree with the statement. The mean value of this statement was computed to be 2.5 and 2.4 for employees and customers respectively. The result obtained from customer respondents suggests that the office is not using websites to disseminate such information or the respondents are not familiar with the office's website. This result clearly shows that, in the sub city land development and management office, services couldn't be done based on the time give. As a result, service users might waste their time unnecessary in searching for information as well as waiting for services. This implies the transparency level in the service standards and costs of services of the sub city evaluated unsatisfactory.

According to Lindner (2014) in urban areas, most allocation of public land for residential, manufacturing, commerce and construction purposes occurs through auctions. And, these processes for accessing urban land, in particular, are also claimed to be highly susceptible to corruption. The same author stated that rent-seekers in the land sector can take a variety of forms starting from bureaucratic and corruption in auctioning processes to state capture. As indicated by Tekle (2012) lack of transparency and access to information in the municipal authority and land administration system has created a group of wealthy collectors and land speculators that take advantage of public land resources. The third question under the dimension of transparency was asked whether the office encourages clients to report cases of rent-seeking behavior by the staff of the land sector agencies.

Accordingly, 43 (26.2%) and 79 (48.2%) of customers strongly disagree and disagree respectively that the office does not encourage clients to report cases of rent-seeking behavior by the staff of the land sector agencies. When we consider the key informants' response, some of their answers approves what customers perceive. They noted that even if there is a system that encourages clients to report rent-seeking behavior, it is not possible to get appropriate answers for those reports. 11

(6.7%) of customers were neutral, 29 (17.7%) agree and 2 (1.2%) of customers strongly agreed that the office encourages clients to report cases of rent-seeking by staff and of the land sector agencies.

On the other hand, a large number of employees (24 or 34.8%) agree that the office has a system that encourages customers to report cases of rent-seeking behavior by the staff of the land sector agencies. However, significant numbers of employees (19 or 27.5%) disagree with the statement. The remaining 5 (7.2%) employees strongly disagree, 7 (10.2%) strongly agree and 14 (20.3%) employees were not sure to answer the statement. 3.1 and 2.2 were the computed mean for customers and employees respectively. The results show that the majority of the respondents (customer) claim that service user was asked payments by land officials to accomplish tasks unnecessarily and they did not report the cases as the land officials cover one another and also they added that reporting cases may lead to unable to get services. On the other hand, employees and key informants stated that even if there is a comment receiving mechanism including complaint receiving format and suggestion box, most of the customers didn't have the custom to give suggestions and comments after getting their service.

Based on the overall mean (m=2.8 by employees and m=2.3 by customers) transparency evaluated as weak in this office. This denotes that, the office is not in compliance with the transparency principle due to the failure to deliver up to date, easy, and variety of information as intended. So, the evaluation by customers has an implication they were victims or vulnerable victims due to lack of transparency. The key informants' opinion confirms that the office's information provision of the office is so weak and outdated. Despite, there are some attempts to disseminate land related information on the web site of Addis Ababa city administration integrated land information center; it is limited at providing the generic information and it is at the infant stage. At the office level, the information has been disseminated by posting on billboards and sometimes by distributing through flyers. Other ways of information dissemination are not practical. In addition, the office lacks transparency to give services based on the time frame and the standards. This implies that, the weak practice of transparency prohibits service recipients to know what is going on and to act fast before to be a victim.

4.2.4. Accountability

As can be indicated in Table 4.8, the dimension of accountability has four items regarding the availability of code of conduct for staff, theresponsibility of officials for the effect of their actions, availability of motivation/de-motivation based on the performance of employees and the extent to which employees at all levels follow and respect rules and regulations in all situations in the study area.

At can be observed from table 4.8, the level of argument on whether there is a clear code of conduct for land officials. The result showed that 21 (30.4%) and 12 (17.4%) of employees agree and strongly agree respectively that the office has a code of conduct for employees. However, 1 (1.5%) and 7 (10.1%) of employees strongly disagree and disagree respectively to the statement. While the majority (40.6 %) of employees were unable to decide the statement. In contrast, 14 (8.6%) and 41 (25%) of customers strongly disagree and disagree respectively that the office does not have a code of conduct for employees.A large number of customers (72 or 43.9%)remained neutral. Whereas, 20.7% and 1.8% of customers agree and strongly agree respectively to the statement. As observed from the field and information obtained from key informants, the office has a code of conduct that governs employees. However, the applicability of the code of conduct is unsatisfactory.

The other question asked to respondents was to rate their opinion on employees' accountability for their actions at all levels. Accordingly, 23 (33.3%) of employees agree that employees at all levels are held very accountable for their actions at work. However, 10 (14.5%) and 17 (24.6%) of employees strongly disagree and disagree with the statement. The remaining 5 (7.3%) employees strongly agree and 14 (20.3%) of employees remained neutral. For this statement, a significant number of customers (51.2%) disagree that employees are not responsible for their actions and decisions. In addition, 22 (13.4%) of customers strongly disagree to the statement. on the other hand, 20 (12.2%) were neutral and the remaining 32 (19.5%) agree and 6 (3.7%) strongly agree on the statement that confirms employees' accountability for their actions and decisions (see table 4.8). when we consider the key informants' response, most of their answer confirms what employees and customers notice. The results indicate that the majority of respondents argue that there is a weak accountability system that makes the employeesrespondto their actions.

Table 4.8: Accountability of land administration office

Variables	Scale of measurement	Employee			Customer		
		Frequency	%	Mean	Frequency	%	Mean
The office has code of conduct for employees	Strongly disagree	1	1.5		14	8.6	
	Disagree	7	10.1		41	25	
	Neutral	28	40.6		72	43.9	
	Agree	21	30.4	3.5	34	20.7	2.8
	Strongly agree	12	17.4		3	1.8	
	Total	69	100		164	100	
Employees are accountable for their action	Strongly disagree	10	14.5		22	13.4	
	Disagree	17	24.6		84	51.2	
	Neutral	14	20.3	2.9	20	12.2	
	Agree	23	33.3		32	19.5	
	Strongly agree	5	7.3		6	3.7	2.4
	Total	69	100		164	100	
The office has regular valuation&motivation based on the performance of employees	Strongly disagree	3	4.3		11	6.7	
	Disagree	22	31.9		44	26.8	
	Neutral	17	24.7		78	47.6	
	Agree	25	36.2	3.0	30	18.3	
	Strongly agree	2	2.9		1	0.6	2.7
	Total	69	100		164	100	
Employees at all levels follow and respect rules and regulations in all situations	Strongly disagree	3	4.4		34	20.7	
	Disagree	12	17.4		68	41.5	
	Neutral	23	33.3	3.3	25	15.2	2.4
	Agree	26	37.7		31	18.9	
	Strongly agree	5	7.2		6	3.7	
	Total	69	100		164	100	
Accountability Total		69	100	3.2	164	100	2.6

Source: Own Survey, 2020

The third question asked to respondents is whether the office has regular evaluation and motivation based on the performance of employees in the study area. Accordingly, 25(36.2%) and 2 (2.9%) of employees agree and strongly agree respectively that the office has regular evaluation and motivation/demotivation system based on the performance of employees. However, a significant

number of employees (22 or 31.9%) disagree with the statement and 3 (4.3%) strongly disagree to the statement. The remaining 17 (24.7%) of employees remained neutral to the statement. Customers were also asked to evaluate their perception on the existence of systems that help to evaluate and motivate/demotivate employees based on their performance regularly. Accordingly, large number of customers (78 or 47.6%) remained neutral to the statement.44 (26.8%) and 11 (6.7%) of customers were disagree and strongly disagree with the statement. The remaining 30 (18.3%) and 1 (0.6%) of customers agree and strongly agree to the statement. Overall, the results of this study reveal that the majority of respondents argue that there is a low evaluation and employee motivation system based on their performance in the study area.

Regarding the last question, respondents were asked to rate their perception how employees follow rules and regulations at all levels. Accordingly, 26 (37.7%) of employees agree and 5 (7.2%) of employees strongly agree that employees at all levels follow and respect rules regulations in all situations. Whereas12 (17.4%) of employees disagree and 3 (4.4%) strongly disagree that employees at all levels are not followed and respect rules and regulations in all situations. A significant number of employees, 23 (33.3%) were neutral. As indicated in Table 4.8above,34 (20.7%) and 68 (41.5%) of customers strongly disagree and disagree respectively that employees are not at all levels follow and respect rules and regulations in all conditions. Key informants noted that all employees at all levels may not follow and respect rules and regulations in all conditions. Because as stated earlier many problems raised from employees, for instance, weak in serving customers based on the standards and rent-seeking behavior.

The mean score of four items and the overall accountability dimension from employees have gained scores of 3.5, 2.9, 3.0, 3.3and 3.2 respectively. On the other hand, the mean score of four items and the overall accountability dimension from customers have gained scores of 2.8, 2.4, 2.7, 2.4 and 2.6 respectively. The score shows that the office has to work to strengthen the accountability system to sustaintheresponsibility ofemployees for their doings.

4.2.5. Evaluation of overall land administration practices and customer satisfaction

The overall practice of land administration practices and customer satisfaction in the Gulele Sub City land development and management office was evaluated in this study (see table 4.9). Accordingly, 26 (37.7%)and 9 (13%) of employee respondents disagree and strongly disagree

respectively that the office has an excellent level of practicing land administration and 13 (18.9%)of employeerespondents remained neutral to the same statement. The remaining 18 (26.1%)and 3 (4.3%) of employee respondents had a favorable evaluation, agree and strongly disagree respectively. The perception of employees on the overall practice of land administration in land development and management office unsatisfactory. On the other hand, customers were asked their perception of the overall practices of land administration in the study area. Consequently, a large number of customers (78 or 47.6%) disagree with the statement and 34 (20.7%) of customer respondents strongly disagree with the statement (see table 4.9).Generally, the mean score of overall practice of land administration is computed as m=2.7 and 2.3by employee and customer respondents respectively with the maximum possible score being 5. Thus, the result shows that the entire practice of land administration in the sub city land development and management office was unsatisfactory. Therefore, it has a significant impact on customers' satisfaction.

The customer satisfaction of the land development and management office was rated on one item on five - point scale. The mean score of overall customer satisfaction is computed as m=2.2 which is low with the maximum possible score being 5. As indicated in Table 4.9, out of the total 164 customer respondents,77 (47%) of customer respondents disagree that the office has excellent service quality that satisfies service receiver sand 41 (25%) of customer respondents strongly disagree to the same statement.12 (7.3%) of customer respondents were neutral, 31 (18.9%) of respondents agree and 3 (1.8%) of customers were strongly agreed to the same statement.

The implication of this specific evaluation is that the customers of land development and management office perceived that the practices of land administration in terms of transparency, accountability, and distribution of land information, costs and other services of the office were unsatisfactory.

Table 4.9: Overall land administration practices and customer satisfaction

Variables	Scale of measurement	Employee			Customer		
		Frequency	%	Mean	Frequency	%	Mean
The overall practices in land admiration is on excellence level	Stronglydisagree	9	13		34	20.7	
	Disagree	26	37.7		78	47.6	
	Neutral	13	18.9	2.7	17	10.4	2.3
	Agree	18	26.1		31	18.9	
	Strongly agree	3	4.3		4	2.4	
	Total	69	100		164	100	
Generally, I'm satisfied with the services of this office	Strongly disagree				41	25	
	Disagree				77	47	
	Neutral				12	7.3	2.2
	Agree				31	18.9	
	Strongly agree				3	1.8	
	Total				164	100	

Source: Own Survey, 2020

4.3. Challenges that land development and management office in Gulele Sub city faces in land administration and land use

Regarding challenges that land development and management office in Gulele sub city that faces in land administration and land use were identified through interviews with key informants and from employees and customer respondents through the survey questionnaire. Accordingly, the major challenges that faced the respective office are treated below.

- As clearly indicated in section 4.2, the geographic location of the sub-city particularly Wereda 01 being an expansion area contributes to the expansion of informal settlers especially in the northern part which is the border areas shared with Oromia Regional State. The regularization process itself is one factor that encourages the trend of new informal settlers as the new settlers hope that their informal holdings will be regularized through time in the future.

- Regarding institutional capacity in particular human resources (technical administrative personnel)and institutional arrangement, lack of human resources both in number and composition, turnover, capacity building and unstable organizational structure were identified as a challenge. Concerning human resources, the office has not complete competent staff in terms of years of experience and professional qualifications due to budget constraints as well as less willingness from the office. Lack of continuous capacity building for new employees and the existing staff. The other critical challenge that the office has faced is high employee turnover. The information obtained from key informants, survey questionnaires and observation, the turnover is mainly due to unwarranted workload and stress. An unstable organizational structure also another challenge. These challenges significantly alter the speed of service in relation to customer satisfaction.

- Lack of modernized documentation and recording system. The office does not have sufficient technologies/infrastructure like hardware, software and networks and qualified computer and GIS professionals with sufficient numbers to assist the day to day tasks of the office. Generally, there were no well-organized land information systems in the study area.

- Lack of service quality. There were limitations in transparency, accountability and land information distribution that deterred customer satisfaction. Even if the office has already put a clear and open service delivery standard concerning each activity for each department, most of the customer respondents believed that there is still a problem when it comes to implementation.

- The major problem that residents create in land administration process is the lack of awareness on the requirements and procedures. Most of the time experts in the sub city go house-to-house to gather the required information to develop the sub-city's land inventory. During their visit,

residents lack the willingness to cooperate by providing the required information or may not be available at all.

+ The unwillingness of customers to provide their compliant due to the office did not respond promptly to customers' complaints.

CHAPTER 5

5. CONCLUSIONS AND RECOMMENDATIONS

5.1. Conclusions

The study examined urban land use change and land administration practice and problems in Addis Ababa City Administration, Gulele sub city, Wereda 01 as a case study. It mainly focused on urban land use change and its drivers, land administration practices and challenges in terms of institutional capacity, simplicity and clarity of procedures (related to land registration, obtaining land related information, and complaints on service standards), accountability and transparency to implement land administration functions.

The result of this study revealed that the study area (Gulele sub city, Wereda 01) has passed through substantial change in land use in the last 16 years mainly from environment/natural vegetation to different urban functions (residential, commercial, mixed-use, social service greenery and open space, administration, street network and urban agriculture). Overall, use of trees for income generation, infrastructure development/construction, expansion (formal and informal), population pressure and land use policy were the major factors that affect land change in the study area.

In the context of institutional capacity (technical and administrative personnel and land information infrastructure of the land administration offices), lack of complete competent staff and operating technologies like hardware, software and internet networks necessary for them to carry out their work were the major manifestation of the office. Under this dimension, continues development through training has mean value 2.9 by employee respondents and land information infrastructure has mean score of 2.2 by employees and 2.8 by respondents which is unsatisfactory. Lack of competent staff; absence of organized, accurate and computerized land information has an impact on the effectiveness of the offices service delivery.

The dimension of simplicity and clarity of procedures had earned (m=3.04 and 2.7 by employees and customers respectively) overall mean score. IN this dimension, respondents and key informants noted that access information about required documents and procedures, land registration and one - stop-shop service was unsatisfactory.

With regards to transparency, the study confirmed that the extent of availability of a comprehensive and clear guideline and standard for anyone to follow in land acquisitions, the transparency in the service standards (procedures to follow and the standard time it takes for each service) and costs of services requested through documents and website and the extent to which office encourages clients to report cases of rent seeking behavior by staff of the land sector agencies.in the study area was found to be low. As indicated by the overall mean score which was computed to be (m=2.8 by employees and m=2.3 by customers). Weakness in transparency can result in poor land administration practices.

The mean score of the overall accountability dimension from employees have gained 3.2and 2.6 from employees and customers respectively. The score shows that the office has to work to strengthen the accountability system to sustain responsibility of employees for their doings.

Overall, customers had perceived that the overall practice of land administration in Gulele sub city land development and management office unsatisfactory with the mean score (m=2.3).Furthermore, the surveyed customers provided for the overall customer satisfaction lower level score (m=2.2). This indicates that the opinion of customers for the land development and management office of Gulele sub city service quality is unsatisfactory.

The study was able to identify the major challenges of the office as informal settlements, lack of human resources, capacity building problems and turnovers, unstable organizational structure, lack of well-organized land information infrastructure, lack of service quality due to many factors like corruption/rent seeking behavior and working out of the rules and regulations of the office and lack of awareness of residents on the requirements and procedures.

5.2. Recommendations

The findings indicated in this research, the following recommendations are formulated.

Customers

Well informed customers in the area of their interest can have a greater opportunity in getting proper services from the respective departments or office. Therefore, it is recommended for the customer;

- ➢ Should be informed for the service they needed before they come to the office

- ➢ Fulfilling the necessary documents to get the services

- ➢ Fighting rent seeking behavior/corruption

Land Development and Management Bureau/office

- ➢ To make employees proficient, it is essential to increase their capacity via continuous training. There for, it is recommended to conduct continues training on customer handling and giving services based on the standard.

- ➢ Sound land administration particularly land registration system can significantly contribute to implement good urban land development and management. Availability of precise, well organized and computerized land registration is important for competent and effective services. And successful land administration is relied on reliable land records. Thus, Gulele sub city should have access to up-to-date technology to modernize the land registration system.

- ➢ The service standards of the office shall be well introduced for customers and employees to enable them to exercise their right and to discharge

- ➢ The role, mandate, and coordination of offices involved in the land administration process should be clearly defined and documented and employees at all levels in the sector should be made familiar about it.

- ➢ The findings of this study revealed that procedure manuals, guidelines, costs, and other land related information were not easily accessible. Therefore, the office should disseminate these documents via broachers, website and other means of communication.

- ➢ From this study, it is clearly noted that the evaluation, motivation and demotivation system of the office is limited. Thus, the office /bureau should evaluate employees' performance regularly and motivate/demotivate based on the evaluation.

References

Addis Ababa city administration integrated land information center (2014)

Atlas of Gulele. Addis Ababa city administration land development and management bureau (2014).

Addis Fortune (2013).''Addis Land Auction Attract Record Bids.''

Addis Nayarit Gazeta (2011) the city government of Addis Ababa.Land development.

Aklilu Amsalu, Stroosnijder, L., and De Graaff, J. (2007).Long-term dynamics in land resource use and the driving forces in the Beressa watershed, highland Ethiopia. Journal of Environmental Management, 83: 448-459.

Agarwal, C., Green, G. M., Grove, J. M., Evans, T. P., and Schweik, C. M., 2002. A Review and Assessment of Land-Use Change Models: Dynamics of Space, Time, and Human Choice. General Technical Report NE-297. Newtown Square, Pennsylvania: U.S. Department of Agriculture, Forest Service, Northeastern Research Station. 61 pp.

Agarwal, S. (2007). Urbanization, Urban Poverty and Health of the Urban Poor: Status,

Angessa, A. T., Lemma, B., & Yeshitela, K. (2019). Land-use and land-cover dynamics and their drivers in the central highlands of Ethiopia with special reference to the Lake Wanchi watershed. GeoJournal, 1. https://doi.org/10.1007/s10708-019-10130-1.

Ashenafi,(2015)' Addis Ababa University College of Business and Economics Department of Public Administration and Development Management The Assessment of Good Urban Governance Practice in Land Administration of Addis Ababa: The Case of Yeka Sub-City'.

Belachew, (2012) urban land lease policy of Ethiopia, case study on Addis Ababa lease towns of Amara National Regional State.

Belachew, M and Aytenfisu, S. (2010).Facing the Challenges in Building Sustainable Land Administration Capacity in Ethopia.FIG Congress.

Belay,(2006) "Land Policy and Administration in Ethiopia: Recent Patterns and Problems,"

BirkeYami. (1997)Urban Management in Ethiopia problems and prospect in the proceeding of the National Conference on Urban and Regional Development planning and Implementation in Ethiopia, Feb.22-24, Nazareth.

Burns eta (l.2010).These principles are manifested in the input, process and output indicators of land governance.

Creswell, J. W. (2009). Research Design: Qualitative, Quantitative and Mixed Approaches. SAGE Publication.https://doi.org/10.2307/1523157.

Citizen Charter. Artistic printing enterprise, Addis Ababa.Addis Ababa urban profile (2008).

Cohen (2006).High contemporary rates of urbanization and the associated problems threaten the capacity of both local and national governments, especially in developing countries. Constitution of FDRE Proclamation Article 40(3) (1995).Constitution of FDRE Proclamation no. (1/1995).

David Eetal. (1996)Urban Management and land.A framework for reforming urban land policy in developing countries. Policy paper the World Bank.

Degife, A., Worku, H., Gizaw, S., & Legesse, A. (2019). Land use land covers dynamics, its drivers and environmental implications in Lake Hawassa watershed of Ethiopia. Remote Sensing Applications: Society and Environment, 14,178–https://doi.org/10.1016/j.rsase.2019.03.005.

Devas, N. and Rakodi, C. (1993), Managing fast growing cities: new approaches to urban planning and management in the developing world, Longman and John Wiley and Sons.

ELD (2015). The value of land: Prosperous lands and positive rewards through sustainable land management. Available from www.eld-initiative.org.

Ellis E, Pontius Jr RG (2006) land-use and land-cover change encyclopedia of earth. Available at: http://www.eoearth.org/article/land-use_and_land-cover_change.

Etter, A., Mc Alpine, C., Wilson, K., Phinn, S., & Possingham, H. (2006).Regional patterns of agricultural land use and deforestation in Colombia. Agriculture, Ecosystems & Environment, 114(2–4), 369–386. https://doi.org/10.1016/j.agee.2005.11.013.

Ethiopia Land Policy and Administration Assessment Final report (2004).
Ethiopian land proclamation policy. (Proclamation no.1/1995 constitution of FDRE).

FAO, Aquaculture Production Statistics, 1987-1996. FAO, Rome. FAO Fisheries Circular No. 815, Rev. 10, 197 p.

FAO (2011) "land use is characterized by the arrangements, activities and inputs people undertake in a certain land cover type to produce, change or maintain it.

Federal Democratic Republic of Ethiopia (FDRE), Payment of Compensation for Property situated on Landholdings expropriated for public Purposes, Council of Ministers Regulation No. 135/2007, Addis Ababa, 2007.

Federal Democratic Republic of Ethiopia (FDRE), Ethiopian Building Proclamation, Proclamation No. 624/2009, Addis Ababa, 2009.

Federal Democratic Republic of Ethiopia (FDRE), Constitution of the Federal DemocraticRepublic of Ethiopia.Addis Ababa, 1995.

Federal Negarit Gazeta No. 44, 11th year, 15 July 2005, pp. 3133-3144.Type of text: Legislation.

Geist, H., McConnell, W., Lambin, E. F., Moran, E., Alves, D. and Rudel, T. (2006).Causes and trajectories of land-use/cover change in E. F. Lambin and H. Geist, editors. Land-use and land-cover change: Local processes and global impact. Berlin: Springer, 41-70.

Gessesse, B., & Bewket, W. (2014). Drivers and Implications of Land Use and Land Cover Change in the Central Highlands of Ethiopia: Evidence from Remote Sensing and Socio-demographic Data Integration.

Goldstein, et al. (2001), vacant land can be defined as "under-utilized land, urban void, urban wastelands, abandoned property, remnant parcel, derelict zone, dead space".

GoldsteinJames, Michael Jensen, and Edward Reskin,(2001) Urban Vacant Land Redevelopment: Challenges and Progress Lincoln Institute of Land Policy Working Paper.Graham, John, Bruce Amos & Tim Plumptre (2003).Principles for Good Governance.

Gulele Sub cityaddisababa.gov.e**t**www.addisababa.gov.et/it/web/guest/gullele-sub-city, 2020.

Habtamu, (2012) thesis on effective utilization of vacant land ECSU University Addis Ababa Ethiopia.

Hans SEVATDAL (2002) Land Administration and Land Management an Institutional Approach, Norway April 19-26 2002.

Hassen, E. E., &Assen, M. (2017). Land use / cover dynamics and its drivers Geld catchment, Lake Tana watershed. Environmental Systems Research.https://doi.org/10.1186/s40068-017-0081.

Hirassker.G ;(2007) Fundamental of Town Planning, Dhanpat Republication (P) LTD, N.Delhi.

International Journal of hygiene and environmental health, 206, 269-278.US Department of state 2013b, ''2013 investment climate statement-Ethiopia.'' Northman (1971) defines vacant land.

Kindu, M., Schneider, T., Teketay, D., & Knoke, T. (2015). Drivers of land use/land cover changes in Munessa-Shashemene landscape of the south-central highlands ofEthiopia.Environmental Monitoring and Assessment, 187(452), 1−17. https://doi.org/10.1007/s10661-015-4671-7.

Kothari, C.R. (2006). Research Methodology: Methods and Techniques. New-Delhi: New Age International Publishers.

Leulsegged K, Zeleke G, Fitsum H and Andreas H (2011), Impact of urbanization of Addis Ababa city on peri-urban environment and livelihood.

Lohnert B (2017). Migration and the rural–urban transitions in sub-Saharan Africa. Centre for Rural Development (SLE), Berlin, pp. 1–78.

Mansberg, Rand Solomon, A.H (2003).Land Policy, Urban-Rural Interaction and Land Administration.

Mezgebu, A., &Workineh, G. (2017). Changes and drivers of afro-alpine forest ecosystem: Future trajectories and management strategies in Bale eco-region. Ecological Processes, 6(42), 1–13. https://doi.org/10.1186/s13717-017- 0108-2.

Mo Ibrahim Foundation (2013) Ibrahim index of African Governance: summery.

Moore, M., P. Gould, B. S. Keary (2010).Global urbanization and impact on health.

Samuel, (2006) Land, Land policy and small holder Agriculture in Ethiopia: Options and scenarios , Future Agriculture (2012) sustainable land use for the 21 century.

Scott, C., & Wilde, A. (2006) Measuring Democratic Governance: A Framework for Selecting Pro-Poor and Gender Sensitive Indicators United Nations development programmer (UNDP). Bureau for development policy.

Social and Economic Benefits of good land administration second edition January 2005 UNECE,

Stake, R. (2001). Qualitative research: How things work. Qualitative research: Studying how things work. https://doi.org/10.1119/1.2343635.

The 21st Century. Policy Brief No. 15- Institute on Governance. Ottawa, Canada.

Transitional Government of Ethiopia (TGE) in 1993 by proclamation 80/1993(TGE 1993. P

TransparencyInternational (2013a).''Corruption Perception Index.''

Transparency International (2013b).Global Corruption Barometer.

Transparency.am/misc_docs/TI_plainlanguage_pdf.Accessed on Nov.2014.

UN-ESCAP, (2006) WHAT IS GOOD GOVERNANCE

UN-HABITAT, (2008), Regional and technical division, Ethiopia Urban Profile.

UN-HABITAT, (2009) planning sustainable cities policy directions: Global report on human settlement, Abridge Edition, earth scan, London.

Usama A. Nassar, 2014.) Economic Land Use.

United Nations Environmental Programmed (UNEP) (2000).Global environmental outlook 2000.http://www.unep.org /geo2000 /English/index.htm.[Accessed 4 November 2012.

Vis (2012).Urban land Administration as a socio -spatial phenomenon.

World Bank, (2012b).The Land Governance Assessment Framework.

World Economic Forum (2013).

Yemane T (1967). Statistics, An introductory Analysis. 2nd ed., New York: Harper and Row.

ADDIS ABABA UNIVERSITY
COLLEGE OF SOCIAL SCIENCE
DEPARTMENT OF
GEOGRAPHY AND ENVIRONMENTAL STUDIES

Appendix A

Questionnaire to be filled by Customers

Dear respondent;

This questionnaire has been prepared to collect data related to urban land use and land administration problem in the case of Gulele sub- city. This study is being conducted as part of for the partial requirement in obtaining a Master (MA) degree in Geography and Environmental studies at Addis Ababa University. As this research is entirely for academic purposes, all the information you provide is confidential and the researcher will guaranty your full secrecy. I would like to thank you in advance for your voluntary participation in this study.

Notice: you do not need to write your name on this questionnaire.

General Instructions

1. Please circle for the appropriate options you agreed for closed questions.
2. Write on the blank space for open ended questions.
3. Put a (√) mark with the option that reflects your level of agreement with the given statement.
4.

I. Background Information

1. Age: _____.
2. Sex: (A) Male (B) Female
3. Marital status: (A) Married   (B) Divorced   (C)Single (D) Widow
4. Educational status (A) Illiterate (B) Read and write (C) Primary (1-8) (D) Secondary (9-10) (E) Preparatory (11-12) (F) Higher education (college/university)
5. Occupation: (A) Student (B) Gov.t employee (C) Private employee (D) Self-employed (E) NGO (F) other (specify) _____.

6. Please indicate the number of years you have been started to live in this locality: (A) Less than 5 years (B) 6-10 Years (C) 11-15 Years (D) More than 15 Years

II. Land use changes in the study area

7. What was major land uses in the area when you started to live?

_____

8. Do you observe any change in land use in the locality in the last five years?

     (A) Yes   (B) No

9. If yes, what are the major changes in land use in the locality?

(A) Farmland to residence

(B) Farmland to commerce

(C) Farmland to mixed use

(D) Farmland to industry

(E) Farmland to public service and urban amenities

(F) Other (specify) _____.

10. When was land use change kicked off in your area?

_____

11. What other major factors do you think are responsible for land use change in your area?

_____

III.   Institutional capacity, simplicity and clarity of procedures, accountability and transparency to implement land administration functions

The following statements are meant to evaluate how you perceive the institutional capacities in terms of technical and administrative human resources and land information infrastructure to execute land administration functions. In addition, the statements are used to evaluate how you perceive the simplicity and clarity of procedures, accountability and transparency of land administration specific to land registration, obtaining land related information, and complaints on service standards. Put a (√) mark with the option that reflects your level of agreement with the given statement.

No.	Dimensions	Scale of measurement				
A	**Institutional capacity to implement land administration functions (Technical & administrative human resources and land information structure)**	1 Strongly disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly agree
1	The land administration office has complete competent staff					
2	The office has qualified and experienced human resource capable of serving residents' needs					
3	Roles and responsibilities of every employee is well defined					
4	The office has sufficient technologies like hardware, software and networks, to assist the day to day tasks					
B	**Simplicity and clarity of procedures related to land registration, obtaining land related information, and complaints on service standards**					
1	Customers can easily access information					
2	Written document which is clear and easy to understand and that can guide residents on the procedure/process is available and accessible to anyone who needs it					
3	Fast and simple access of land registration					

4	"One -stop-shop" service is available					
5	There are clear, understandable and simple forms that filled by customers					
6	Availability of accurateintegrated&computerized land information					
7	The land administration offers affordable cost and does not require longer time and expensive services for land registration					
8	The appealing on service standard mechanisms are uncomplicated and solves timely					
C	**Transparency**					
1	There is a comprehensive and clear guideline and standard for anyone to follow in land acquisitions					
2	There is transparency in the service standards and costs of services and other payments					
3	The office encourages clients to report cases of rent seeking behavior by staff of the land sector agencies					
4	The office posts at clear points schedules of fees and other payments, required documents, procedures to follow, and the standard time it takes for each service requested through documents and website					

D	Accountability					
1	The office has employee code of conduct					
2	Employees at all levels follow and respect rules and regulations in all circumstances					
3	The office focuses on providing excellent customer service					
4	The office has established clear objectives to be achieved and regular evaluation on performance of employees					
5	The office has motivation and demotivation based on the performance of employees					
6	The office has complaint receiving system					
	Evaluation on overall land administrative practices					
1	The overall practices in land admiration is on excellence level					
2	Generally, I'm satisfied with the services of this office					

IV. Challenges/problems in administering Urban Land

1. What are the major problems you observed associated with the existing land administration practices (registration, information distribution, etc.) in the study area?

    _____

2. What should be done to improve the situation?

    _____

3. What problems do residents create in the land administration process?

   _____

4. Is there any corruption trial from unethical customers to get illegal benefit, prompt service or any other favor?

   _____

5. What are the major constraints to access land?

   _____

6. Do you think that there is a trust between the office employees and residents? Why?

   _____

   What do you suggest to improve the land management practices?

   _____

ADDIS ABABA UNIVERSITY
COLLEGE OF SOCIAL SCIENCE
DEPARTMENT OF
GEOGRAPHY AND ENVIRONMENTAL STUDIES

Appendix A

Questionnaire to be filled by Employees

Dear respondent;

This questionnaire has been prepared to collect data related to urban land use and land administration problem in the case of Gulele sub- city. This study is being conducted as part of for the partial requirement in obtaining a Master (MA) degree in Geography and Environmental studies at Addis Ababa University. Asthis research is entirely for academic purposes, all the information you provide is confidential and the researcher will guaranty your full secrecy. I would like to thank you in advance for your voluntary participation in this study.

Notice: you do not need to write your name on this questionnaire.

General Instructions

5. Please circle for the appropriate options you agreed for closed questions.
6. Write on the blank space for open ended questions.
7. Put a (√) mark with the option that reflects your level of agreement with the given statement.

I.   Background Information

1. Age: _____.
2. Sex: (A) Male (B) Female
3. Marital status: (A) Married   (B) Divorced   (C)Single (D) Widow
4. Educational status   (A) Primary school completed (B) Secondary school completed (C) Diploma (D) Degree   (E) Masters & above
5. What is your current Job position? _____
6. Please indicate the number of years you have been in this organization : (A) Less than 5 years (B) 6-10 Years (C) 11-15 Years (D) More than 15 Years

II.   Land use changes in the study area

7. What was major land uses in the study area when you started to work in this organization?

   _____

8. Do you observe any change in land use in the locality in the last five years?

         (B) Yes   (B) No

9. If yes, what are the major changes in land use in the locality?

   (A) Farmland to residence

   (B) Farmland to commerce

   (C) Farmland to mixed use

   (D) Farmland to industry

   (E) Farmland to public service and urban amenities

   (F) Other (specify) _____.

10. When was land use change kicked off in your work area?

   _____

11. What major factors do you think are responsible for land use change in your work area?

   _____

III.   Institutional capacity, simplicity and clarity of procedures, accountability and transparency to implement land administration functions

The following statements are meant to evaluate how you perceive the institutional capacities in terms of technical and administrative human resources and land information infrastructure to execute land administration functions. In addition, the statements are used to evaluate how you perceive the simplicity and clarity of procedures, accountability and transparency of land administration specific to land registration, obtaining land related information, and complaints on service standards.Put a (√) mark with the option that reflects your level of agreement with the given statement.

No.	Dimensions	Scale of measurement				
A	**Institutional capacity to implement land administration functions (Technical & administrative human resources and land information structure)**	1 Strongly disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly agree
1	The land administration office has complete competent staff					
2	The office has qualified and experienced human resource capable of serving residents' needs					
3	Roles and responsibilities of every employee is well defined					
4	The office upgrades employees' competency through training.					
5	The office has sufficient technologies like hardware, software and networks, to assist the day to day tasks					
B	**Simplicity and clarity of procedures related to land registration, obtaining land related information, and complaints on service standards**					
1	Customers can easily access information					
2	Written document which is clear and easy to understand and that can guide residents on the procedure is available and accessible to					

	anyone who needs it					
3	Fast and simple access of land registration					
4	"One -stop-shop" service is available					
5	There are clear, understandable and simple forms that filled by customers					
6	Availability of accurate, Integrated &computerized land information					
7	The land administration offers affordable cost and does not require longer time and expensive services for land registration					
8	The appealing on service standard mechanisms are uncomplicated and solves timely					
C	**Transparency**					
1	There is a comprehensive and clear guideline and standard for anyone to follow in land acquisitions					
2	There is transparency in the service standards and costs of services and other payments					
3	The office encourages clients to report cases of rent seeking behavior by staff of the land sector agencies					
4	The office posts at clear points schedules of fees and other payments, required documents, procedures to follow, and the standard time it					

	takes for each service requested through documents and website					
D	**Accountability**					
1	The office has employee code of conduct					
2	Employees at all levels follow and respect rules and regulations in all circumstances					
3	The office focuses on providing excellent customer service					
4	The office has established clear objectives to be achieved and regular evaluation on performance of employees					
5	The office has motivation and demotivation based on the performance of employees					
6	The office has complaint receiving system					
7	**Evaluation on overall land administrative practices**					
1	The overall practices in land admiration is on excellence level					
2	Generally, I'm satisfied with the services of this office					

IV. Challenges/problems in administering Urban Land

1. What are the major problems you observed associated with the existing land administration practices (registration, information distribution, etc.) in the study area?

_____

2. What should be done to improve the situation?

_____

_____

3. What problems do residents create in the land administration process? Why? And what should be done?

_____

4. Is there any corruption trial from unethical customers to get illegal benefit, prompt service or any

Other favor?

_____

5. What are the major constraints to access land?

_____

_____

6. Do you think that there is a trust between the office employees and residents? Why?

_____

_____

7.Is there employee turnover? Why?

_____

8. What do you suggest to improve the land management practices?

_____

ADDIS ABABA UNIVERSITY

COLLEGE OF SOCIAL SCIENCE

DEPARTMENT OF

GEOGRAPHY AND ENVIRONMENTAL STUDIES

Appendix B

Interview guiding questions for key information from Gulele sub city land development and management office, wereda 01, elders and brokers.

1. Does the sub-city have proper land use planning and monitoring tool established? If yes, explain tools and strategies used to enforce the plan and If not, why?

2. What are major land use changes in your area?

3. When was land use change kicked off in your area?

4. What are major causes of land use changes in your area?

5. Does the office have sufficient qualified and experienced human resources to executetheoffice's day to day activities?

6. Does the office have sufficient technologies (computerized system like hardware, software and networks) to assist the day to day tasks?

    What are the major technologies (Hardware and software) used by the office?

7. Explain the forms to be filled in, documentations required, the offices to be visited, and fees involved to complete land holding registration, obtaining land related and Complaints on service standards

8. Does the office deliver all the required services for each request to a client at one window? ("One -stop-shop" service). If not, why?

9. How does the office advice residents on schedules of fees, required documents, procedures to follow, and the standard time it takes for land holding registration, obtaining land related and Complaints on service standards

10. Do you believe that the procedures and forms used for land registration, obtaining land related information, and appealing on service standards are clear and simple for use by the clients?

11. Do the employees and customers of this office recognize the service standards and provide its services as indicates on the services?

12. Does the office disseminate different information for its customers through different options of media? What are these?

13. Does the office organize compliant receiving system? Does the customer exercise it?

14. What are the main problems associated with existing urban land administration practices in the study area?

15. Is there employee turnover? Why?

16. What are the major constraints to access land?

17. What do you suggest to improve the land administrative practices?