

Addis Ababa University
College of Development
Studies
Center for Regional and Local Development Studies

The Land Sector Governance in Addis Ababa: Assessment of Yeka and
Ledeta Sub-cities

By

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Addis Ababa, Ethiopia

November, 2021

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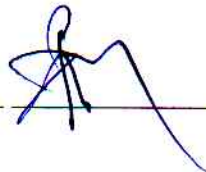
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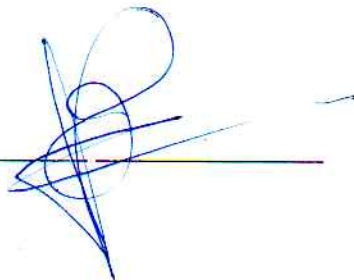
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I, Henok Dana Uguye, hereby declare that this thesis is my own work. It is submitted for the partial fulfillment of the degree of Masters of Art in Regional and Local Development, Addis Ababa University and that it had not been submitted before for any other degree or examination in any other university, and that all sources I have used or quoted have been indicated and acknowledged by complete references.

Henok Dana 19/11/2011 _____

Name

Signature

Date

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ACRONYMS

A. A Addis Ababa

FGD Focus Group Discussion

ILIC Integrated Land Information Center

WBG World Bank Group

WGI The World Governance Indicators

LED Local Economic Development Non

ILIC Integrated Land Information Center

SSA Sub-Saharan Africa

UN United Nation

CBOs Community Based Organizations

NGOs Non-Governmental Organizations

ABSTRACT

This study assessed the Land Sector Governance practices in service delivery in Addis Ababa City Administration using Yeka and Lideta Sub-Cities as a case study. The study design was descriptive case study. The methodology used to conduct this study was qualitative research approach where purposive sampling method was employed to select respondents to collect quality, relevant and comprehensive data. Data was collected from primary and secondary sources. Primary data was obtained through customers, key informant interviews and Focus Group Discussion from 120 selected respondents using purposive sampling technique. Secondary data from research papers, articles, journals and different reports were also used. The researchers used thematic and simple descriptive analysis techniques to present the collected data.

The study found that the land sector governance in service delivery in Addis Ababa city administration particularly in Yeka and Lideta sub-cities are hindered by various factors such as bureaucracy, corruption, poor management, political interference like the higher officials appointing based on political capability rather than knowledge and qualification, institutional structure and lack of skilled human resources. In general lack of good governance was the bottlenecks of the sector. The study lastly concluded that without properly implementing or practicing good governance in land sector, the government cannot realize the quality of urban service delivery for the city residents. The study recommended that, to improve service delivery at land governance sectors, the management of land administration should ensure that all land administration sector staffs are aware of the principles of good governance through providing capacity building training, how to implement and obey to good governance elements in their day to day activities. It was suggested that Land administration sector both Yeka and Ledeta sub cities, to pay attention to staff and human resources development strategies with appropriate training packages to enhance knowledge of good governance and its implementation and organize the strong monitoring and evaluation system in the sector.

Key words: governance, Land administration, urban service delivery, good governance and its principles, urban land governance

CHAPTER ONE

1. INTRODUCTION

This chapter deals with the introduction, background, statement of the problem, the objective of the study and specific objectives, the research questions, significance of the study, scope of the study, limitations of the study and about the organization of the study.

1.1 BACKGROUND

Land governance is the principal concept describing how land is governed by governing or ruling bodies. And good governance is recognized as essential for the success of any organization and it is considered more important than ever and its practices improve public service performance and ultimately enhances service delivery (Martins and Ledimo, 2015). On the other hand, public service agencies are supposed to lack good governance practices which poorly affect service delivery. Good governance as an issue of development is being widely used for improvements in socio- economic outcomes, for aid effectiveness and is considered as the effective tool for overcoming multidimensional challenges existed in both developed and developing countries of the world (Rahman, 2016). Thus, good governance is very important to provide quality and adequate services, ensure effective management, enhances service delivery and achieve the intended goals of any organization. It is believed that in systems where good governance has taken roots, various misconducts of bureaucrats are significantly reduced.

However, good governance is not considered as an end by itself; rather it is taken as a means to achieve human rights, economic growth and development, effective and efficient service delivery to the public and fighting corruption (Wodajo, 2016). It is clear that the good governance system has significant roles by reducing bad governance characteristics like corruption, misconducts of bureaucracy, poor service delivery, lack of responsibilities, accountabilities, transparency, effectiveness and so on.

Urbanization has both opportunities and challenges. If urbanization is properly managed, it accommodates a huge increase in the urban population in relatively small land areas. In this regard, it saves extra land resources, respects land use plans and facilitates service and infrastructural delivery. Whereas, urbanization is poorly managed it causes different problems such as informal settlements, poverty, and poor waste management (Alemie, Zevenbergen, and Bennett 2011). It necessitates having a skilled management system or governance to control and be able to change the challenges into an opportunity. There is strong evidence that governance matters in accelerating development and in reducing poverty in most countries of the world (Fufa, 2014).

In general, rapid urbanization has been identified as both an opportunity and a global challenge as mentioned above and needs to how to maintains the opportunities that related to urbanization and change the challenges into an opportunity by applying an appropriately good governance system.

Land management in Africa, particularly Sub-Saharan Africa has presented a variety of challenges due to its historical, social, political, and cultural diversity. High profile land snatches and illegal state land capture, land insecurity and lack of public participation in the land decision-making process are being exposed across several African nations. Like other African countries, urban land management practices across Ethiopia highlights worrying signs and indication of serious urban land management problems' and Addis Ababa city administration is no exception

Many people in Ethiopia are poor; municipalities are very sensitive areas because of the nature of services they provide to the citizens due to different challenges and constraints. Municipalities are also among the areas commonly and continuously blamed for lack of good governance (Fufa 2014). Addis Ababa is the commercial and political center and exemplary of the rapid urban growth of the country. Urban growth is not stress in and of itself, and is often positively linked to economic development, but the unprecedented rapidity of growth that Addis Ababa is experiencing is putting stress on the delivery of services and quality of life in the city (WBG, 2015).

Land administration is often perceived as one of the most corrupt sectors in public administration and considered a primary source of wealth, often becoming the trading medium and motivation for political issues, economic and power gains, and self-fulfilling interests. The need to ensure there is good governance in land administration is thus very important (Burns and Dalrymple 2008). Therefore, land provision is one of the urban service delivery and to provide quality and adequate services, enhancing good governances is crucial in the land sector.

In general, active and effective governance requires governing institutions that are capable of delivering reliable and quality services where and when they are needed. It requires public administration which can allocate and invest public funds wisely and manage public goods including land resources and other infrastructures for the benefit of citizens. To provide urban services for the urban residents sustainably, implementing good governance and pinout the challenges of the land sector governance are very important. Poor or bad governance is the main cause of Ethiopia's problems and it is the root cause of institutional crisis. Therefore, the researcher would like to conduct research on the challenges of good governance in service delivery in Addis Ababa city administration

1.2 STATEMENT OF THE PROBLEM

Efficient and effective land management is essential for urban development and growth. This requires the land delivery process to be participatory, equitable, and transparent. In land management, universally, these constituents of good governance have gained significant attention in recent times. It is clear that land is one of the precious properties the majority of the African people life is depends up on it and it is a matter of survival. However, in Ethiopia urban land delivery practices and processes have been prone to corruption due to the lack of good governance (Takele Necha Sungena, 2014).

In Ethiopia cities including Addis Ababa, the land delivery system has not done much in dealing with chronic poverty persuade to the fact that there is lack of an efficient and effective land delivery system in all cities. This could be explained in the form of land supply constraints, rising levels of urban poverty, rise in prices and increase in demand for urban land, bureaucratic tendencies, corruption, weak monitoring and evaluation mechanisms, weak law enforcement mechanisms, inadequate databank systems, shortage of financial resources, lack of participation by the poor in the decision-making process and so on (Kassahun, 2014). As result, the land governance sector lacks in the application of good land governance principles lead to illegal land transfers, corruption, and inefficient service provision

Moreover, in Addis Ababa one of challenge is availability of land. Under the Ethiopian law all land is owned by the government. People only have use rights through a land lease system. However, the market value of land has risen to a very high level, out shining the actual cost of building the houses. According to the land lease auction price information that is regularly released by the ILIC of the city government, the rice of land for residential purposes could go as high as 800 USD per meter square of land in intermediate zones of the city, while inner city areas could cost as high as 10,000USD per meter square. The demands and supply are not balance so that the urban land accessibility and related issues for the city residents a big challenge. The informal settlements in Addis Ababa for example are poorly serviced by the municipality (Cybriwsky, 2001).

Identifying and knowing the challenges of the land sector governance means half of the challenges have been solved and also different opportunities of good governance are not being properly exploited (Mohammed and Ahmed, 2017). In general, the absence of good governance practices

poorly affects service delivery and needs to assess the land sector governance issues and provision of urban governance to overcome the challenges. The gaps in the land governance sector in Addis Ababa according of few research studies that conducted to provide information about the land sector governance related issues in service delivery: (Tilahun, 2014) an assessment of land related service delivery in Addis Ababa Bole sub- city. The study identified problems like proclamations and guidelines for land related service delivery of the city administration have some gaps that are the organizational structure and capacity of the offices are weak and require immense improvement and service delivery of the sub city is inefficient and unsatisfactory.

Similarly, another study conducted on Application of Good Governance Principles for Urban Land Development for Urban Land Development and Management in Addis Ababa city Administration: The Practices and Challenges in Yeka Sub-City. The study revealed that there is weak citizen participation in the land development and management and unequal treatment of clients in the service provision were observed as key problems (Melese N, 2016). Urban land is a driver of economic growth and development and has impact on the sustainability of this growth and development.

According to (Aymeku, 2012), conducted research in Lideta sub-city titled: Significance of Good Governance for Local Economic Development: A Practical Assessment in Lideta Sub-City there is a direct relationship between good governance and local economic development. He concluded that when and where principles of good governance are at work or implemented; the local economic development activities are exciting and acceptable by the local community and indicates LED is unthinkable without ensuring local good governance. The sub-city lacks to implement it so that the study argues for an urgent need for a reversal of the trend to see a fast and sustainable local economic development in Lideta Sub-City. The challenge is not resolved and needs assessment and solutions on the sectors. Unless these challenges and other associated problems are addressed in time, they will have a negative impact on the socio-economic development of the city and on good governance which directly affects the day today's activities of the residents.

Thus, this study was conducted to fill the gap by using comprehensive assessment and analyses and how to resolve the challenges in land sector governance in the study areas in terms of good governance principles in urban service delivery. In Yeka and Lideta Sub Cities, there is considerable dissatisfaction among customers about the land governance practices in terms of good governance. The study was taken Yeka and Lideta Sub Cities as a case study.

1.3 OBJECTIVE OF THE STUDY

The general objective of this study is to assess and analyze the land sector governance in Addis Ababa city administration particularly Yeka and Lideta Sub-Cities in order to improve good governance practice and urban service delivery in land administration sectors' in the study area.

1.3.1 SPECIFIC OBJECTIVES

1. To assess the practice of good governance in land administration sectors in Yeka and Lideta sub cities.
2. To identify the challenges facing the land sector governance in urban service delivery in Addis Ababa, particularly in Yeka and Lideta Sub-cities
3. To analyze means to improve service delivery in land sector in Addis Ababa city administration and forward the ways.

1.4 RESEARCH QUESTION

To accomplish these above specific objectives, the following specific research questions are formulated:

1. What is the practice of good governance in land sector in Yeka and Lideta sub cities?
2. What are the key land sector governance challenges for delivering urban land services in Addis Ababa particularly Yeka and Ledeta Sub-cities?
3. How to improve service delivery in land administration sectors in Addis Ababa city administration context

1.5 SIGNIFICANCE OF THE STUDY

This study has been generating valuable information, knowledge that was provided insights to identify the bottlenecks of good governance in urban service delivery especially in land administration sectors, indicate the possible intervention to enhance the good governance and service delivery in Addis Ababa city administration particularly Yeka and Lideta sub-cities. It has great values to the institution under study since it makes the management aware of their position in terms of good governance and help them know how best to govern the institution and enhance urban service provision. It also has great value that indicates cities to use the key focus areas to provide effective and efficient urban services in a good manner. Moreover, it helps Addis Ababa city land governance sectors to provide quality and adequate basic urban services such as land and related services and other infrastructures' to its residents. It can highlight possible recommendations and directions for interventions to take the necessary actions

In general, the study will serve as a source of information and reference to future researchers and it is crucial for anyone who wants to know the good governance challenges in urban service provision particularly land administration in Addis Ababa city Administrations.

1.6 SCOPE

This study focused on the land sector governance in Addis Ababa city with specific reference to Yeka and Lideta, Sub-cities. Moreover, not all of the woredas in the sub cities were assessed but only three woredas (from Yeka sub city woreda 11 and 12, from Lideta only woreda 4) were addressed for studying the land sector governance in A.A. This research deals with assessing and analyzing the land sector governance in Addis Ababa city administration particularly Yeka and Lideta sub cities.

The targeted groups of this research are key informants/ experts: employees including management team, middle and technical levels in the sub-cities, and customers/residents of the sub-cities. These targeted groups are the source of data or information about the land sector governance issues and the existing practice of good governance in the sub-cities administration. The responses of the respondent were gathered to assess and analyze the overall the land sector governance issues of city administration so as to identify the principles of good governance in the sub-cities administration practice.

1.7 LIMITATION OF THE STUDY

Time and financial constraints may be the major limitations of this study. Furthermore, the officials and officers are carried out activities in busy scheduled with their customers in urban land management offices. Hence, they may assume responding to FGD and responding to interview as time consuming and unnecessary task for them. However, the researcher was briefly explaining its importance to them in order to get their attention to respond both FGD and Interview as well. In addition, the services in land administration are somewhat complex and wide, and might not cover comprehensively in this study.

1.8 ORGANIZATION OF THE STUDY

The research is organized into five chapters; Chapter one: Describes the background of the study, statement of the problem, research objectives and questions, the significance of the study and organization of the research. Chapter two: Literatures review that was reviewed and conceptual model. Chapter three: Presents the methodology of the study. It is centered on research design, area, population, sample size, sampling technique, data collection and methods of data analysis. Chapter four: Is devoted to the discussion of data and analysis of results and findings. Chapter five: Presents the conclusion and recommendation.

CHAPTER TWO

2. LITERATURE REVIEW

2.1 INTRODUCTION

This chapter presents the definitions of governance, good governance, the characteristics of good governance, urban governance and urban land governance, the importance of good governance in urban services provision, the challenges in the land administration, theories, the conceptual framework. The reviews of literature give insights about good governance and service delivery and led to draw significant conclusion and served as a guide for the study.

2.2 DEFINITION OF GOVERNANCE

Governance though is progressively widely used it is not a new term and was first used in the fourteenth century. At that time, it was used in two senses. In the first case it meant action, method of governing; and in the second sense it included action and manner of governing (Rahman, 2016). The combination of the above two senses of governance meaning; it is an action, method and manner/behavior of governing. Governance is the process of governing and it is also the way in which society is managed and how the competing priorities and interests of different groups are reconciled. Governance includes the formal institutions of government but also informal arrangements and it is concerned with the processes by which citizens participate in decision-making, how the government is accountable to its citizens and how society obliges its members to observe its rules and laws (FAO, 2007). Besides, governance comprises the mechanisms, processes and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their duties and mediate their differences (Piece,2012).

Government Effectiveness is measuring perceptions of the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies (Rahman 2016). The World Governance Indicators(WGI) identifies the following six core governance components such are voice and accountability, political stability and the absence of violence, government effectiveness, regulatory quality, rule of law, and control of corruption (Asefa et al, 2015).

2.3 DEFINITION OF GOOD GOVERNANCE

Similar to governance, as of today, there is no single and exhaustive definition of good governance. According to (National and Univeristy 2013), the concept, good governance emerged mainly because of practices of bad governance characterized by corruption, unaccountable governments and lack of respect for human rights. And this had become increasingly dangerous, the need to intervene in such cases had become urgent, and thus, the issue has become an essential ingredient in any socio-political agenda and development discourse throughout the world. Good governance is defined in several ways.

The avoidance of corruption is one obvious aspect of good governance. However, features of good governance also include accountability, political stability, government effectiveness, regulatory quality and rule of law, as well as control of corruption. Good governance means that government is well managed, inclusive, and results in desirable outcomes (FAO, 2007). Good governance has been defined as consisting of all or some combination of the following dimensions: accountability, transparency, participation/ voice, rule of law/predictability, regulatory quality, political stability, responsiveness, consensus orientation, equity and inclusiveness. Elimination of corruption and its variants like efficiency are sometimes treated as a separate dimension, although corruption is generally subsumed under rule of law (Punyaratabandhu, 2008).

Furthermore, the UN says that good governance has eight attributes, namely, participatory, consensus oriented, equitable and inclusive, responsive, effective and efficient, follow the rule of law, and is transparent and accountable. Participation is related to consensus orientation and both refer to the active involvement of citizens through established structures. An equitable and inclusive government treats everybody equally and invites everybody to the party. Responsive,

effective and efficient are also related and refer to a government that executes its mandate seriously and expeditiously. A transparent and accountable government conducts its business openly and allows its citizens to audit its decisions freely (Kenosi, 2011).

Good governance in the Ethiopian context refers to the efficiency, effectiveness and accountability of public institutions in service provision, transparency and participatory interaction between the public sector and diverse stakeholders in decision-making (UN-Habitat, 2017).

There is no single and comprehensive definition of good governance, nor is there a delimitation of its scope, that commands universal acceptance. The term is used with great flexibility; this is an advantage, but also a source of some difficulty at the operational level. Good governance implies an efficient and predictable public sector incorporating participation and the rule of law, i.e., with the characteristics of democratic governance. Likewise, the definition encompasses the central characteristics of responsibility and accountability, transparency and openness, predictability, legal rights, efficiency and participation. The judiciary of a state and its civil society are integral parts of the concept of good governance. In general, good governance can play a great role to enhance sustainable development in the institutions and ensuring quality service delivery in land administration sector.

2.4 THE CHARACTERISTICS OF GOOD GOVERNANCE

Good governance has eight major characteristics such as participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making. It is also responsive to the present and future needs of society (Stren, 2012). Good governance depends on a range of factors that include administrative capacity, the country's stage of development, the external conditions that it faces, and the state of information and technology available to it, for making decisions and likes.

There are many indicators/characteristics' of good governance and the indicators may differ from country to country based on economic development and experience of democracy. According to the United Nations good governance is accountable, is run by consensus, is transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law (Kenosi,2011).

The researcher uses this international benchmark for good governance characteristics. Let us see them one by one as follows:

Rule of Law: - the rule of law is a cornerstone for good governance. A free and fair political system, protection of human rights, a vibrant civil society, public confidence in the police and the courts, and economic development all depend upon accountable governments, fair and accessible application of the law, and respect for international human rights standards. The judicial system should be independent of the government so that it can serve the interests of its citizens rather than a particular political party. In this way, it protects the civil rights of its citizens against a destructive state (Allard-Jan ten Berge, 2012). However, the independence of the judiciary in Ethiopia has been questioned by some observers and there is a perception that the autonomy of the judiciary in Ethiopia is weak (Mohammed and Ahmed 2017).

Accountability: - Accountability is the obligation of public sector entities to the citizens and other stakeholders to account, and be answerable, for their policies, decisions, and actions, particularly in relation to public finances (Draft, Consultation, 2013). Accountability and transparency ensure that all members of the governing body are seen to be responsible and accountable for their decisions and actions. In another word, an institution is accountable to those who will be affected by its decisions or actions and it is important to note that accountability cannot be enforced without transparency and the rule of law (Allard-Jan ten Berge 2012). Similarly, Public service providers should be accountable internally, to the supervisor/head of the government agency in question in accordance with the provisions of relevant legislation. In addition, accountability in public service includes accountability to the public in terms of performance, service costs and quality of products (Private and Development, n.d.).

Transparency: - it can be defined as public's unbound access to up-to-date and trustworthy information about the public sector institution's performances and decisions. Contextually, transparency in any service delivery is about free flow of information between a service provider and service users. In addition to the readiness and availability of a working environment for transparency in any organization, the availability of proper media and institutions that help the system be transparent is basic (Bekele, 2018). In terms of public services delivery, their importance lives in the need to build confidence and trust between the service provider sector and the service receiver. A key aspect of this is that; the public should know more about the way national and local sectors are run,

how well they perform, the resources they consequence, and who is in charge. The mechanism for achieving this will be an Annual Report to citizens published by each national and local sector setting out, in basic language: staff numbers employed and the names and responsibilities of senior officials (Assefa, 2017).

Effectiveness and Efficiency: - Efficiency and effectiveness mean achieving desirable results with minimum resources. Effectiveness and Efficiency with limited resources and increasingly need good governance should ensure the effective use of these scarce resources to fulfil the needs for sustainable development. At the same time guarantee the conserving of the environment for the next generation (Ramzy et al, 2019). In short, it is efficient use of resources in the context of the task in hand, based on the rules and regulations of the institutions and the needs of sustainable development.

Effectiveness is central to addressing societal needs and aspirations and it is argued that government institutions can only deliver inclusive services if they are effective in their approach. The resources appropriated to public institutions should be utilized to maximum in order to ensure that all citizens benefit from government-led services (Martins and Ledimo, 2015). Since delivery of services to people involves public resources, the issue of careful utilization of those resources is vital. This means, for public institutions to achieve their goals in terms of good governance practices and delivery of equitable services, an efficient use of public resources is essential. It has also to be noted that the term efficiency may have broadly different connotations in different study disciplines. In this study, it refers to prudent use of public resources like land and transportation sector to achieve the maximum results with limited resources (Martins and Ledimo 2015). In general, efficiency is important to governance and service delivery to achieve the intended goals of the organization.

Human Rights: - Human rights are commonly understood as absolute fundamental right to which a person is inherently entitled simply because she or he is a human being. Human rights are thus considered universal and egalitarian (the same for everyone). Good governance results in the protection of human rights, and is therefore a crucial for a secure and stable society (Allard-Jan ten Berge, 2012). It is clear that the government has the responsibility to sustain or to maintain human rights by ensuring the citizen is secured and their rights respected well everywhere and every time.

Equity and Inclusiveness: - Any kind of discrimination or feeling of being excluded from social activities will not assure good governance. All groups of the society must have the opportunities to learn, improve and act to develop their wellbeing (Ramzy et al. 2019). A society's well-being depends

on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society this requires all groups but particularly the most vulnerable to have opportunities and improve or maintain their well-being (Fufa, 2014). In addition, an inclusive approach contributes to a sense of shared ownership or joint vision to build a resilient city. This can be achieved through consultation and engagement with a wide range of stakeholders, including the most vulnerable groups, to ensure that systems are more resilient by considering a wider range of vulnerabilities, risk management capacities, and localized information. Whilst, equity in access to infrastructure and services underpins social cohesion and opportunity (WBG, 2015).

Responsiveness: - Good governance would be possible only when the institution and processes are responsive and serve all stakeholders within a reasonable time-frame. Good Governance requires that institutions and processes serve all stakeholders within a reasonable time frame. In the present times the emphases are more on institutions being responsive to the needs of all those who are going to be affected by their actions (Fufa, 2014).

Participation: - it is mechanism to involve people in the decisions that concern them. Participation by both men and women is a key cornerstone of good governance and it could be either direct or through legitimate intermediate institutions or representatives. Effective participation leads to effective governance and therefore achieves effective results. However formal or guaranteed avenues for public participation are still not sufficiently widespread, and freedom of information and of the media is still considered inadequate in Africa (Schoeberlein, 2020). Citizens should participate in policy formulation, implementation and evaluation. Such participation can take the form of advice, thought, energy, funds etc. While this is a generic variable for measuring good governance, our particular focus was the level of participation of the private sector in the design of government policy and laws and their implementation (Private and Development n.d.).

It is clear that the quality of governance is vital for urban service delivery. But how does one measure performance on governance and compare it across countries and over time? The good governance indicators that aforementioned are the definitive answer to these questions and are summarized in the figure below.

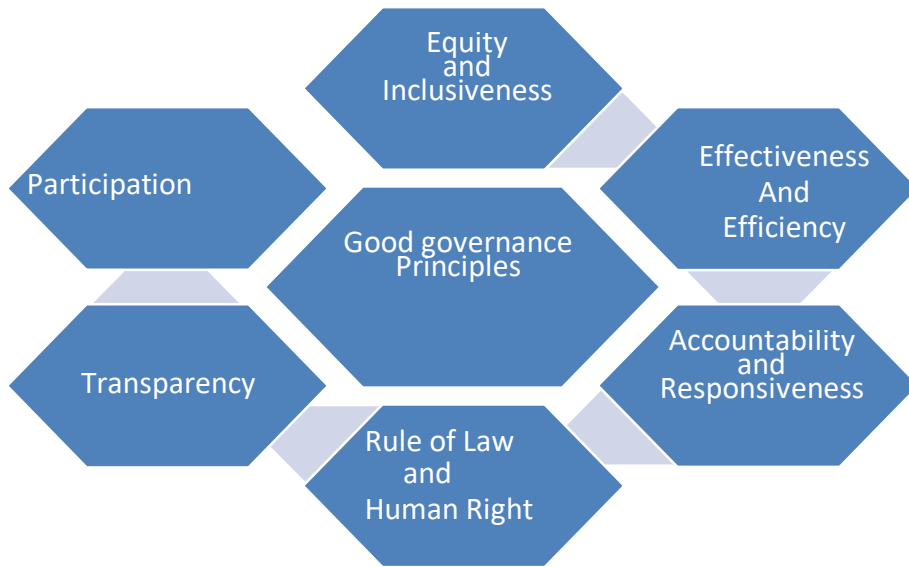


Figure (1) The characteristics of good governance

Source: it was developed based on the above literature review by the researcher.

2.5 URBAN GOVERNANCE AND URBAN LAND GOVERNANCE

Land governance: - land governance has been defined as policies, processes and institutions by which land, property and natural resources are managed. Sound land governance requires a legal regulatory framework and operational processes designed to implement policies consistently within a jurisdiction or country, in sustainable ways. It is a fundamental pre-requisite for sustainable development including sustainable urbanization, poverty eradication and fulfillment of human rights (Network, 2017). Land governance includes and requires the realization of certain human rights, such as freedom from discrimination, the right to freedom of opinion, the right to freedom of assembly and expression and the right to effective remedy (Sylla, 2017).

Urban governance: - urban governance is the process by which governments (local, regional and national) and stakeholders collectively decide how to plan, finance and manage urban areas. It influences whether the poor benefit from economic growth, and determines how they bring their influence to bear and whether political and institutional systems, processes and mechanisms facilitate inclusive and pro-poor decisions and outcomes. It involves a continuous process of negotiation and contestation over the allocation of social and material resources and political power. It is not just about the formal structures of city government but encompasses a host of economic and social forces, institutions and relationships, formal and informal (Amis, 2016).

However, large gaps often exist between poor and better-off urban residents in terms of access to social, economic and political opportunities (particularly decision-making) and the ability to participate in, and leverage, the benefits associated with urban living. According to Amis, (2016)

Urban governance:

- ✚ plays a critical role in shaping the physical and social character of urban regions;
- ✚ influences the quantity and quality of local services and efficiency of delivery;
- ✚ determines the sharing of costs and distribution of resources among different groups; and
- ✚ affects residents' ability to access local government and engage in decision-making, influencing local government accountability and responsiveness to citizen demands.

In general, urban governance matters. Managing cities and urban growth is one of the defining challenges of the twenty-first century. If managed well, cities can act as engines of growth and provide inhabitants with better job opportunities and improved healthcare, housing, urban lands, safety and social development. Especially urban land is a precious property for urban dwellers and it should be

managed well. Further, cities can contribute to national growth through increased revenue generation and political stability. Conversely, cities that are poorly planned, managed and governed can become centers of poverty, inequality and conflict.

2.6 THEORIES OF URBAN LAND USE

2.6.1 CONCENTRIC RING APPROACH THEORY

An early theory designed to explain the land use structures of cities was presented by Ernest Burgess in 1923. Burgess developed a concentric ring approach theorizing that a city expands from its original center in a series of concentric zones. It was assumed that the central district would be used for intensive high rent uses such as office buildings, department stores and other retailers, financial institutions, hotels, theatres etc. The ring immediately surrounding the central district would be made up of a variety of uses including low rent workers residences for those employed in the central area as well as manufacturing, wholesaling, storage and similar activities which are related directly or indirectly to those activities carried out in the central zone (McDonagh, 1997).

In the concentric ring theory, the basis for the higher value properties being further out from the center is that high income earners can better afford the accompanying commuting expenses, lower housing densities and larger houses. In addition, the closeness to green rural land uses and the consequent distance away from industrial and commercial uses will give a greater service value (and thus economic value) to those properties. Another development of this theory is the "ripple effect" that maintains land uses spread out from a central point of high intensity (or density) to progressively lower intensity in a similar manner to ripples from a stone dropped in a pond. One of the major problems with this theory is that it fails to recognize the significant impact of transportation routes, commuting time, topographical features and competing satellite urban centers on the distribution of land uses (McDonagh, 1997). Similarly, in Addis Ababa the center cities like Ledeta, Arada, Kirkos and Addis Ketema sub cities central points of high intensity due to this reasons illegal settlements and land invasion/spoliations increasing the sub cities that are low denser, occupied large green areas and sharing the border of the hinter lands such as Yeka, Gulelle, Kolfe keranyo Nefas silk lafto, Bole sub cities and likes. To manage these challenges, the land administration should have clear system and polices.

2.6.2 SUCCESSION THEORY

All the above theories assume that over time, urban growth will result in a "succession" of different land uses as the "highest and best use" changes. In this way, for example, commercial areas that are already constrained by other surrounding uses (in a ring or sector) will eventually expand only by the procurement and redevelopment of neighboring uses, changing their character to that of the commercial

property. The theory of succession is also considered to apply to the residential property market and may occur in advance of acquisition pressure by other uses. For example, occupants of older but originally high cost housing close to an expanding commercial area consider the prospect of modernizing and rebuilding their houses but often decide instead to sell (McDonagh, 1997).

Similarly, in Addis Ababa the central cities like Ledeta, Arada kirkos and Addis Ketema sub cities house and related problems are relatively high like poverty, lack of job, population increasing and the residents moving to the surrounding cities like Yeka, Kolfe Keranyo and even Oromia regions to buy lands and cope up the poverty and inflation sky rocket by selling their original house and rebuild.

2.6.3 RESIDENTIAL THEORY

Theory in respect of residential location asserts that the typical householder wants convenience, adequate space and a pleasing environment. Therefore, as well as the straight economic considerations applicable to industrial and commercial space we have the influence of a far more subjective, factor.

2.7 URBAN SERVICE DELIVERY

Service can be defined as the performance of work or duty by an official or an act of helping others, or power to control or make use of resources, or an organization or system providing the public with something useful or necessary whereas, the act of delivery can be defined as producing or performing, handing over, taking goods to the intended recipient, or producing results as promised or expected (Crous, 2006), arriving at a combined definition which reads as follows: Service delivery is concerned with the provision of a product or service, by a government or government body to a community that it was promised to, or which is expected by that community. Services are a continuous process of on-going interactions between customers and service providers comprising a number of intangible activities provided as premium solutions to the problems of customers and including the physical and financial resources and any other useful elements of the system involved in providing these services (Munawar, 2014). Service quality is one of the very important element that the service providers to satisfy the service receivers or customers.

Service delivery basically refers to the systematic arrangement of activities in service giving institutions with the aim of fulfilling the needs and expectations of service receivers and other stakeholders with the optimum use of resources (Assefa, 2017). As result, improvement of service delivery means increasing the cost effectiveness, coverage and impact of services

The provision of sufficient, affordable and quality basic services is considered a core function of urban governments. However, in many developing countries, delivery is constrained by challenges of coordination, governance, finance and capacity, which are exacerbated by the pace and scale of urbanization. Governments at all levels play important roles in service delivery, regulating, facilitating and collaborating with other stakeholders and institutions (Avis, 2016). Access to these services should be regarded as a basic human right. The state should provide basic services and should be considered as a basic human right. Public service agencies are presumed to lack good governance practices which adversely affect service delivery. It was argued that good governance practices improve public service performance and ultimately enhance service delivery (Helao, 2015).

Sum up, in many developing countries, service delivery is constrained by challenges of coordination, governance, finance and capacity, which are exacerbated by the pace and scale of urbanization. Governments at all levels play important roles in service delivery, regulating, facilitating and collaborating with other stakeholders and institutions. Primary responsibility for the provision of basic services usually rests with the city or municipal government, even if delivery of services is outsourced to the private sector or NGOs.

African governments, like most countries in the developing world, face a daunting task in their attempts to provide effective and equitable public services. When looking at the various surveys available, it becomes quite apparent that basic infrastructure in Sub-Saharan Africa (SSA) lags well behind the rest of the world. Poor quality and lack of widespread availability of services like electricity, water and sanitation, and roads are quite common in some SSA countries, and the average for the region is well below others (Kenosi, 2011).

In the Ethiopian service delivery policy, service delivery refers to the systematic arrangement of activities in service giving institutions with the aim of fulfilling the needs and expectations of service users and other stakeholders with the optimum use of resources. (Haile and Worku,2018). Lack of resources is not the only explanation for the inadequate provision of services. Others include the lack of an adequate national policy framework; the unresponsiveness of city government; multiplicity and rigidity of laws and regulations; the difficulty for the poor in making their voices heard; the lack of accountability of local decision makers; and the shortage of effective and accountable Community Based Organizations (CBOs) and None Governmental Organizations (NGOs) to help articulate the needs of the poor and ensure services are delivered. Collectively the reasons listed above may require

citizens to pursue informal routes in accessing basic services. As a result, parallel systems flourish and ‘informality’ has become the norm in many urban areas (Avis, 2016).

2.8 THE IMPORTANCE OF GOOD GOVERNANCE IN URBAN SERVICES PROVISION

Good governance depends on the degree to which the general community perceives a government to be legitimate, that is, committed to improving the general public welfare; competent to maintain law and order and deliver public services; able to create an enabling policy environment for productive activities; and equitable in its conduct, favoring no special interests or groups. Corruption is often regarded as the antithesis of good governance. <http://www.issafrica.org/Pubs/>. Therefore, good governance has a great role to provide service delivery and to combat corruption.

Good governance was not considered as an end by itself; rather it was taken as means to achieve human rights, economic growth and development, effective and efficient service delivery to the public, and fighting corruption (Wodajo, 2016). The role of municipal governments may involve some or all of the following: infrastructure provision and maintenance; environmental management; development control; land-use management; community liaison; land leases and sales; and policy development. These roles are often delegated to larger cities that have a greater capacity to deliver.

Good governance in the public sector encourages better informed and longer-term decision making as well as the efficient use of resources. It strengthens accountability for the stewardship of those resources. Good governance is characterized by strong scrutiny, which places important pressures on improving public sector performance and tackling corruption. Good governance can improve organizational leadership, management, and oversight, resulting in more effective interventions and, ultimately, better outcomes (CIPFA, 2014). Thus, any organization or institution should be focused on how to implement good governance principles and work on the areas that good governance implementation lacked. It needs the government, high officials and implementers commitments and to be envisioned and enthusiasm to enhance the organization performance and achieving the intended goals of the organization.

According to Satisfaction et al, (2016), good governance as a concept is associated as follows:

- ✚ Enhancing effective and efficient administration, improving quality of life of citizens
- ✚ Establishing legitimacy and credibility of institutions
- ✚ Making administration responsive, citizen-friendly and citizen-caring;
- ✚ Ensuring accountability
- ✚ Securing freedom of information and expression
- ✚ Reducing the cost of governance
- ✚ Making every department result-oriented

- ✚ Improving the quality of public services, improving the productivity of employee's
- ✚ Eradication of corruption to rebuild trustworthiness of government and etc.

2.9 CHALLENGES IN THE LAND ADMINISTRATION

It is very important to understand the definitions of the land and the related terms like land governance, land administration and land management.

Land: - land is the most vital resource on earth from which humankind derives almost all its basic needs. Administration of the land a major issue underlying social, economic and cultural development and its protection will be sustainable if there is a proper land administration system. Land in Africa is never just a commodity or a means of subsistence. It has so many other meanings, and combines being a factor of production with its role as family or community property, a capital asset and a source of cultural identity and/or citizenship. All the interrelated social, institutional and political factors involved in the land make it an asset unique from all others. The vital importance of land issues to social and economic development in Africa is unquestionable. It provides space and materials for the existence of all living things. Land, with its associated buildings and developments, is one of the most important assets of any country. It affects almost every other investment. Without land, there are no roads, offices, schools, churches, mosques, hospitals, industries, farms or housing. Dealing with land involves abstract, incorporeal rights such as the right of way and other easements, as well as the potential for conflict between individual freedom of action and the consequences of this for other individuals (Nubi, 2015). Thus, managing land and related is needs the skills, knowledge of how to manage and administer, commitments to implement plans, policies and to exercise good governance practices.

land administration: - land administration is defined by UN as the process of determining, recording and disseminating information about ownership, value and use of land, when implementing land management policies'. Land is the single greatest resource in most countries. Access to land, security of tenure and land management have significant implications for development. land management addresses all issues related to the sound and sustainable use of land and is also the process by which the resources of land are put to good use. It covers all activities concerned with the management of land as a resource both from an environmental and an economic perspective (USAID/Ethiopia 2004). Thus, it needs to work on land governance and land administration and land management system to use land properly and to provide adequate services for citizen.

Sound land administration needs effective good governance which has become a major area of focus by the government of Ethiopia (Olira, 2017). Weak governance may also mean that land is not used appropriately to create wealth for the benefit of society. Lack of competence in land administration can be an important constraint on development and the eradication of poverty. Good governance in land administration is one of the central requirements for achieving good governance in society. Weak land administration may be part of the overall problem of governance. Land administration may suffer from a lack of transparency and accountability as a result of confusing regulatory frameworks and complex administrative processes.

The land administration sector is the most blamed sector with corruption. The land administration sector should establish the system to control or mitigate corruption and rent seeking in the sector. It is clear that the urban land could be used for various purposes, urban residents look for such land strongly to serve their immensely diverse interests. Thus, urban land use laws and policies and administration should be flexible, suitable and transparent to respond to such various and complex land demands.

According to Marquardt (2012), there are many challenges in Land administration. Some of these challenges are listed as follows:

- ✓ Policies require ongoing political will,
- ✓ planning, and long-term investment
- ✓ Inadequate data quality and missing data
- ✓ Insufficient financing for responsible government entities

- ✓ Lack of trained personnel
- ✓ Institutional complexities, lack of institutional will, and personal/institutional corruption.
- ✓ Lack of technical standards and ability to share information.
- ✓ Lack of public understanding of rights and responsibilities

Ethiopia as one of the African countries has been striving for alleviating bad governance at all levels of government since the 1990s. Decentralization and good governance remain critical issues for national led development programs in Ethiopia. Anyhow the achievements made so far, the performance of good governance, especially in the land administration sector remained understated and unsatisfactory (MOFED, 2007). This indicates that the government should give emphasis on the way of improving the land administration and management area.

According to Bacry et al. (2009), land is under public ownership in Ethiopia. This policy and the related land administration practices have drawn heated debates over the years, to the extent of holding it responsible for all failures in the overall socio-economic development of urban centers. In a similar study, in Addis Ababa, both at the city and sub city level, the lack of skilled human resources is a major constraint to developing the necessary structures for urban land administration and management.

The contemporary challenges faced in urban areas such as the people-to-land relationships can be tackled through the establishment of a governance system that is underpinned by participatory, transparent, equitable and accountable decision making during policy formulation and implementation (Alemie et al. 2011).

In general, it is true that the government of Ethiopia publicized the urban land as state property by declaring through the proclamation of 721/2011 Urban land policy so that the government is responsible and accountable for the success and drawbacks of the land and land related service provision issues due to the land are under public ownership. Thus the government should work hard to implement the good governance in the sectors at national level.

2.10 CONCEPTUAL FRAMEWORK

Conceptual frame works are more briefly present studies in visual manner; in regard to the research question. Thus, in this section the above review of study is presented in visual way by bearing in mind the research question in chapter one. Hence, the good governance principles in land sector

with corresponding it associate variables (factors affecting it) was presented as follows

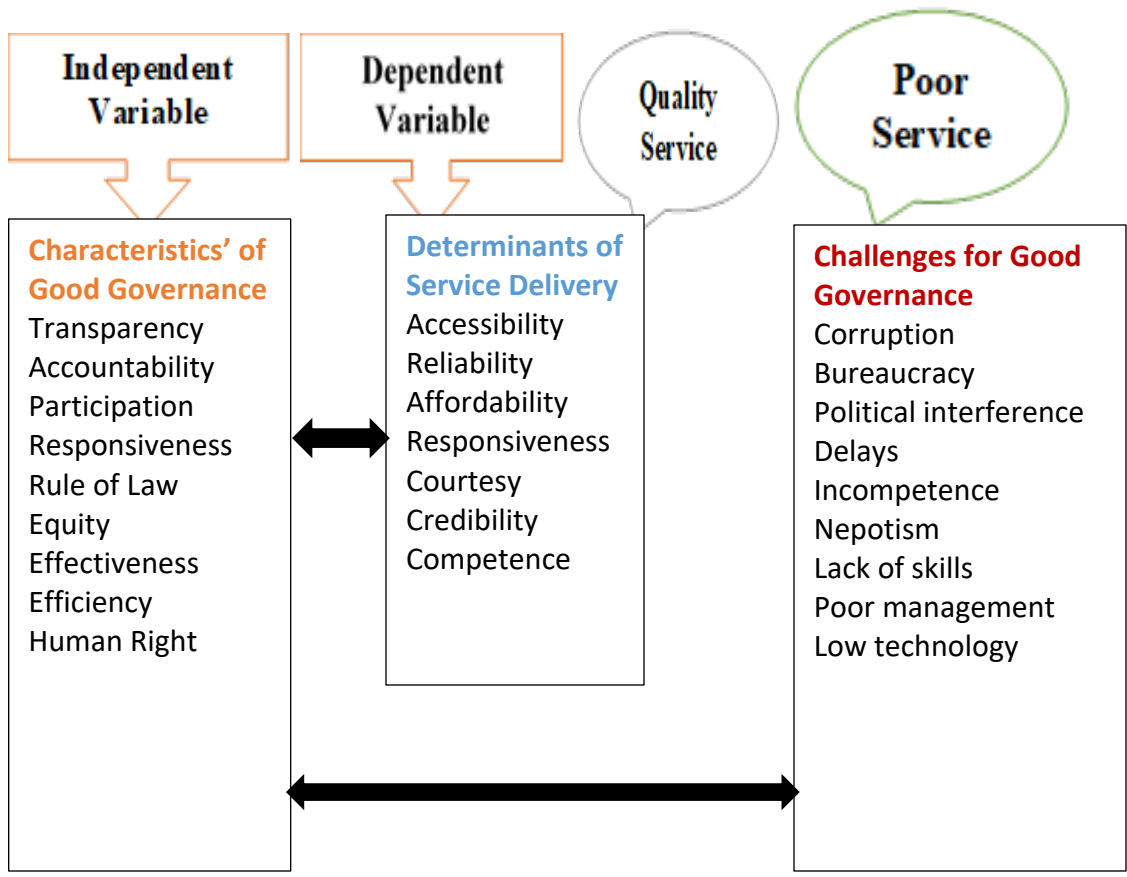


Figure (2). The conceptual framework was developed based on literature review to emphasize mainly on the relationship of the independent variables with the dependent variable.

The above model was developed by the study based on the literature reviewed. The model shows that the quality of the services delivered to the citizen by service provider depends on the existence of good governance within a given institution. Independent variables were measured on the basis of the pillars of good governance namely; transparency in operating institutional activities, proper accountability, participation, responsiveness, rule of law, human right, equity, effectiveness and efficiency in the management and delivery of the services. Quality of services was determined using the following dependent variables; accessibility and affordability of the service which relates to physical facilities, equipment and general services delivery.

Responsiveness is the willingness of staff to help customers and provide prompt service. Courtesy and competence of employees/staff; characterized by caring, individualized attention and ability to inspire trust and confidence and an understanding of the service users.

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

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1 INTRODUCTION

Research methodology refers to the way how a research problem can be solved systematically through exhaustive investigation (Kothari, 2006). Similarly, (Mouton, 2001) describes the research design as an architectural design or blueprint of a research project and the execution of the design, the research process or methodology as the construction process using methods and tools. The focus of the research design is on the type of study planned to reach specific outcomes. The process to follow and the methodology of the research is chosen to support the outcome and the significance of the results. Therefore, in all research the underlying philosophical assumptions of the research, approach, strategy, research design and methodology followed in the research needs to be discussed.

This chapter presents the methodology that was used in the study and it describes the research design, area of the study and study population, sample selection and data collection methods. It also discusses techniques for data analysis and Ethical issues.

3.2 DISCRPTION OF THE STUDY AREA

This study was conducted in Addis Ababa, which is the capital city of Ethiopia. Addis Ababa was established in 1889 as the capital of Ethiopia. And located $9^{\circ} 1' 48'' - 8^{\circ} 8' 32''$ N Latitude and $38^{\circ} 44' 24'' - 38^{\circ} 9' 05''$ E Longitude and situated in the central highlands of the country and covers an area of approximately 526 km². Addis Ababa is a chartered city having three layers of government: one municipality, eleven sub-cities (Kefle-Ketema) including the new sub city Lemi Kura formed by taking over four woredas from Bole and four woredas from Yeka sub-cities is added as the new sub-city and 116 districts(Woredas). As a chartered city, Addis Ababa has the status of both a city and a state. Addis Ababa hosting 30 percent of the urban population of Ethiopia and the diplomatic centre of Africa, is one of the fastest growing cities on the continent. Addis Ababa serves as a social, economic and political center for the country. Addis Ababa is becoming an important center for every activities of the country development, which requires adequate urban service delivery and good governance.

This study is intended to assess and analysis the challenges of good governance in urban service provision of land administration sector in Addis Ababa city administration. It focused on Yeka and Lideta sub city which are two of the eleven sub cities of the city administration.

Yeka sub city covers the widest area of the city administration compared with the other sub cities. It is the third largest sub city next to Bole. The Sub-City is geographically found in the north- eastern part of Addis Ababa, having dynamic topography. The total area of the Yeka Sub-city is 85.98 km² and 4,284.9 people live in one kilometer square, which is denser than other sub city relatively.

Based on CSA population projection for the year 2016, Yeka Population is estimated at 424,217. It has 13 Woredas and out of the 13 woredas/ districts, two woredas (woreda 11 and woreda 12) have been taken as sample focusing on land and related services purposefully.

The study was also conducted in Ledeta which is located in the central part of Addis Ababa. It was purposely selected, as it has several slum areas, to represent the central sub cities and high unemployment. The sub-city has an area of 9.18 km², 60,196 households, a total population of 246,803, (Zewde, 2021). It consists of 10 woredas (districts) which are the lowest administrative unit as per the city's organization structure. The researcher purposively selected woreda 4 which is the nearest to the Lideta sub-city land administration.

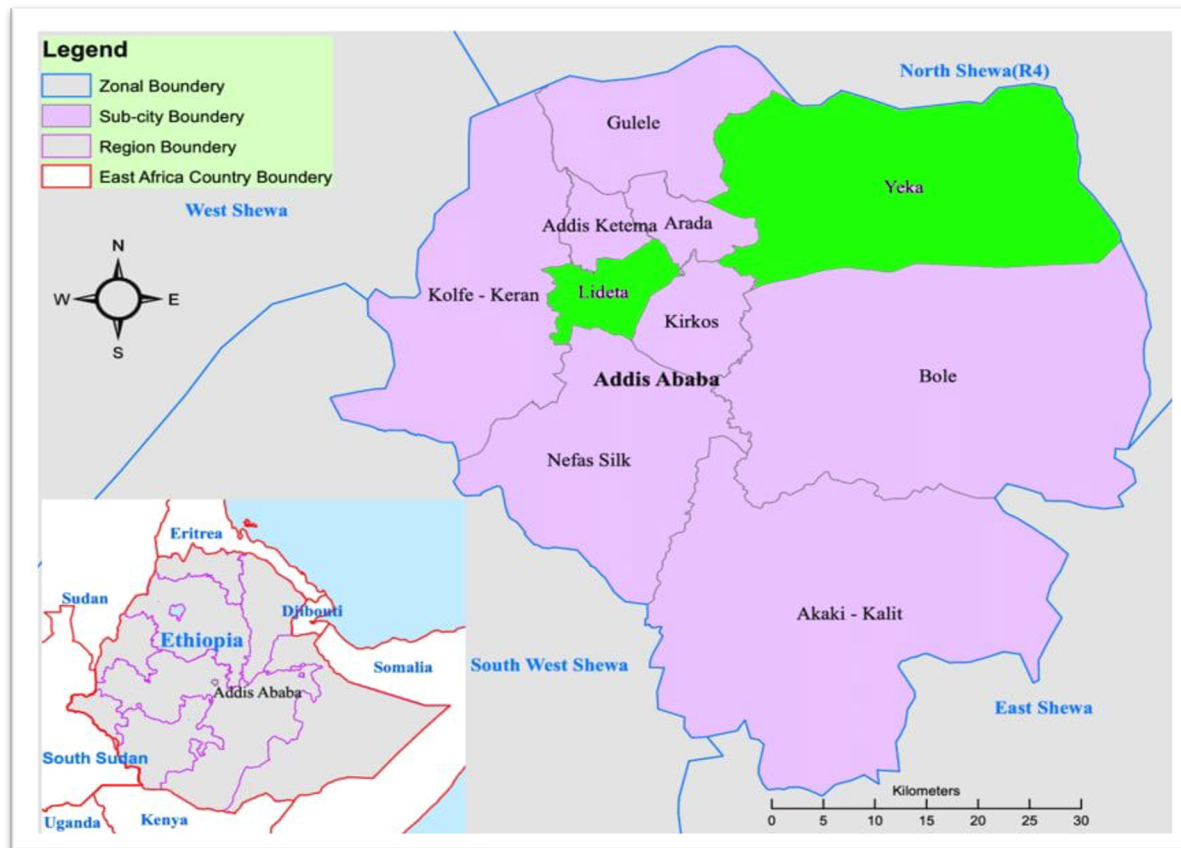


Figure (3) . Map of Addis Ababa with Administrative: the green colored sub-cities are the study areas

Source:<https://www.researchgate.net/publication/327024130/figure/download/fig1/AS:659719098224641@1534300698882/Map-showing-Addis-Ababa-Sub-cities-Source-Shapefile-from-Ethiopian-Karta-Agency.png>. Retrieved on 6 Dec. (2021)

3.3 RESEARCH APPROACH

The main objective of the research was to assess the land sector governance challenges in Addis Ababa city administration particularly in Yeka and Lideta sub-cities. A qualitative research methodology was employed to attain the objectives of the study. The other reason why the researcher prefers qualitative research approach is it gives much attention to the meaning that participants give. Throughout the whole process the researcher keeps a focus on learning the meaning that the participants hold about the issue, not the meaning that the researcher bring to the research or writers from the literature (Woods, 2006).

Case study as a specific method was used as the approach best fits with the type of data that was needed for the study. Case study is particularly suitable where the research has little control over events because the approach is concerned with investigating phenomena as they naturally occur (Denscombe,2007). This study uses qualitative description, thematic, analysis, and interpretation of data. But if Necessary, uses tables, graphs, and charts to present, analyze and the collected, analyzed and interpreted data of the paper findings respectively.

3.4 RESEARCH DESIGN

The selection of a research design thoroughly in research work is the most important part. It encompasses the decisions from broad assumptions to comprehensive methods of data collection and analysis in research work (Creswell, 2009). As a requirement, a research design should fulfil several components such as well stated research problem, procedures and techniques to be used for data gathering, the population to be studied, and methods to be used in processing and analyzing data (Kothari, 2004).

The qualitative work will be particularly important for exhausting the complex issues not so easily addressed through interviews. Hence, this study looking into the research topics and objectives of the study, qualitative approaches were used for this study to provide adequate answers to the research problem supported by structured interviews and FGDs. Descriptive research appeared to be important in order to assess the land sector governance practice in urban service delivery in Addis Ababa City administration.

3.5 DATA SOURCE

The data collected for the study comprised both primary and secondary data. Focus group discussion, interviews and different documents like articles journals and report were used as research tools to collect data. Data collected from land sector staff and customers were used to assess and analyze the land sector governance issues in urban service provision in Yeka and Ledeta sub-cities Administrations. And also identify the means of improving the urban service delivery in the study areas.

Interviews- “are one of the most elementary forms of data collection which involves asking people questions and receiving answers from them” (Marvasti,2002). An interviews were made with the Customers and key informants. Interview guideline was prepared that focuses on the back grand of the participants, customers’ satisfaction in land and related service delivery and the good governance practices that they have experienced as both service provider and service receiver.

All the interviews were conducted using Amharic and for employees’ interview conducted at the private offices of the participants. For customers those who come to receive the land related services both sub-city and woreda level at the office compound or open space. For others customers the researcher used the snow-ball data collection method used. Data collection was done from August,10, 2021 to September 8, 2021. Duration of interviews with the participants has taken from 30 inutes to 60 minutes.

3.6 SAMPLE TECHNIQUES

According to Khalifa. A, (2018), the purposive sampling or Judgmental is the researchers purposely handpick individuals from the population that appears to them to be representative of that population based on the researcher's knowledge and judgment. Therefore, this research chosen the purposd sampling due to, to collect primary data on good governance specially land governance related issues from those who are directly working with land governance or land administration sector has adequate knowledge as the researcher believes. And also those who are coming to the land administration office to get land related services from the sector, customers purposively selected to gather data.

Thus, the study was employed purposive sampling techniques in selecting the districts and participants respectively. The selection of Woredas (districts) of the Yeka sub city was purposely chosen which helped to assess the land sector governance challenges in urban service provision and

Lideta as well. The land office's staff/officials from Yeka and Lideta sub city were purposively selected from different levels of land sector management such as executive, middle and operational. Further, only staff present at the study areas (in the land sector offices) at the time of collecting data was considered to participate in the study.

Yeka sub-city has 13 Woredas and out of the 13 woredas/ districts of the sub city, two woredas (woreda 11- around Kotebe Metropolitan university and woreda 12- around Wosen) were taken as samples focusing on the challenges of the Land Sector Governance in urban service delivery.

Similarly, the Lideta sub-city of Addis Ababa city is purposively chosen, due to the fact that it is a sub city where there is persistent poverty and high unemployment. Lideta is one of sub-cities which is located at almost the center of the Addis Ababa city administration. It has 10 woredas/ districts and out of these woredas/ districts of the sub city, one woreda/ district (woreda 4) was taken as sample to manage the time, budget and data appropriately.

The justification for selecting the woredas who have the same characteristics is the services delivered by the woredas are not affected by any of the external factors. Similarly, being an important issue for the majority of the citizen and one of the complaint areas in the challenges of Land Sector Governance in service provision and related services selected to analyze in this research paper. Furthermore, this research covered both service providers and service recipients to meet the basic research objectives.

To summarize, 60 (40, from Yeka and 20, from Lideta) employees/experts were selected purposefully from Yeka and Lideta sub-cities and districts level. Similarly, 60(35, from Yeka, and 25 from Lideta) customers were selected from sub city and woreda level. Total number of selected participants were 120 (45 from Lideta and 75 from Yeka). Majority of participants were selected from sub-cities, since most land related services are handle at sub city level. The table 1 and 2 below shows the summary of participants from the selected sub-cities in the research as discussed above.

Table 1. sample design and selection of participants from Ledeta sub-city

Offices	Key informants	No of participants at Sub-city level		No of participants at woreda level		Approach used for Data collection
		employee	Customer	employee	Customer	
Ledeta Sub-City & woreda Land administration	Division Head, Implementer and Experts	15	15	5	10	Interview and FGD
Total number of participants		45				

Table 2. Sample design and selection of participants from Yeka sub-city

Offices	Key informants	No of participants at Sub-city level		No of participants at woreda level		Approach used for Data collection
		employee	Customer	Employee	Customer	
Yeka Sub-city and Woreda Land administration office	Division Head, Implementer and Experts	30	20	10	15	Interview and FGD
Total number of participants		75				

The above tables (1 and 2) summarized as the total number of participants from each sub-city both employees and customer from sub-city level and district level, i.e. the total number of participant is 120 (75 from Yeka and 45 from Ledeta).

Table: 3 Distribution of Sample Selection from Lideta Sub city level & wored 04 by category of Sex

Category	Sex composition				Total
	Ledeta Sub city		Woreda 04		
	Male	Female	Male	Female	
No customer	10	5	7	3	25
No employee	10	5	3	2	20
Total	20	10	10	5	45

Table: 4 Distribution of Sample Selection from Yeka Sub city level & wored 11 &12 by category of sex.

Category	Sex composition				Total
	Yeka Sub city		Woreda 11 and 12		
	Male	Female	Male	Female	
No customer	10	5	10	5	30
No employee	20	10	6	4	40
Total	30	15	16	9	75

3.6 METHOD OF DATA COLLECTION

Based on the work of Van-Zyl (2005) the data collection method is described as the specific approach used to gather information and the choice of methods depends on research objectives and questions to be addressed. The data collected for the study comprised both primary and secondary data. Focus group discussion, interviews and different documents like articles journals and report were used as research tools to collect data.

Interviews are one of the most elementary forms of data collection which involves asking people questions and receiving answers from them” (Marvasti,2002). An interviews were made with the Customers and key informants. Interview guideline was prepared that focuses on the back grand of

the participants, customers satisfaction in land and related service delivery and the good governance challenges that they have encountered as both service provider and service receiver. All the interviews were conducted using Amharic and for employees' interview conducted at the private offices of the participants. For customers those who come to receive the land related services both sub-city and woreda level at the office compound or open space. For others customers the researcher used the snow-ball data collection method used. Data collection was done from August,10, 2021 to September 8, 2021. Duration of interviews with the participants has taken from 30 minutes to 60 minutes.

Document review- Green and Thorogood (2004) suggested that documents could be found in newspapers government reports, personal and work diaries, letters, research articles, primary data from research projects and etc. Accordingly, the researcher has reviewed available documents which were found in the sector such as annual reports, guidelines, pamphlets and research papers that shows about the practice of good governance, challenges and how to improve the land sector governance and the contributions that they have made to enhance urban service delivery.

To collect primary data from both customers and the land sector employees, the study has used Focus Group Discussion(FGD) and Interviews. Interview guidelines were developed during proposal development and questions that could address the research questions were considered in the interview guideline. FGD is a good way to gather together people from similar backgrounds or experiences to discuss a specific topic of interest. It also helps to triangulation of data that obtained via interview that means for increasing validity of findings, through deliberately seeking evidence from a wide range of sources and comparing findings from those different sources. For example, if you have done interviews and focus groups, compare the findings from each. If they coincide, that strengthens our faith in having identified important issues. The group of participants is guided by a moderator who introduces themes for discussion and helps the group to participate in a lively and natural discussion amongst them (Mishra, 2016). FGD respondents here were included key experts, knowledgeable persons and selected staff in the urban service delivery particularly land and related areas. They were selected purposively according to the operations they carried out in the organization and their educational background. The researcher well introduced about the thematic area of the discussion and facilitated well to share the practice of good governance and its' challenges in land administration, the service delivery and how to improve the service delivery issues.

3.7 METHOD OF DATA ANALYSIS

Data analysis is an inherent and ongoing part of qualitative research (Spencer et.al, 2003). The research was analyzed by thematic analysis. “Thematic analysis is a process that relies on the generation or assessment of relevant themes by moving from raw data to meaningful understandings” (O’Leary, 2004). Data analysis was done manually. First, the interviews were conducted in Amharic and after that translated data into English. The researcher then has read both the Amharic and translated data till finding the points that were raised by the participants. I was underlining the words in the word document on the issues that explain the situation in detail. After highlighting the sentences of the respondents the researcher picked those terms/concepts that were repeatedly said by the participants and through that process the themes were identified. Later themes were developed that clearly shows the land sector governance challenges and the remedial actions that to enhance good governance in urban service delivery in Addis Ababa city Administration particularly Yeka and Ledeta sub-cities. The finding of the research was presented by using thematic interpretation, percentage, Pie-chart and tables for easy drawing of conclusions and to make recommendations regarding the land sector governance challenges in urban service in selected areas and the means of improving the service delivery in the Addis Ababa city land administration sectors.

3.8 ETHICAL ISSUE CONSIDERATION

In dealing with the research process following ethical consideration was done. Ethical consideration was seriously taken into account so that the concern, truthfulness, confidentiality, consensuses and other human elements of the participants, Focus Group Discussion(FGD), and interviewees were protected. The researcher assured them that any information regarding this research will never be disclosed to other unauthorized persons on organizations without their consent. The names of the respondents will not be specified in any part. The selected study participants were requested kindly whether they agreed to participate in the study or not. Elsewhere the ethics on human subjects, research ethics also considers acknowledgement of data generated by others and appropriate documents of scholarly research outputs, books, websites, and any other related documents in order to assure intellectual and scientific integrity of the research. With this in mind, the researcher has taken care of citing and acknowledging all the information taken from scholarly literature and data gathered by other individuals or organizations.

CHAPTER FOUR

4. RESEARCH FINDING AND DISCUSSIONS

4.1 INTRODUCTION

Analysis of data is a very important part of any research. The quality of data collected matters but what matters more is the interpretation of that data. This chapter deals with presentation of data analysis and discussions of the findings. Data of all the respondents to the questionnaires were compared to provide a better understanding of the situation. This comparison was used to achieve the objectives of the study.

The land governance sectors in Addis Ababa city Administration, the assessment has been done focusing on Yeka and Lideta Sub- cities. It encompasses the assessment of the challenges facing good governance in urban service delivery in land administration sector in Addis Ababa city Administration, identifying the factors that affects service delivery in land administration sectors in Yeka and Lideta sub cites and analyze means to improve good governance in land service delivery in Addis Ababa city administration.

The objective of the study was to assess and analyze the land governance in urban service provision in Addis Ababa City administration in order to contribute improving service delivery in land administration sectors' in the study area This chapter includes two main parts. These are the demographic characteristics of respondents and the detailed discussion, findings and analysis of data which were collected from the respondents in the form of interviews and Focus Group Discussions(FGDs) responses interpreted.

In this research about 120 informants which were Yeka and Lideta sub cities residents, managers and employees were interviewed by a researcher. Among them, 16 (from each sub-city, 8) participants were participated in FGD. Both interviews and FGDs were properly responded by all informants. The interviews and FDGs questions were analyzed by a researcher qualitatively depending on the responses of informants.

4.2 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

This section aims at discussing the respondents' profile to help the study establish the extent of judgment one might have in the area of the study. The respondents' characteristics included sex, age, level of education and experience in land administration services delivery.

It is clear that personal attributes like gender, age, education and experience had a significant effect on understanding the challenges of good governance issues in service delivery.

The following tables will reveal the total demographic characteristics of the respondents. The analysis was based on 120 respondents.

Table 5. Demographic Characteristics of respondents

No	Item	Parameters	Respondents	Percentage or %
1	Sex	Female	39	32.5
		Male	81	67.5
2	Age group	18-25	4	3.3
		26-35	63	52.5
		36-45	33	27.5
		46-55	15	12.5
		56 and above	5	4.2
		Total	120	100
		3	Educational status	Primary
Secondary	10	8.3		
		Certificate	6	5
		Diploma	26	21.7
		Degree	52	43.3
		Masters	23	19.2
		PhD	0	0
		Total	120	100
		4	Work Experience of Employee	0-5
5-10	24			40
10-15	7			11.7
15-20	5			8.3
Above 20	4			6.7
Total	60			100

Item no.1, relating to sex, in table 4.1 shows that of the total respondents 81, 67.5% are males and only 39, 32.5% respondents are females. So, it can be concluded that almost half of the participants are females. The researcher attempted to participate more female but the female employee number is less than the male that hindered the gender balance. The male dominance over females was observed. Thus, the researcher hopes both Yeka and Ledeta sub cities land administration consider gender mainstreaming in the sector.

In item number.2 of the same table shows that in relation to respondent's age 4, 3.3 % were found in the age group 18-25, 63, 52.5% in 26-35, 33, 27.5% in 36-45,15, 12.5% in 46-55 and other 5, 4.2% in the age group of above 56. From this, it can be said that most of the respondents of the interview both service providers and receivers are mature, who are in the age group of 26- 35.and 36-45. These results implied that these majority of respondents were mature people who understood well the topic under investigation.

The study had an interest of the educational level of respondents because employing a low level educated employee is inappropriate in understanding good governance and leads to poor service delivery and also the customers who are receiving service should have a good understanding of good governance principles. Thus, item number.3 of the above table show that 3, 2.5% of respondents had primary level education,10, 6.30% secondary,6, 5% had certificate, 26, 21.7% diploma holders,52, 43.3% degree and only 23, 19.2% are post-graduate(masters) and there was none with PhD. Therefore, the conclusion is that the data collection tried to include all educational levels and the majority of the respondents hold a bachelor's degree which is understood well about good governance in land administration issues.

In item number.4 of the above table shows in relation to respondents work experience related to service provision in land administration sectors'20, 33.3% were found in the year group 0-5, 24, 40% in 5-10, 7, 11.7% in 15-20, 5, 8.3 % in and 4, 6.7% in above 20 working experience. These shows most of the employees in Yeka and Ledeta sub cities land administration working experience lies 5 to 10 years which is versed working experience.

Capacity building and Job satisfaction

Table: 6 The employees responds on capacity building, job vs qualification and job satisfaction.

Questions	Ye s	N o	Total	Yes %	No %	Total %
Have you been taken the capacity building training on land-related & service delivery?	38	22	60	63.3	36.7	100
Your job matches with profession?	45	15	60	75	25	100
Are you satisfied/happy with Job?	36	24	60	60	40	100

For above table, more clarification you can see the below Fig. 5

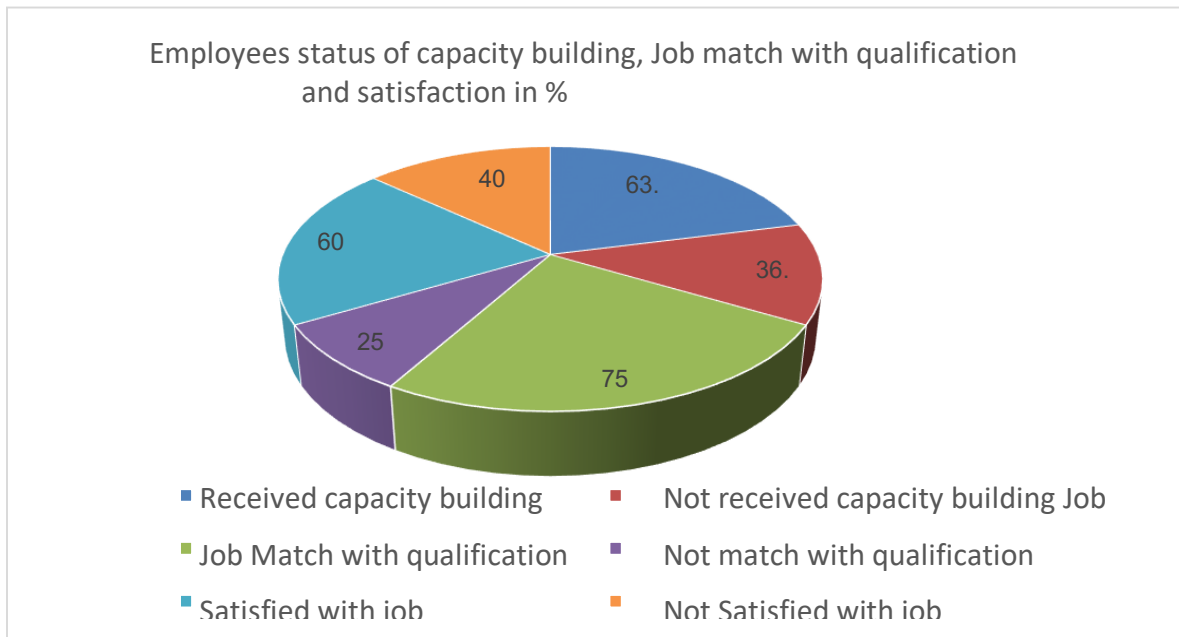


Figure (4): Pie chart: The employees' capacity building status, Job match with qualification and Job satisfaction

According to the above pie- chart, in the land administration sector in Addis Ababa city administration 75 % of employees' jobs match with their qualification or profession and the rest 25% do not match with their job. Similarly, 63.3% of the employees received capacity building and the rest 36.7% do not receive any capacity building related to their job.

Related to employees' job satisfaction, 60% of employees are satisfied with their job and the rest 40% are not satisfied with their job.

It is well known that a low level of job satisfaction may reduce the level of service performance and there is a significant correlation between job satisfaction and service performance, which implies that the higher level of job satisfaction the higher service performance and the lower level of job satisfaction the lower service performance (Kim & Han, 2013) cited in (Milana, 2018). There are various factors that can influence a job satisfaction. The participants responded the reasons for not being satisfied with their jobs such as the job and qualifications not matching,

lack of conducive working environment, political interference, low payment, lack of clear job discretion, lack of incentives and lack of resources that enhance the effectiveness and efficiency.

Thus, an institution will have to identify the most critical variables that affect its employee's performance and try to strengthen the same in order to improve the effectiveness of service quality. This implies that the senior management of the land administration sector should consider their internal reward system as well as a working environment for their employees because they were found to affect their performance and their job satisfaction too. The managers should consider their internal strategic management processes, training and development process so that these practices can motivate their staff and this will increase their satisfaction and will increase the urban service delivery in land related services.

Sum up, the lack of capacity building, low job satisfaction and miss matching job and qualification reduces the urban service delivery in land administration sector in Addis Ababa city administration. Thus, the land administration sector should provide capacity building and hire the employees according to their qualification. Moreover, political interference affects negatively service delivery so that the government should consider these issues.

4.3 PRACTICE OF GOOD GOVERNANCE

In this session the researcher presented the characteristics or elements of good governance in urban service delivery in land sector governance which was practiced in the sub-cities. These characteristics are well defined in chapter two sub-topic: the characteristics of good governance such as participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and the rule of law.

It is clear that the good governance characteristics assures that corruption is minimized, the views of minorities are taken into account to assure equality and inclusiveness, and that the voices of the most vulnerable in society are heard in decision-making and it is also responsive to the present and future needs of society (Zewdie, 2020). Thus, as a parameter, the researcher used the characteristics

of good governance to see what are the major challenges that hinder to implementation good governance in land administration sector. And also the research separated the major challenges of good governance in Yeka and Lideta to enable the implementers easily understand and to resolve accordingly.

Generally speaking, implementing good governance in the organization enhances the service quality and creates harmonized working environment. Conversely, lacking good governance practice in the organization results poor service delivery and bad governance.

To collect the information about the practice of good governance in land governance sectors, the researcher developed the interview questions for both employees and customers. The research participants explaining about the practices of good governance in land sector in Addis Ababa sub-cities as follows:

Participation: It is clear that participation is one of the key elements of good governance. Participation is the act of engagement of citizen at various levels in decision making, policy preparation and implementation regarding land issues that affect their interests. Based on interview about the participation issue in the land governance sector one of the expert explained as:

the sub city land administration sectors have no appetite to provide an opportunity to city dwellers to share their idea, feedback to incorporate in land related issues and work procedure not customer friendly due to weak participatory approach. Moreover, the evidence of weak citizen participation the lease policy was a good example. The sector organizing meetings for the cadres, the rich people and the political supporter which means not for all residents. Due to these partialities, the administrations did not well understand the sub cities dwellers' issues related with the land delivery services and not serving equally.

Similarly, another key informant described the issues as follows:

the land administration officials appointed by politically and focused on the political issues. They have tendency to politicize and uses the land service provision issues for political propaganda, not listening the service receivers and not participate well even there is good progress having the structure for public participation in the sector. Furthermore, the citizen not invite the citizens during policy formulation time, not incorporates the citizen options and feedbacks.

The respondents' suggested that the sector supposed to implement the public participation in the sectors, during policy formulation time is very crucial. Weak resident participation in the land related issues and lack of impartiality treatment of clients in the service delivers were the key problems. Therefore, public participation should be activated and encouraged to implement the participatory

approach to enhance the land service delivery system. Thus the land sector should practice well participatory approach and ensure that included their options, feedbacks in the land-related policy and decision that affects directly and indirectly.

The researcher asked the respondents of employees about good governance practices issues on urban land service provision process in both sub-city and woreda level about transparency, effectiveness and efficiency, accountable and responsive, consensus, inclusive and related issues.

The majority of the respondents responded on the above mentioned and related elements of good governance in the land governance sector in general not adequately implemented. The participants boldly mentioned some of the challenges that hinders to implement the above mentioned good governance pillars as follows:

the land administration sector provides the land related services through corruption and rent seeking and the service receivers are not aware of what expects from them to get the adequate land related service and lack of trust on the land administration sectors. Moreover, the policies are not able to solve the residents' land-related issues due to bureaucracy and many pre-conditions that leads to disappointment the service receivers. In addition, there are many illegal settlements and land spoliation due to policy gaps to solve such problems and lack of participation in policy formulation.

Transparency is one of good governance element. It can be defined as a nation's boundless access to up-to-date and truthful information about the public sector organization's performances and decisions. Contextually, transparency in any service delivery is about the free flow of information between the service provider and service users (Bekele, 2018). It enhances the harmonized relationship between the service provider and receiver and this kinds of relationship increases the qualities of the service of the organization. Transparency can play a great role on decisions making, creating awareness, rule and regulation all the city's residents in the organization.

Therefore, the researcher dared to understand the transparency status of the land governance sector of Addis Ababa city administration and posed to the respondents about transparency implementation issues and the respondents revealed as follows;

The respondents particularized the practice of transparency in the land service-providing sector and described it as:

it is inadequate due to there is lack of trust in each other and on the officials, a lack of clarification on the policy and policy gaps, lack of clear procedures and systems. Moreover, the sectors not creating awareness on the land-related policies that updated and rule and regulations of the sectors as service delivery to the city dwellers. As principle in the land sector, there is transparency components to implement and it was written on the wall of the office but it is only a paper tiger. Thus, transparency issues should not only be theoretical but also should be practiced within the land service provider sectors.

The respondents suggested, there should also be awareness and training on transparency for both service provider and service receivers. Similarly, transparency is the availability of information to the general public and clarity about government rules, regulations and decisions. This can be done by enforcing the citizens' right to information and it helps in curbing corruption. (Journal, 2017). Public participation should be activated and encouraged to be the urban land sector service transparent and to mitigate corruption.

Similarly, Transparency International in its 2016 corruption perception index also ranked Ethiopia 108th out of 176 countries, indicating a high degree of corruption. As per the report, the country is overwhelmed with corruption, which permeates all sectors, with land as a particularly important sector of corruption (Zewdie, 2020). One of this research participant strictly mentioned about the gaps of transparency as follows:

“Land administrations in Addis Ababa city administration should have a duty to disseminate trustworthy information to the customers appropriately and create a system to enhance transparency in the land sector. Because of lack of awareness, the customers are not able to bring the necessary documents that help to get adequate land-related services and are exposed to unwanted expenses”.

Similar research, (Nigussie.M,2016) study revealed that in Yeka sub city land development and management processes are not transparent to the customers. To establish transparency in the administration sector, the administration should be practice walk the talk and promote the clear

procedure and policy that the service delivery and service receiver easily understand each other. It is also recommendable to have information disseminating system that helps the service receivers to get adequate services by organizing the necessary documents that legalizes them to get services and making information easier to get the land-related services by establishing the service provision with one window system.

The another good governance element is Accountability. It is clear that Service providers would be accountable to both the government and the citizens. Accountability and transparency ensure that all members of the governing body are seen to be responsible and accountable for their decisions and actions. These enhance the service provision quality and enable to make sound decision. Therefore, the researcher provided the following questions to collect the information about an accountability system in the office that makes employees and managers answerable for their actions on the land sector governance on services delivery and related issues.

One of the respondents explained it as:

the accountability of the land administration sectors is weak and not happy to be accountable due to the policy is not clear, the officials' frequently change, the sector is immersed in rent-seeking and corruption, lack of transparency and lack of confidence on their decisions are some of the reasons. Moreover, the land sector has lack of collaboration with in and the other sector and the structure that the land administration sectors like land bank, City renovation and land development and inherent assurance sectors working independently rather than giving services with one window. This structure open doors for corruption and leads to loss trust among the customers, employees and officials so that to take accountability, the officials and employees have less appetite. Thus, the office rearrangement or structural adjustment is mandatory according to the participants. Similarly, one of the key participant suggested that the land administration sectors in Addis Ababa city administration should be made hard to improve accountability, strengthen in decision making and human capacity, and open up space for citizens' participation in decision-making to be more transparent and to mitigate corruption and rent seeking.

Responsibility is basic element of good governance and enhances the land sector service delivery. Responsiveness can work as a main ring of interlinking the demand and supply side strategies proposed by making the service suppliers react and work as per the preferences of the service users.

The land administrations/ managers should know their responsibility to gives good land services delivery to the City residents in a responsible manner. Therefore, respondents explained about the practice of responsibility and related issues as follows:

In Addis Ababa land administration sector, the employees including high officials do not trust each other, lack of confidence, lack of sound decision making, do not respect each other and high corruption practice. Thus, the employees lack to be responsible and accountable. Moreover, the employees join the land sector to improve their life through corruption and rent seeking rather than the spirit of serving people. Similarly, participants form customers mentioned that the land administration sector supposed to work on service provider to change the mind set up that of rent- seeking and develop the culture of serving citizen with the sense of integrity, responsible and accountable and the customer is a king spirit. This not come over night but through training and building or establishing a system and providing training it could be realized in the land administration sectors.

Equality and equity: The emphasis would be on the poor and other disadvantaged groups who would be given the most favored treatment to feel equally engaged and socially included and served equally. The participants from customers explain about the land administration, building permit services related services managers & employees equally and equitably treating and information addressing for all the City residents without partiality issues explained it as:

the equality and equity issues is under question! Customers not treated equally. There is racism, and corruption in the land administration sector. The customers buy their rights with money which means those who are rich only can use the services and the poor struggling to get the land related services. In terms of payment, the lease for land contract is very high and does not consider the poor. Moreover, Employees are not treated equally at the woreda and sub-city levels. They deal with racism, bribery, rent-seeking, and so on.

Thus, it needs to develop a system that enables to tackle corruption, rent-seeking and racism in land administration sectors. These issues put the equality and equity principle endangers and the land administration should be serious and work hard to combat the inequality, corruption and racism in the sector.

Efficiency and Effectiveness: effectiveness and efficiency are central to address societal needs and aspirations and it is argued that government institutions can only deliver inclusive services if they are effective in their approach. The respondents, both employees and customers have almost the same opinion on effectiveness and efficiency related issues. They mentioned the practice of effectiveness and efficiency in the land administration sector as follows:

it is too difficult to say effective and efficient the land administration sector in Addis Ababa city administration due to different reasons such as lack of employee motivation, policy gap, illegal settlements high specially Yeka sub city due to having dynamic topography and bounded by hinterlands, most of the employees' job not match with their professions, lack of job satisfaction, the managers are appointed political performance-based rather than qualification and knowledge-based.

Moreover, the participants from customs mentioned the land sector has the resource scarcity to use new technology specially woreda level in both Ledeta and Yeka sub-cities is not affordable and not considered the poor, which means not inclusive. Therefore, during policy formulation the policy makers should focus on what forms of land tenure best achieve the objectives of efficiency and equity.

Similarly, the research participants from employees described strictly as follows:

the sector has standards that are one step up but none of them adequately work according to the standards and has the challenge to implement. Moreover, there is no consistency and effective monitoring and evaluation and supervision system to support the employees working according to the standards. The officials frequently changing due to political interference and likes. Thus, the effectiveness and efficiency of land service provision are low and it requires continuous improvement of methods, procedures and standards would be put into practices.

Rule of Law: It is the basic element for good governance. A free and fair political system, safeguard of human rights, a vibrant civil society, public confidence in the police and the courts, and economic development all depend upon accountable government, fair and accessible application of the law and respect for international human rights standards. Receiving the services from the government or service provider is the right of the citizen. Thus, implementing the rule of law in the organization is mandatory and the government expects to stand for citizen right. For this matter the researcher collected information about the practice of rule of law in the land administration sectors both Yeka and Ledeta. The participants both customers and key informants described their options on the existing rules and regulations of urban land administration sectors relating with minimize corruption in the land sector as follows:

Quality service provision should be acknowledged as a right of a citizen. But in Yeka sub city the receiving the land related services without corruption almost impossible. The residents' one way or another way exposed to corruption and the land sectors considering the issues as legal. Moreover, the illegal settlements are high in the sub city due to bounded by hinterlands. Moreover, the land sector not serious or lack of interest to legalize the illegal settlements by formulating the policy to resolve the problem. While the courts/judiciary are not free from politics and corruption. This makes it hard to respect the rule of law. The poor are more vulnerable to access the land related services by any means. In general, there is a lack of a system to strengthen rule of law and to enhance impartiality."

Consensus Oriented: Good governance requires meditation of the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved. According to the respondents, the land administration sector is a weak participatory approach. The land administration sector might be consensus-oriented only to cover the employees mistake and to attack the customer. Even the organization not participate during the land related policy preparation time and did not come up with an agreement.

4.4 CHALLENGES FACING GOOD GOVERNANCE

The main objective of this research was to assess and analyze the land sector governance key challenges in Addis Ababa city administration particularly Yeka and Ledeta sub-cities. For this matter the researcher intended to assess and analyze the key land sector governance factors that hinders the practice of good governance in land administration sector. The factors might be vires

from sub-cities to sub cities so that the researcher listed the challenges from both Yeka and Ledeta sub-cities and organized comparatively to differentiate in which sub city the major challenges that hinders the good governance practice. Thus, let us see the following table.

4 Table 7: The good governance challenges in Yeka and Ledeta Sub- cites

Yeka sub-city	Ledeta Sub-city
Good governance challenges	Good governance challenges
Corruption	Corruption
Lack of accountability and responsibility	Lack of accountability and responsibility
Lack of transparency and participation	Lack of transparency and participation
Lack of equity and equality	Lack of equity and equality
Weak M&E system	Lack of effectiveness and efficiency
Lack of effectiveness and efficiency	Poor leadership and management
Poor leadership and management	Lack of skilled human resources
Lack of skilled human resources	Bureaucracy and dictatorship
Un planned Rural –Urban Migration	The sector structural problems
Bureaucracy and dictatorship	Unemployment related to migration
The sector structural problems	Political interference
Political interference	Un conducive working environment
Illegal settlement is huge challenge	

Sum up, the good governance challenges almost the same that reveled at both sub cities except the working environment in Yeka sub- city is better than Ledata. Whereas, the illegal settlement in Yeka is the worst due to sharing boarder with hinterlands.

According to the participants, the service delivery in sub cities are not respects the good governance principles due to limited capacity to providing the service in the land sector. Moreover, the land

administration the land related policies are not clear, changing frequently without adapting them clearly and the land sector officials assigned due to political purpose and the position change frequently for political issues. As a result, the lack of transparency in the guidelines has led to a decline to corruption practices.

One of FGD participant of Ledeta sub city described about the good governance practice in the sub-city as follows: the service that the land sector providing to the customers is not according to the principles of good governance due to the policy gap. Customers not having the relevant documents that allow to serve them or fulfilling criteria to give land related services (lack of legal documents) but complaining as their rights and considering their rights abused even the service providers explaining the reasons clearly. The other participant mentioned from ledeta sub city the good practice that the land administration sector as follows: the land administration has very good customer handing approach which is customer based approach. Such approach enhances quality services and effectiveness and efficiency in the sector.

Whereas, Yeka sub-city FGD participants explained about the good governance practice it as: the land sectors the service providers do not providing services adequately. The service receivers complaining a lot as the services that the land administration sectors are not satisfactory. The participants mentioned the reasons: the salary is not satisfactory, the service receivers are not bringing the necessary document that requires to provide the services, the policy on the land related issues not clear so that the service provider not able to provide the services and the approach is not customer centered.

According to the FGD participants of both Ledeta and Yeka sub-cities in the land administration sector, the challenges that hinders the quality service for the residents are the lack of appropriate land policy, the lack of creating awareness on land policy to the customers, the government (policy makers) not active to participate the citizens during policy preparation and updates the policy, to make decision on land issues which directly and indirectly affecting the citizen, the updated information not circulated on time to the employee, lack of monitoring and evaluation system, lack of supervision are some of the key challenges in the land administration sector.



Photograph 1: Focus group discussion with key informants.

Source: The researcher captured during the FGD time.

Land service access and affordability issues posed to both sub-cities and explained as: the lease policy does not consider the poor's, the one of the respondents said "the lease policy gives an opportunity to the riches to buy the city not only the land." The cost of the urban land is very high and unaffordable. For these matter, the illegal settlements and the land invasion increasing especially the sub-cities sharing the boarder of hinter-lands like Yeka sub- city. The government not participated adequately the dwellers in the lease policy preparation.

The participants suggested, the government should work hard to improve the system through research based, participatory approach to participate the citizen and experts during policy preparation. The employees are not motivated to provide land and related services due to bad image of the sector that people believes the sector corrupted. Moreover, lack of clarity on land-related services leads to lack of transparency, unwillingness to accept responsibility, rigidity and bureaucracy, poor management, disrespect, lack of motivation of service provider or employees which leads to customers are disposed to corruption.

4.5 HOW TO IMPROVE URBAN SERVICE DELIVERY

The way forward how to enhance the urban service delivery in land governance sector in the study area was one of this research objective. Thus, the researcher collected data from the participants Both

the expertise's and customers from Yekas and Ledeta sub city forwarded the way of improving the service of land related issues as follows:

- the policy amendment, specially the lease policy “the rich can buy the city” so that the gov’t should consider the poor how to address the land and related urban services issues
- Assigning the right person at the right place
- Enhancing the capacity of the employee through training
- Using technology to provide adequate and quality service, implementing digital system for service delivery
- Avoiding the corrupted employees including official/administrators and creating the controlling system to mitigate corruption
- Check and balance the service delivered by the land sectors is very essential
- Creating awareness and being transparent on services provision area for the citizen
- Enhancing participatory approach and implementing the good governance principles.
- Establishing a system that able to increase the urban service delivery on land sectors Reform is crucial to remove the old system that hinders to excel the urban service delivery in land – related services
- Mitigate the interference of politics and treat the land service issues separately Respect rule and regulation and good governance principles as well.
- Contemplate/ incorporate the equality and equity issues to engage the poor equally access the services
- Motivating employees & engaging them in policy formulation & incorporate their idea Promote, implement and respect participatory approach

4.6 SUMMERY OF THE KEY FINDINGS

In this session the researcher summarizing the key findings of this research based on the specific research objectives that were organized in previous chapter one under specific objectives. The session gives to the readers the clear outputs and insights of the research. Thus, the summary of the findings presented as follows;

The practice of good governance in land administration sectors in Yeka and Lideta sub cities based on good governance principles this research reveals as land administration sectors have no appetite to provide an opportunity to city dwellers to share their idea, feedback to incorporate in land related issues and work procedure not customer friendly due to weak participatory approach.

The land administration sector provides the land related services through corruption and rent seeking and the service receivers are not aware of what expects from them to get the adequate land related service and lack of trust on the land administration sectors.

It is inadequate due to there is lack of trust in each other and on the officials, a lack of clarification on the policy and policy gaps, lack of clear procedures and systems.

Land administrations in Addis Ababa city administration should have a duty to disseminate trustworthy information to the customers appropriately and create a system to enhance transparency in the land sector. Because of lack of awareness, the customers are not able to bring the necessary documents that help to get adequate land-related services and are exposed to unwanted expenses

The accountability of the land administration sectors is weak and not happy to be accountable due to the policy is not clear, the officials' frequently change, the sector is immersed in rent-seeking and corruption, lack of transparency and lack of confidence on their decisions are some of the reasons.

In Addis Ababa land administration sector, the employees including high officials do not trust each other, lack of confidence, lack of sound decision making, do not respect each other and high corruption practice. Thus, the employees lack to be responsible and accountable. Moreover, the employees join the land sector to improve their life through corruption and rent seeking rather than the spirit of serving people.

The equality and equity issues is under question! Customers not treated equally. There is racism, and corruption in the land administration sector. The customers buy their rights with money which means those who are rich only can use the services and the poor struggling to get the land related services.

It is too difficult to say effective and efficient the land administration sector in Addis Ababa city administration due to different reasons such as lack of employee motivation, policy gap, illegal settlements high specially Yeka sub city due to having dynamic topography and bounded by hinterlands, most of the employees' job not match with their professions, lack of job satisfaction, the managers are appointed political performance-based rather than qualification and knowledge- based.

The sector has standards that are one step up but none of them adequately work according to the standards and has the challenge to implement. Moreover, there is no consistency and effective monitoring and evaluation and supervision system to support the employees working according to the standards. The officials frequently changing due to political interference and likes.

Quality service provision should be acknowledged as a right of a citizen. But in Yeka sub city the receiving the land related services without corruption almost impossible. The residents' one way or another way exposed to corruption and the land sectors considering the issues as legal. Moreover, the illegal settlements are high in the sub city due to bounded by hinterlands specially Yeka sub city.

The good governance challenges almost the same that revealed at both sub cities except the working environment in Yeka sub- city is better than Ledata. Whereas, the illegal settlement in Yeka is the worst due to sharing boarder with hinterlands.

The service delivery in selected sub cities are not respects the good governance principles due to limited capacity to providing the service in the land sector. Moreover, the land administration the land related policies are not clear, changing frequently without adapting them clearly and the land sector officials assigned due to political purpose rather than based on knowledge and qualification and the position change frequently for political issues. As a result, the lack of transparency in the guidelines has led to a decline to corruption practices. In general, in the land governance sector in the sub cities there are lack of good governance principles' implementation, un planned rural – urban migration, the sector structural problems, Political interference and Illegal settlement is huge challenge.

This research assed the way of improving urban service delivery in land governance sector and it is very crucial if the land sector practice in the sector. They are presented as follows: the policy amendment, specially the lease policy “the rich can buy the city” so that the gov't should consider the poor how to address the land and related urban services issues, assigning the right person at the right place, enhancing the capacity of the employee through training, avoiding the corrupted employees

including official/administrators and creating the controlling system to mitigate corruption, Enhancing participatory approach and implementing the good governance principles. Moreover, establishing a system that able to increase the urban service delivery on land sectors and reform is crucial to remove the old system that hinders to excel the urban service delivery in land –related services and mitigate the interference of politics and treat the land service issues separately, respect rule and regulation and good governance principles as well, motivating employees & engaging them in policy formulation and respect participatory approach are the major points that helps to improve the land sector governance issues.

CHAPTER FIVE

5 CONCLUSION AND RECOMMENGATIONS

5.1 INTRODUCTION

The research assesses the land sector governance in Addis Ababa city administration particularly Yeka and Lideta Sub-Cities in order to improve good governance practice and urban service delivery in land administration sectors'. The assessment has been done the practice of good governance based on good governance elements, the challenges of good governance in the selected sub-cities and the how to enhance or improve the urban service delivery in the land sector and related issues

This section presents the conclusion drawn form this research and the recommendations for the land governance sectors, implementers to enhance the land governance in the Addis Ababa city administration particularly Yeka and Lideta Sub-cities.

5.2 CONCLUSION

In conclusion, based on the study findings the key challenges in land governance sector in Yeka and Ledeta sub-cities were corruption, lack of accountability and responsibility, lack of transparency, lack of equity and equality, lack of effectiveness and efficiency, poor leadership, bureaucracy and dictatorship and lack of skilled human resources, lack of participatory approaches: the government (policy makers) not active to participate the citizens during policy preparation and updates the policy were the main factor that hinders the practice of good governance in the sub-cities. the lack of appropriate land policy, the lack of creating awareness on land policy to the customers.

In addition, lack of insights; both sub-cities managers don't have adequate knowledge on the land-related issues due to most of the administrators are appointed by political competency rather than qualification. Besides, lack of adequate capacity building on customer service and land- related services, low level of job satisfaction of employees unconducive working environment and not match the job with qualifications are some of the factors that affects the land services delivery.

This research forwarded how to enhance or improve the land-related services in land administration sectors. These are the policy amendment, specially the lease policy "the rich can buy the city" so that the gov't should consider the poor how to address the land-related urban services issues. Assigning the right person at the right place and enhancing the capacity of the employee through training and also work on both employees and customers' attitude change.

Because, the employees committed to corruption and customers have low moral to mitigate corruption. Both service provider and receivers should know that receiving quality urban service is the citizen right. In addition, using technology to provide adequate and quality service, implementing system for service delivery, the updated information not circulated on time to the employee, lack of monitoring and evaluation system and lack of supervision and avoiding the corrupted employees including official/administrators and creating the controlling system to mitigate corruption are enhancing the service delivery of the land –related services. Moreover, check and balance the service delivered by the land sectors, enhancing participatory approach and implementing the good governance principles are essential to improve the urban service delivery issues.

In general, the study concluded that the good governance principles are very crucial to provide urban service delivery in urban service delivery especially in land related services for the city residents in Addis Ababa city administration. Besides, land administration sector, to pay attention to human resources development strategies with appropriate training packages to enhance knowledge on good governance and service delivery issues and establish strong controlling system of corruption in land administration sector.

5.3 RECOMMENDATION

Based on the findings of the study and conclusions made the following recommendation are forwarded to different levels of policy, decision makers, implementers and potential researchers in the area.

- ✚ In land administration sectors, corruption is high according to the participants and other researches. The sector should work hand on anti-corruption in order to mitigate corruption and rent seeking. The sector should establish the strong supervision system.
- ✚ Receiving the urban service delivery from government is the customers right and government supposed to provide adequate service provision to the citizen. But customers buying their rights from the service delivery. This issues directly against with the rule of the law and human rights. Therefore, avoiding the corrupted employees including official/administrators and creating the controlling system to mitigate corruption rather than changing them from one sector to another or sub cities is recommendable action
- ✚ The lease policy does not consider the poor's, the one of the respondents said “the lease policy gives an opportunity to the riches to buy the city not only the land.” Moreover, Administration

should think about the illegal settlement and land owners issues how them to legalize, there is the policy gap so that needs policy preparation. Thus, the policy makers should think about the issues of lease and land other land related issues in Addis Ababa city too expensive and not affordable which means the poor doesn't consider to access the land and it increases the illegal settlement in the cities so that it should be resolved well as much as possible.

✚ Implementing good governance principles in the organization specially land governance sector can play a great role to achieve goals and enhance the quality urban service delivery. Thus, Addis Ababa city Administration should give emphases on the practice of good governance and empowering by providing capacity building to enhance quality urban service delivery and sustainable development in the Sub cities.

✚ The government should work on the political instability issues to secure the nation unless, the migration is a challenge to manage for city administration and increasing illegal settlement which is related to land resource management and the good governance issues directly related to service delivery. Thus, enhancing good governance helps to enhance quality urban service delivery and also enhances the sustainable development in the city as well as in the country.

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Appendices A

Addis Ababa University, department of Centre for Regional and Local Development studies (CRLDS) Questionnaire designed to gather data from customers of Addis Ababa city administration particularly Yeka and Lideta sub cities.

Dear Respondent,

I am Henok Dana, a Master's degree student in Addis Ababa University in Development studies department of Regional and local Development Study (RLDs). The purpose of this interview is to collect data about "The Challenges of Good Governance in Urban Service Delivery: The Case of Addis Ababa City Administration" for the fulfilment of an MA degree in RLDs from customers.

The information you provide will be for purely academic purposes and will be kept confidential.

Hence, you are requested to participate from the heart fully as you can. Your cooperation in filling the questionnaire is crucial and makes the study more valid, objective and useful. So, please take a little time to fill the questionnaire carefully.

Thank you in advance for your cooperation!

Directions: Circle your choice from the given alternatives and give your comments on the space provided for open ended questions

I. Questions on General Background of the respondent (only for Customers)

1. Sex: A. Male B. Female
2. Age: A. 18 - 25 years B. 26 – 35years C. 36 – 45 years D. 46 – 55 years E. 56 Above
3. Educational Status: A. Grade 0- 6 B. Grade 7 -8 C. Grade 9 – 10 D. Certificate E. Diploma F. Degree G. Masters H. PhD
4. Sub City: A. Yeka B. Lideta

II. Interview Question for customers to assess the employees' Status in Satisfying their Customers in the Land and related services delivery

1. what do you think about the employee's interests in solving customer 's problems on the land administration, supply and building permit services?
2. How do you rate the knowledge, skill and capacity of employees of Addis Ababa city Administration on the services they are rendering to you?

III. To identify the good governance challenges on urban service delivery in land sectors

A. Questions related to Public participation

1.How do you explain about the participation of the land administration sectors provided to residents an opportunity to participate on land issues in Addis Ababa city administration?

B. Effectiveness and efficiency.

1. Tell me about the speedy and effective service delivery implementing for the city residents in land administration, supply and building permit services in your sub city issues

2. What do you think that the office at different levels uses new technology to deliver quality urban services issues?

3. What is your opinions on the cost of the land access affordability to most applicant of City dwellers issues?

C. Questions related to equity and inclusiveness

1. Tell me, and explain that the land administration, supply and building permit services, managers & employees equally treated all the City residents without partiality?

2. How do you see the sub-city creating equal equal access to urban service delivery particularly land information without discrimination?

D. Questions related to accountability

1. What do you think about an accountability system in the office that makes employees and managers answerable for their actions on the land administration, supply and building permit services?

E. Questions related to rule of law

1. Please give tell about your options on the existing rules and regulations of urban land administration sectors relating with minimize corruption in the land sector.

F. Questions related to transparency

1. How do you see the actions, decisions and responsibilities of sub -city employees and managers' openness to all the city's residents?

2. what is/are your opinions on sub-city managers and employees creating awareness about the rules and regulations on land administration and policy to the city residents?

G. Questions related to responsiveness

1. What do you think about understanding the land administrators know their responsibility to gives good land services delivery to the City residents in a responsible manner?

General Questions related to good governance challenges in land administration.

2. What are good governance challenges faced by the city administrations in terms of land related service delivery?

3. What is being done by your sub city to address the good governance problems associated with land service delivery?

Thank you very much!

የክልል እና አካባቢያዊ ልማት ጥናቶች ማዕከል (CRLDS) መጠይቅ አዲስ አበባ ዩኒቨርሲቲ ከአዲስ አበባ ከተማ አስተዳደር ደንበኞች በተለይም ከየካ እና ልደታ ክፍለ ከተሞች መረጃ ለመሰብሰብ የተነደፈ። ውድ ተጠሪ ፣ እኔ በክልል እና በአካባቢ ልማት ጥናት (RLDS) በአዲስ አበባ ዩኒቨርሲቲ በልማት ጥናት ትምህርት ክፍል የማስተርስ ዲግሪ ተማሪ ሄኖክ ዳና ነኝ። የዚህ መጠይቅ ዓላማ በ <RLDS >ውስጥ MA ዲግሪ ለማሟላት ስለ“ የመልካም አስተዳደር ተግዳሮቶች በከተማ አገልግሎት አሰጣጥ የአዲስ አበባ ከተማ አስተዳደር ጉዳይ ”መረጃን መሰብሰብ ነው።

እርስዎ የሚሰጡት መረጃ ለትምህርት ዓላማዎች ብቻ ይሆናል እና በሚስጥር ይቀመጣል። ስለዚህ በተቻለዎት መጠን ከልብ እንዲሳተፉ ይጠየቃሉ። መጠይቁን ለመሙላት የእርስዎ ትብብር ወሳኝ እና ጥናቱን የበለጠ ትክክለኛ ፣ ተጨባጭ እና ጠቃሚ ያደርገዋል። ስለዚህ እባክዎን መጠይቁን በጥንቃቄ ለመመለስ ትንሽ ጊዜ ይውሰዱ። ስለ ትብብርዎ አስቀድመን እናመሰግናለን!

አቅጣጫዎች - ከተሰጡት አማራጮች ውስጥ ምርጫዎን ከበብ ያድርጉ እና ለተጠናቀቁ ጥያቄዎች በተዘጋጀው ቦታ ላይ አስተያየትዎን ይስጡ

I. በተጠያቂው አጠቃላይ ዳራ ላይ ጥያቄዎች

- 1. - ሀ ወንድ ለ ሴት 2. ዕድሜ - ሀ 18 - 25 ዓመት ለ 26- 35years C. 36- 45 ዓመት D. 46- 55 ዓመት E. 56 በላይ 3. የትምህርት ደረጃ- ሀ/ 0-6 ደረጃ ለ/ 7- 8 ሐ/ ክፍል 9- 10 መ/ የምስክር ወረቀት ሠ ዲፕሎማ F. ዲግሪ G. ሁለተኛ ዲግሪ H. ፒ.ኤች.ዲ.

ክ / ከተማ : -----

በክ / ከተማ በቃለ መጠይቅ ደንበኞችን በመሬት እና ተዛማጅ አገልግሎት አሰጣጥ ደንበኞቻቸውን በማርካት የሰራተኞችን ሁኔታ ለመገምገም

- 1. የአዲስ አበባ ክ / ከተማ ሰራተኞች እና አስተዳደሩ አገልግሎቶችን ለእርስዎ ሲያቀርቡ ያለዎትን እርካታ እንደት ይገልጹታል?
- 2. በክፍለ ከተማ የከተማ አገልግሎት አሰጣጥ በተለይ በመሬትና ተዛማጅ አገልግሎት ሪካታን እንደት ይገልጹታል?
- 3. የአዲስ አበባ ከተማ አስተዳደር እና ሰራተኞች በሚያቀርቡልዎት አገልግሎት ላይ ያለውን ዕውቀት ፣ ክህሎት እና አቅም እንዴት ይገመግሙታል?

የመልካም አስተዳደር ተግዳሮቶችን ለመለየት ለደንበኞች የቃለ መጠይቅ ጥያቄ ፣ የከተማ አገልግሎት አሰጣጥ በተለይ መሬት እና ተዛማጅ ጉዳዮች

ሀ. ከህዝብ ተሳትፎ ጋር የተያያዙ ጥያቄዎች

- 1. የአዲስ አበባ ከተማ አስተዳደሩ በከተማ አገልግሎት አሰጣጥ ላይ በተለይ በመሬት አገልግሎት አሰጣጥ እና ሌሎች ላይ ሀብረተሰቡን ሁሉን ለመሳተፍ የተለያዩ እድሎችን በመስጠት ዙሪያ እንደት ነዉ?

2. የአዲስ አበባ ከተማ ከተማ አስተዳዳሪዎች የክፍለ ከተማ ነዋሪዎችን በማማከር እና የእነሱን ግብረመልሶች በማካተት የመሬት ፖሊሲ ውሳኔን በማድረግ አንጻር እንደት ነዉ?

3. ሰራተኞች በመሬት አስተዳደር ፣ በአቅርቦት እና በግንባታ ፈቃድ አገልግሎቶች ላይ የደንበኞችን ችግሮች ለመፍታት ፍላጎት ምን ይመስላል?

ለ. ከውጤታማነት እና ቅልጥፍና ጋር የተዛመዱ ጥያቄዎች።

1. ፈጣን እና ውጤታማ የአገልግሎት አሰጣጥ በከተማ አገልግሎት አሰጣጥ በተለይም ፣ በመሬት አስተዳደር ፣ በአቅርቦት እና በግንባታ ፈቃድ አገልግሎቶች ውስጥ በከተማው ነዋሪ ላይ የአተጋገብር ሁኔታ ምን ይመስላል?

2. ለከተማው ነዋሪ የከተማ አገልግሎት አሰጣጥ የሥራ ቦታ ሁኔታ ምቹ ነው ብለው ያስባሉ? አይ ካልሸ/ክ ምክንያቱ ምን ይሁን?

3. በየደረጃው የሚገኘው ጽ/ቤት ጥራት ያለው የከተማ አገልግሎቶችን ለማቅረብ አዲስ ቴክኖሎጂን የመጠቀም ሁኔታ ምን ይመስላል?

4. የመሬት ተደራሽነት ዋጋ ለአብዛኛው የከተማ ነዋሪ አመልካች ተመጣጣኝ ነው? አስተያየትዎን ይናገሩ።

ሐ. ከእኩልነት እና አካታችነት ጋር የተዛመዱ ጥያቄዎች

1. የመሬት አስተዳደር ፣ የአቅርቦት እና የግንባታ ፈቃድ አገልግሎቶች ፣ ሥራ አስኪያጆች እና ሰራተኞች ሁሉንም የከተማው ነዋሪ ያለ አድልዎ እኩል ዕድል በመስጠት የማስተናገድ ሁኔታ ምን ይመስላል?

መ / ከተጠያቂነት ጋር የተያያዙ ጥያቄዎች

1. ሰራተኞች እና ስራ አስኪያጆች በመሬቱ አስተዳደር ፣ በአቅርቦትና በግንባታ ፈቃድ አገልግሎት ላይ ለፈጸሙት ድርጊት ተጠያቂ የሚሆኑበት የተጠያቂነት ስርዓት ምን ይመስላል?

2. የመሬት ዘርፍ ኃላፊዎች በከተማዋ ለሚያደርጉት ድርጊት እና ውሳኔ ተጠያቂ ናቸው? ምክንያቶችዎን ይንገሉ?

ሠ. ከህግ የበላይነት ጋር የተዛመዱ ጥያቄዎች

1. በክፍለ ከተሞች አስተዳደሮች ውስጥ ያሉ ሥራ አስኪያጆች ሕገ-ወጥ ድርጊቶችን ለማሸነፍ የፍትሕ ሥርዓት አከባባር ምን ይመስላል?

2. የፍትህ አካላት፤ በተለይ የመሬት አስተዳደር በከተማ አገልግሎትን በሚሰጡበት ጊዜ ከማንኛውም ፖለቲካ ተጽዕኖ ነጻ ከመሆን አንጻር ምን ይመስላል?

3. የከተማ የመሬት አስተዳደር ፣ የአቅርቦት እና የግንባታ ፈቃድ አገልግሎቶች ነባር ሕጎች እና ደንቦች በመሬት ዘርፍ ሙስናን ከመቀንስ አንጻር ምን ይመስላል?

ረ. ከግልጽነት ጋር የተዛመዱ ጥያቄዎች

1. የክፍለ ከተማ ሰራተኞች እና ሥራ አስኪያጆች ድርጊቶች ፣ ውሳኔዎች እና ኃላፊነቶች ለሁሉም የከተሞች ነዋሪዎች ክፍት ከመሆን አንጻር ምን ይመስላል? ::

2. የክፍለ ከተማው ሥራ አስኪያጆች እና ሠራተኞች ለከተማው ነዋሪ የመሬት አስተዳደር ፣ የአቅርቦት እና የሕንፃ ፈቃድ አገልግሎት ደንቦች እና መመሪያዎች ግንዛቤ ከመፍጠር አንጻር ምን ይመስላል?

3. በመሬት ነክ ጉዳዮች ላይ በመልካም አስተዳደር ስፋት ዙሪያ ከከተማ አስተዳዳሪዎች ጋር ከመወያይት አንጻር ምን ይመስላል?

4. የክፍለ ከተሞች እና የወረዳ/ወረዳዎች የመሬት ዘርፎች ከኪራይ ሰብሳቢነት አሠራር ነፃ ከመሆን አንጻር ምን ይመስላል?

ሰ. ምላሽ ሰጪነት ጋር የተያያዙ ጥያቄዎች

1. የመሬት አስተዳዳሪዎች ኃላፊነታቸውን ያውቁ እና የከተማ ነዋሪዎችን በኃላፊነት መንገድ ጥሩ የከተማ አገልግሎቶችን ይሰጣሉ? ምክንያቶቻቸውን ይግለጹ

2. የመሬት አስተዳደሩ ጽ/ቤት ለከተማው ነዋሪዎች ቅሬታዎች ወቅታዊ እና ሕጋዊ ምላሾችን በመስጠት ዙሪያ እንደት ነው

ዘ. ከስምምነት ተኮር ጋር የተያያዙ ጥያቄ

1. እርስዎ ሁሉም የክፍለ ከተማው ሠራተኞች እና ሥራ አስኪያጆች እርስ በእርስ ተወያዩ እና በመሬት አስተዳደር ላይ ስምምነት ላይ የመድርስ ሁኔታ እንደት ያዩታል?

2. የክፍለ ከተማው ሥራ አስኪያጆች እና ሠራተኞች እርስ በርሳቸው ይከባበራሉ ብለው ያምናሉ? ምክንያቱን ይግለጹ።፤

3. የክፍለ ከተማው ነዋሪ እና አስተዳዳሪዎቻቸው በከተማ መሬት ላይ በጋራ ተወያይተው ስምምነት ላይ የመድርስ ሁኔታ እንደት ያዩታል?

በጣም አመሰግናለሁ

Appendix- B

Dear respondent,

This Questions for Focus Group Discussion (FGD) is prepared by post graduating RLDs department student. The purpose of this FGD is to gather information needed to produce a paper in title “The Challenges of good governance in Urban service provision: The case of Addis Ababa city Administration” which is a requirement for partial fulfilment of MA degree in Regional and Local Development study (RLDS). The data obtained from you will be treated as aggregate and will be kept secret/ confidential. There for feel free to respond honestly.

Thanks once again.

Part- 2: Questions for Focus Group Discussion (FGD) for experts

1. Regarding urban service delivery:

1.1. Are the services provided to citizens in land sector (land administration, land supply and building permits) obeying with the principles of good governance? Explain?

1.2. What are the major problems that are most noticeable in land and related service delivery in your offices? What will be the solutions?

1.3 Do you think the customers are charged fair price specially for land related issues? If not, what can be done to curb the burden especially for the poor?

2. Regarding good governance:

2.1. Do you believe the good governance elements like accountability, participation, responsibilities, transparency, rule of law and likes are respected by managers and employees of sub cities and districts in land sectors? If not, what is the reason?

2.2. What do current leaders and employees think about the main challenges of good governance, in delivering urban service to avoid and mitigate its negative impact on urban service delivery?

2.3. Which sectors in your sub city are the areas of good governance problem? Land administration, land supply, building permit or all? Why?

3. Regarding the factors that affects good governance in urban service delivery

3.1 What are the factors that affects service delivery in land sectors in Lideta /Yeka sub cities?

3.2 what is/are your recommendations to enhance good governance practice in urban service delivery in Addis Ababa city administration particularly in land sectors?

Thank you very much!

Appendix –B1

ውድ ተጠያቂ ፣ ይህ ጥያቄዎች ቡድን ውይይት (FGD) የተዘጋጀው AAU የ RLDS ት/ት ክፍል ከተመረቁ ተማሪ በ ሄኖክ ዳና ነው። የዚህ ቡድን ውይይት ዓላማ በክልል እና በአካባቢ ልማት ውስጥ የ MA ዲግሪን በከፊል ለማሟላት መስፈርት “የመልካም አስተዳደር ተግዳሮቶች በከተማ አገልግሎት አቅርቦት የአዲስ አበባ ከተማ አስተዳደር ጉዳይ” በሚል ርዕስ ጥናታዊ ጽሑፍ ለማዘጋጀት የሚያስፈልገውን መረጃ ለማሰባሰብ ነው። ከእርስዎ የተገኘው መረጃ እንደ ድምር ይስተናገዳል እና በሚስጥር ይቀመጣል። በሐቀኝነት መልስ ለመስጠት ነፃነት አለ። ክፍል -2 ጥያቄዎች ቡድን ውይይት ለባለሙያዎች

1. የከተማ አገልግሎት አሰጣጥን በተመለከተ- 1.1. በመሬት ዘርፍ ለዜጎች የሚሰጡት አገልግሎት (የመሬት አስተዳደር ፣ የመሬት አቅርቦትና የግንባታ ፈቃዶች) ከመልካም አስተዳደር መርሆዎች ጋር ታዛዥ ናቸው? አብራራ

1.2. በቢሮዎች ውስጥ በመሬት እና ተዛማጅ አገልግሎት አሰጣጥ ላይ ጎልተው የሚታዩ ዋና ዋና ችግሮች የትኞቹ ናቸው? መፍትሄዎቹ ምን ይሆናሉ?

1.3. ደንበኞቹ በተለይ ከመሬት ጋር በተያያዙ ጉዳዮች ላይ ተመጣጣኝ ዋጋ የሚከፈሉ ይመስልዎታል? ካልሆነ በተለይ ለድሆች ሽኩቻ ለማቃለል ምን ማድረግ ይቻላል?

2. መልካም አስተዳደርን በተመለከተ - 2.1. እንደ ተጠያቂነት ፣ ተሳትፎ ፣ ምላሽ ሰጪነት ፣ ግልፅነት ፣ የሕግ የበላይነት ወዘተ ያሉ የመልካም አስተዳደር አካላት በመሬት ዘርፎች በክፍለ ከተማዎች እና ወረዳዎች አስተዳዳሪዎች እና ሠራተኞች የተከበሩ ናቸው ብለው ያምናሉ? ካልሆነ ምክንያቱ ምንድነው?

2.2. በከተማ አገልግሎት አሰጣጥ ላይ የሚኖረውን አሉታዊ ተፅዕኖ ለማስወገድ እና ለማቃለል የከተማ አገልግሎትን በማቅረብ ከአመራሮች እና ሰራተኞች ስለ መልካም አስተዳደር ዋና ተግዳሮቶች ዙሪያ ምን ያስባሉ?

2.3. በክፍለ ከተማ ውስጥ የትኞቹ ዘርፎች የመልካም አስተዳደር ችግር ጎለቶ ይታያል? የመሬት አስተዳደር ፣ የመሬት አቅርቦት ፣ የግንባታ ፈቃድ ወይስ ሁሉም? እንዴት?

3. በመልካም አስተዳደር እና በከተማ አገልግሎት አሰጣጥ መካከል ያለውን ግንኙነት በተመለከተ

3.1. የመልካም አስተዳደር አሰራሮች ጉዲፊቶች /adoption በመሬት አስተዳደር ፣ በመሬት አቅርቦት ፣ በግንባታ ፈቃድ ዘርፍ የከተማ አገልግሎት አሰጣጥ ላይ ምን ተጽዕኖ ያሳድራሉ? አብራራ

3.2. በክፍለ ከተሞች በመሬት ዘርፎች የአገልግሎት አሰጣጥ ላይ ተጽዕኖ የሚያሳድሩ ነገሮች ምንድን ናቸው?

3.3. በአዲስ አበባ ከተማ አስተዳደር በተለይም በመሬት ዘርፎች በከተማ አገልግሎት አሰጣጥ ላይ የመልካም አስተዳደር ልምድን ለማሳደግ ምክረ ሀሳብ ይለግሱ:

በጣም አመሰግናለሁ!

Appendix- C

ውድ መልስ ሰጪ ፣ ይህ መጠይቅ የተዘጋጀው የ CRLDS ክፍል ተማሪን በመመረቅ ነው። የዚህ መጠይቅ ዓላማ “በከተሞች አገልግሎት አሰጣጥ ውስጥ የመልካም አስተዳደር ተግዳሮቶች የአዲስ አበባ ከተማ አስተዳደር ጉዳይ” የሚል ርዕስ ያለው ወረቀት ለማምረት የሚያስፈልገውን መረጃ ማሰባሰብ ነው። እና የአካባቢ ልማት ጥናቶች (CRLDS)፡ ከእርስዎ የተገኘው መረጃ እንደ ድምር ይስተናገዳል ። በሚስጥራዊነቱ ይጠበቃል። በቀረጽ መልስ ለመስጠት ነፃነት አለ። መመሪያ I- ለሚከተሉት ጥያቄዎች መልስ በመመለስ ይተባበሩ። ስለትብብርዎ በጣም አመሰግናለሁ። ይህ ቃለ መጠይቅ በሠራተኞች ይሞላል፤ በክፍለ ከተሞች ውስጥ በመሬት አስተዳደር ዘርፎች በከተማ አገልግሎት አሰጣጥ የመልካም አስተዳደር ተግዳሮቶች

I. የግል መረጃ

ተሳታፊ	የሥራ ኃላፊነት	
	የትምህርት ደረጃ	
	የአገልግሎት ዓመት	
	ጾታ	ወንድ /ሴት
	ዕድሜ	
	ክፍለ ከተማ	

2. ሙያዎ ምንድነው? _____

3. የአቅም ግንባታ ሥልጠና ወስደዋል? አዎ ከሆነ ፣ ስንት ጊዜ? በምን ዙሪያ?

4. ግልጽ የሥራ መግለጫዎች አሉዎት? አዎ ከሆነ ፣ እባክዎን ስለ ዋና ግዴታዎች ዝርዝሩ።-----

5. ሥራዎ ከእርስዎ ብቃት ወይም ሙያ ጋር ይጣጣማሉ? በሥራዎ ደስተኛ ነዎት? ለምን? -----

6. በመ/ቤትዎ ውስጥ ያሉትን የመልካም አስተዳደር አሠራሮች እና ስኬቶች በመልካም አስተዳደር መርሆች ሁኔታ ምን ይመስላል? -----

7. የከተማ አገልግሎቶችን ለማቅረብ ቁልፍ የመልካም አስተዳደር ተግዳሮቶች ምንድን ናቸው?-----

8. በአዲስ አበባ ከተማ አስተዳደሮች በከተማ አገልግሎት አሰጣጥ ላይ ለሚነሱ የመልካም አስተዳደር ተግዳሮቶች መነሻዎቹ ምንድን ናቸው? -----

9. የአዲስ አበባ ከተማ አስተዳደር በከተማ አገልግሎት አሰጣጥ ውስጥ በተለይ በመሬት አስተዳደር ፣ በመሬት አቅርቦት እና የግንባታ ፈቃድ ይዘታ እና ሌሎች የመልካም አስተዳደር ተግዳሮቶችን ይዘርዝሩ፤፤ -----

10. የከተማ በመሬት አስተዳደር ውስጥ የመሬት አሰጣጥ ሂደት ፣ ግልፅ በክፍለ ከተሞች እና ወረዳዎች ውስጥ ተጠያቂነት ያለው የአቅርቦት እና የግንባታ ፈቃዶች ውጤታማ እና ቀልጣፋ ምላሽ ሰጪ የጋራ መግባባት ተኮር ፍትሃዊነት እና አካታችነት አሳታፊ አገልግሎት ነዉ ብሎ ያስባሉ? ለምን? -----

11. በመሬት አስተዳደር ፣ በክፍለ ከተማዎ እንዲሁም በአዲስ አበባ ከተማ አስተዳደር ውስጥ የከተማ አገልግሎት አቅርቦትን ጥራት እንዴት ማሳደግ ይችላል? -----

12. ለድሆች/ ድጋፍ ለሚፈልጉ ሰዎች በቂ የከተማ አገልግሎት አቅርቦት በተለይም የመሬት ዘርፎች ለማቅረብ መ/ቤት ምን እያከናወነ ነዉ? -----

13. በአዲስ አበባ ከተማ አስተዳደር አውድ ውስጥ በመሬት ዘርፎች የአገልግሎት አሰጣጥ የማሻሻል መንገዶች ምንድን ናቸው?-----

በጣም አመሰግናለሁ!

I. Please tell me your responds appropriately.

1. What is your profession?

2. Have you been taken the capacity building training on land-related & service delivery?

3. Do you have clear job descriptions? If yes, is it match with your qualification? Are you satisfied/happy with Job?

4. What are the key good governance challenges for delivering urban services in Addis Ababa city administration?

5. Please list any other good governance challenges in urban service delivery specially in Land administration, land supply and building permits in sub cities and districts level

6. How do you consider or reflect the urban service provision process in land administration, land supply and building permits in sub cities and districts level based on the following good governance principles?

- Transparent
- Accountable
- Effective and efficient
- Responsive
- Consensus Oriented
- Equity and Inclusiveness
- Participatory

7. What are the factors that affects service delivery in land administration, land supply & building permits in sub cities and districts level in Lideta/ Yeka sub city?

8. How can enhance Quality of urban service provision in land administration, supply and building permits in your sub city as well as Addis Ababa city administration

9. Do you think that the land service provision process in both sub-city and woreda level is transparent, effective and efficient, accountable, responsive, consensus, inclusive and participatory approach? Why?

10. How to improve service delivery in land administration sectors in Addis Ababa city administration?

11. Any other suggestions related to the challenges of good governance in urban service provision particularly in Land sector? Please continue.

Thank you very much!

