

ADDIS ABABA UNIVERSITY
SCHOOL of GRADUATE STUDIES

**Assessment of Service Delivery Performance and
Management in Civil Registration and Vital Statistics
Systems: The case of Addis Ababa City Government**

By:

Yidnekachew Sime

June, 2010
Addis Ababa

26

**Addis Ababa University
Faculty of Business and Economics
Department of Public Administration and Development
Management Graduate Program**

**Assessment of Service Delivery Performance and
Management in Civil Registration and Vital Statistics
Systems: The case of Addis Ababa City Government**

**A Thesis Submitted to School of Graduate Studies of Addis
Ababa University in Partial Fulfillment of the Requirements
for the Degree of Masters of Arts in Public Administration**

By: Yidenekachew Sime

Advisor: Mulugeta Abebe (PhD)

**June, 2010
Addis Ababa**

Addis Ababa University
Faculty of Business and Economics
Department of public Administration and Development
Management Graduate Program

Assessment of Service Delivery Performance and
Management in Civil Registration and Vital Statistics
Systems: The case of Addis Ababa City Government

By: Yidenekachew Sime

Approved by Board of Examiners

1. Mulheta G. Abebe
Advisor

[Signature]
Signature

June 30, 2010
Date

2. Prof. CD. Dash
Examiner

[Signature]
Signature

07 July 2010
Date

Acknowledgements

I avail this opportunity to express my whole hearted gratitude to my thesis advisor, Mulugeta Abebe (PhD), for the professional guidance and technical advice. His constructive suggestions and valuable comments were vital to complete this study.

I want to forward my deep appreciation, to my wife w/ro Rahel Fisseha and my baby, who took the painful responsibilities in running the activities where I was pursuing my studies in the University. Furthermore, my special thanks go to my sister Yimegushal Sime and my family who made great contribution to my study.

In particular however, I would like to express my grateful thanks to Genene Bezuneh, Getahun Negatu, Teshom Seifu and Kassech Kebreabe for their professional and technical support that helped me to successfully complete the study.

Thank you all.
Yidnekachew Sime

Table of Contents

	Page
Acknowledgements	i
Table of contents	ii-v
List of Tables	vi-vii
Abbreviations	viii
Abstract... ..	ix

Chapter One

1. Introduction.....	1
1.1. Background of the study	1
1.2. Statement of the Problem	3
1.3. Significance of the Study.....	5
1.4. Objectives of the Study	7
1.4.1. The general objective of the study	7
1.4.2. Specific Objectives	7
1.5. Scope and Coverage	8
1.6. The Research Methods, Procedure and Sources of Data	8
1.6.1. The Research Methods.....	8
1.6.2. Research Sites, Population and Sample Selection.....	9
1.6.3. Sample Respondents	9
1.6.4. Sources of Data and Data Gathering Tools.....	10
1.6.4.1 The Structured Interview	11
1.6.4.2 The Unstructured Interview	12
1.6.4.3 Focus Group Discussions (FGDs)	12
1.6.4.4 Questionnaires	13
1.7. Limitation of the Study.....	13
1.8. Organization of the Study.....	13

Chapter Two
Review of the Related Literature

2. Introduction.....	14
2.1. Conceptual frame work about	
Vital Events and Civil Registration	14
2.1.1 Concept of Vital Events and Civil Registration	14
2.1.2 Types of Vital Events	17
2.1.3 Characteristics and Uses of	
Vital Events Registration	22
2.2 Vital Events Registration System.....	23
2.2.1. Vital Events Methods	24
2.2.2 Vital Events Function.....	26
2.2.3. The issue of confidentiality in	
Vital events registration	32
2.3. Management and Organizational	
Structure of Vital Events	34
2.3.1. Administrative Structure of Vital Event	35
2.4. Modernization and Computerization of	
Civil Registration and Vital Statistics System	42
2.4.1 Computerization of Civil Registration and	
Vital Statistics System.....	42
2.4.2. Managerial Decisions in Computerization....	43
2.5. Conclusion.....	44

Chapter Three

Presentation and Analysis of the Data

3. Introduction.....	46
3.1. Characteristics of Respondents	47
3.2. Status of Civil Registration and Vital Statistics in Addis Ababa City Government	51
3.2.1. Civil Registration Provision Practice.....	51
3.2.1.1. Types of Civil Registration Provided in Addis Ababa	54
3.2.1.2. The Basis for Civil /Vital Events Registration	58
3.2.1.3. The Application of International Principles	62
3.2.1.4. The function/purpose/ of Civil Registration.....	64
3.2.1.5. The Legal Frame Work of Civil Registration	65
3.2.1.6 The Level of Effectiveness of the Service Provisions	66
3.2.2. The Collection and Usage of Vital Events Statistics	71
3.2.3. Over all Evaluation of Vital events and Civil Registration by the Respondents	73
3.3 Management and Organizational Structure of Civil Registration in Addis Ababa	75
3.3.1. Organizational Structure of Civil Registration Institutions.....	75
3.3.2. The Status of Civil Registration Management	76
3.3.2.1. Administrative Structure of the Service Providers.....	76
3.3.2.2. Management of Resources and Service Provision Effectiveness	77

3.3.2.3. Relationship with in the Institution and with other Institution.....	81
3.3.2.4. The issue of Confidentiality	82
3.4. Challenges and Solutions in Civil Registration System	85
3.4.1. Problems and Challenges	85
3.4.2. Solution to Solve the Problems	86
3.5. Analysis of key informants Interview and Focused Group Discussion.....	87
3.6. Conclusion	93

Chapter Four

Summary of the Findings, Conclusion and Recommendations

4.1. Summary of the Major Findings	95
4.1.1. Civil Registration Provision Practice	97
4.2. Conclusions	102
4.3. Recommendations.....	108
References.....	113
Appendices	
Appendix 1: Questionnaire to Service Providers.....	i-vii
Appendix 2: Questionnaire to Service Users.....	viii-xiii
Appendix 3: Interview Guide to Employees and Officials	xiv
Appendix 4: Interview Guide to Customers and Stakeholders	xv

List of Tables

	Page
Table 1: Respondent Customers and Employees In Terms of Sex, Age, Level of Education and a Service Year	48
Table 2: Employees and Customers Respondents Field of Specialization.....	50
Table 3: Certificates issued in the City of Addis Ababa (1935-2001 E.C.).....	52
Table 4: Keble Employees Service Providers Response about the Service.....	54
Table 5: Customers' Response about Registered Vital Events and Places.....	56
Table 6: Customers Opinion about Civil and Vital Event Registration.....	58
Table 7: Customer Opinion on the Interest and Impact of Registration.....	60
Table 8: Employees Response about the Registration Processes.....	62
Table 9: Employee Response about Family Data of Residents.....	64
Table 10: Vital Events Certification Service Delivery System.....	69
Table 11: Customer Rating about the Main Problems that Contribute to Poor Service Delivery.....	70
Table 12: Administrative Officials & their Role.....	71
Table 13: Customers Response on Evaluating the over all Vital Registration System.....	73
Table 14: Training of Employees.....	77
Table 15: Number of existing Employees in relation to Service Provision.....	78

Table 16: Customers Evaluation of the Organization Location,
Office Layout and Facilities.....79

Table 17: Employee Respondents Opinion on the Capability
of Handling the Vital Registration.....80

Table 18: Respondent Opinion on Management and Employee.....81

Table 19: Customers opinion about Information Confidentiality.....82

Table 20: Civil Registration Information Confidentiality /Employee/84

Abbreviations

ACS – African Center of Statistics.

BPR – Business Process Reengineering.

CSA – Central Statistics Agency.

DV – Diversity Visa

ECA– Economic Commission of Africa

FDRE – Federal Democratic Republic of Ethiopia.

FGD – Focus Group Discussion

IT - Information Technology

MDG – Millennium Development Goals

NGO – Non Governmental Organization

PASC - Population Analysis and Studies Center

PHCCO – Population and Housing Census Commission Office

UN – United Nations

Unicef- United Nation International Children’s Emergency Fund

Abstract

Civil registration is a state-run information system, which provides individual and aggregate information, from a single source. The compiled statistical information from these same records are required by the society and the state, in the planning, service rendering, monitoring and evaluation of economic and social services at all levels of government administration. The study has the aim of developing a comprehensive understanding of perceptions, current practices and legal and policy frame works on civil registration and vital statistics system at different levels and proposing new approaches for a fully functional civil registration system that is compulsory, universal, permanent and continuous in Ethiopia in general and in Addis Ababa in particular. Hence, this study was conducted to assess the performance of civil registration and vital statistics system, the case of Addis Ababa City Government.

For the purpose of this study, data were collected using questionnaires, interview, focus group discussion and document review. Samples of respondents were drawn from diverse population on the basis of random sampling (employees, customers, officials, professionals, consultants, process owners, top management and federal ministries and agency officials). The data were analyzed using both qualitative (descriptive) and quantitative approaches.

The findings of the study revealed that kebeles and sub cities are capable of handling the service delivery and management of vital registration system in Addis Ababa. Another finding of this study is that there is no permanent, compulsory and continuous vital events registration system operating in Ethiopia. The office of vital registration is effective in achieving the intended objective by providing its customers standardized service. For the system to work, it should be legally established run by responsible government body, centrally coordinated and compulsory. Therefore, it is concluded that the government should speed up, the existing civil registration legislation process currently underway.

Therefore, it is recommended that the population must be oriented to the need value, and purpose of vital registration. It is also suggested to use UN guidelines and recommendations as a basis in the civil registration and vital statistics systems. It is also suggested that, there should be institutional linkages in facilitating integration, harmonization and coordination of efforts in order to avoid currently going on duplication of efforts. The government should be involved in capacity building, advocacy and work in partnership with NGOs and civil society. Further, initiation and implementation of vital registration system requires various studies and researches before such a program is started.

CHAPTER ONE

1. Introduction

1.1 Background of the Study

Civil registration is a state-run information system, which provides individual and aggregate information, from a single source. The individual information is legal and administrative public evidence that is obtained through recording and documenting the civil status of individuals in a family, in organizations and others. The compiled statistical information from these same records are required by the society and the state, in the planning, service rendering, monitoring and evaluation of economic and social services at all levels of government administration. The vital events that are recommended by the UN to be recorded and compiled by state parties include live births, deaths, fatal deaths, marriages, divorces, adoptions, legitimations, recognitions, annulments and legal separations. The United Nation further set priorities of the vital events depending on their importance to the individual, the society and the state. Accordingly, live births, deaths, marriages and divorces are considered as the principal vital events that should be given first priority in the establishment of civil registration and vital statistics systems in a country. Civil registration involves activities and processes of recording, filing, compiling, documenting, safe keeping and certifying of vital events immediately within a brief period after they occur to individuals (United Nation, 1998:9).

Ethiopia is one of the oldest and independent states in Africa. However, regarding modernization of its public administration, the country lagged behind in comparison with its oldest civilization and the current civilized countries. One of the exemplary lagged public administration systems is

civil registration and vital statistics. This is because; Ethiopia has not yet fully and successfully implemented the contemporary system of civil registrations and keeping the vital events in line with the socio-economic development level of the society.

Looking at the legal status of civil registration and vital statistics, the provisions of these services are guaranteed in the 1960 civil code. In order of importance and the need for civil registration and vital statistics other regulations were also declared such as order and proclamation No. 79 and 303, 1972; Urban Dwellers Associations Consolidation and municipalities proclamation No. 1045, 1976; Urban Dwellers and Administration of municipalities proclamation No. 206, 1981; National Population policy of Ethiopia, 1993; constitution of FDRE, 1995, the Revised Family Law of Ethiopia and Draft Proclamation envisages about the establishment of a central office and organization for registration of vital events system (Said 2008:22). Currently, there are signs in the drafting and processing of a civil registration law, which is expected to follow the United Nation recommendations and which will be compulsory.

Practically, the above mentioned legislations and codes are not fully implemented. According to Said (2008:11) this is because of the following two reasons:

1. No order for the implementation of the code was issued
2. Lack of progress in the establishment and improvement of vital events registration and statistics system.

Because of the failure of implementing these proclamations, vital events statistics are not available comprehensively. However, it is foolhardy to deny the endeavor of city administrations and municipalities regarding vital events. City administrations and municipalities had issued

certificates of vital events considering it as one of their duties. However, their activities are not based on the basic principle of civil registration and vital statistics rather plan it is based on the individual concerns and actions for the service. In this regard PHCCO (2003: 7) stated that:

‘In actual fact the issuance of certificates by these city administrations and municipalities was not based on the premises of recording the events for legal and administrative purposes as well as for statistical needs, but rather their purpose is just to respond to the individual requests for certificates based on their mandate that they are required to give administrative service to the community.’

Unequivocally, the importance and the need of civil registration had guaranteed in Ethiopia by different laws and regulations. However, its practicability had lagged a lot except some certification of city administrations and municipalities. The purpose of this research is also to assess the performance of civil registration and vital events in Ethiopia considering the endeavor of Addis Ababa City Administration.

1.2. Statement of the problem

The registration of vital events is guaranteed in Ethiopia by law 50 years ago. However, it is not fully implemented because no order for the implementation of the code was issued and lack of comprehensive motivation. In this regard; the national Plan of Action prepared by Population and Housing Census Commission Office (2003:6) stated:

‘In the civil code, provisions that refer to the procedures and requirements for the registration of birth, death and marriage events were included. Nevertheless, in spite of being part of the Ethiopian civil code for the last 50 years the provisions that state the registration of civil statues of individuals has never been implemented.’

The major reason of not fully implementing the civil registration is lack of order or legislation. "Article 3361 of the code stated that the provision of the code that refers to civil registration should left in applicable until a day an orders is published in the "Negarit Gazzeta", and that order has never been enacted until this day (PHCCO 2003:6). Due to this reason Ethiopia has not a national organ that is responsible for the country civil registration. Thus only few cities had provided the service for the sake of generating money and to satisfy the customer's demand.

Even though, civil registration and vital events services are not provided fully, city administrations and municipalities had certified birth, divorce and marriage occurrences. However, the service provision of city administrations and municipalities regarding the registration of vital events is based on the needs of the customers rather than on the basis of internationally accepted principles of vital events registration such as compulsory, continuous permanent and universal recording. Due to this the registration of vital events by city administrations and municipalities can only be achieved the legal function of vital events registrations where as they are not achieved the statistical function. And also they couldn't provide the service for the whole population and timeliness.

Generally, looking up the city administrations and municipalities' services provisions of civil registration, it is not based on the convention and universal principles, rather than it is based on only the demands on the customers. Due to this reason the system couldn't register all vital events of the particular city or municipal, there are customer who used to demand the registration so as to have legal ground. This means that the civil registration system can't register all vital events such as birth, death, marriage and divorce. As this hindrance of the service the system could not fulfilled the conventional principles of the service such as

provide the registration for the whole population and generate timely and continuous data about the population. In several developed countries such as Norway, civil registration and vital statistics services has replaced census. However in Ethiopia, the system could not provide timely and continuous statistics because it is based on income generating and customers demand.

Currently, the endeavors to establish the vital events registration at the federal government level are in process such as drafting the proclamation. This can be a good opportunity to implement the registration of vital events in every systematic method through out the country. In the mean time assessing the performance of vital events registration of city administrations and municipalities is very important. The study can be useful to improve the services of the city administration and municipalities as well as it-out comes can also be used as in put for the drafts proclamation. Thus, based on this rationale, this study assessed the performance of vital events registration provision service of Addis Ababa City Administration.

1.3 Significance of the Study

Ethiopia does not have a national functioning Civil Registration and Vital Events Statistics System. But this does not mean that no attempts were made to establish the systems. Some of the major attempts are the following: The 1960 civil code of Ethiopia sets detailed and comprehensive rules on civil registration; the 1975 revised penal code of Ethiopia contains provisions that deal with offences related to failure to register vital events; Proclamation No.104/1997 and Proclamation No.206/1981 were attempted to establish a civil registration system through the Kebele structure; The 1993 National Population Policy of

Ethiopia is another document in which the government policy on vital events registration is reflected; The 1995 Federal Democratic Republic of Ethiopia (FDRE) constitution article 36 specify the right of the child to name and nationality and the 2000 revised family law of Ethiopia imposes a duty on the Federal Government to issue a law and to establish the necessary institutional arrangements for civil registration. But the laws, directives, provisions, rules, Proclamations, on civil registration have not come into effect or existence. It remained on paper because the proper institutions were not put in place.

However some attempts had been undertaken at the municipality and kebele levels. Thus, currently there is an endeavor to establish the nation civil registration and vital statistics system. Therefore, this study is significant for the following reasons:

1. It helps to create awareness for decision makers and implementers about the problems of civil registration and vital statistics system and to take appropriate actions for continuous growth and understanding of civil registration systems in providing quality public administration services.
2. It may give some insights into key policy and strategy issues and is hoped to contribute valuable information on the existing conditions/status concerning civil registration and vital statistics systems for review and designing of the future course of action.
3. It may stimulate the city government of Addis Ababa officials and employees to pay attention concerning the trends and magnitudes of service delivery performance problems and how to improve in viable way the quality of civil registration and vital statistics system service delivery.
4. It may serve as a spring board/additional source/ for others who have a keen interest to undertake similar further study in depth.

1.4. Objectives of the Study

Given the theoretical framework, statement of the problem stated, this particular study has the following general and specific objectives.

1.4.1. The general objective of the study is to:

Assess the Service Delivery Performance and Management in Civil Registration and Vital Statistics Systems: In Addis Ababa City Government.

1.4.2. Specific Objectives of the study are to:

1. Examine the management/administration of civil registration and vital statistics services
2. Look at the status of civil registration and vital statistics services
3. Assess the challenges and prospects in practicing civil registration vital statistics
4. Evaluate the impact of absence of comprehensive civil registration and vital events and
5. Suggest improved system of civil and vital registration services using automated approach.

To meet the stated objectives, the study intended to answer the following basic research questions:

1. How have civil registration and vital statistics services administered or managed?
2. How do the civil registration and civil status offices perform?

3. What are the obstacles in practicing civil registration and vital events?
4. Are there good opportunities in implementing the civil registration and vital statistics system?
5. What will be the impacts of full implementation of civil registrations and vital events?

1.5. Scope and Coverage

The vital events registration is being conducted in all kebeles and sub cities of Addis Ababa. Hence, owing to the homogenous nature of administrative structure objectives, service provision, registration system and other characteristics the researcher delimited to cover 50 kebeles, 10 sub city and city level offices from the city government structure as well as 53 NGOs, agencies, ministries and other stakeholders. The reason for delimiting the study is simply to keep the focus within the limits of manageability and to determine the scope.

1.6. The Research Methods, Procedure and Sources of Data

1.6.1. The Research Methods

The research employed multi-strategy approach using a mixture of methodologies that included quantitative and qualitative techniques. The logic behind employing a number of data collection techniques was to verify and ensure the accuracy and reliability of data collection from various sources and to ensure the validity of the findings and conclusions.

1.6.2. Research Sites, Population and Sample Selection

There are a large number of research sites in Addis Ababa. A total of 10(ten) sub cities, 99 (nineteen) kebeles and many regional and federal institutional establishments and social organizations were directly or indirectly linked with civil registration issues in the city or in the country. Hence, with stratified sampling techniques 50 kebeles, 10 sub cities and 53 governmental and non governmental organizations were selected as sample of the study area.

The main stratifying criteria used in selecting administrative locations or sites were the level of administrative structure, equal representation, experience and the availability of well established certificate-issuing systems. These sampled areas are assumed to represent the study under consideration.

The kebeles were selected using random sampling techniques; this is because of the fact that 50 kebeles could represent the total researchable population sites. Thus, in order to include the sample sized study area random sampling techniques had been employed. All 10 sub city vital event offices and 53 organizations were selected by purposive sampling techniques. This is because of the fact that the exposure they have and relevance to the study.

1.6.3. Sample Respondents

With regard to the sample size there were 4 categories of respondents. These were 180(customers), 120(employees), 53(key informants), 3(groups of respondents in FGDs) and 17(children) were selected. Key

informants and FGDs respondents were selected purposefully. Customers who were being registered in the institution when the research was carried out were selected accidentally. Regarding employee respondents there were 4 officers assigned to register at each kebele administration. Out of these 4 employees 2 were randomly taken as subjects of the study. Children were also addressed through accidental sampling techniques to get information whether or not they have registered for their birth certification.

1.6.4. Sources of Data and Data Gathering Tools

A combination of primary and secondary data sources were used to make the study reliable, informative and to triangulate the outcomes. Secondary data were consulted from documents (books, journals, reports, annual statistical abstracts, records, and other available materials) pertinent to the study under consideration.

Primary data were collected from the subjects of the study through three types of questionnaires (open and closed ended) meant for customers and employees prepared in Amharic. And English for key informants and FGDs. Researcher observation also conducted. In order to get approval the tools were presented to the advisor. After its approval questionnaires were pilot tested and distributed to respondents of similar areas other than the sample areas so as to get the necessary feed back.

Since the informants that the research targeted were different in status, position and role, it was necessary to categorize them and their involvement in civil registration and vital statistics into various different research groups and design appropriate data gathering tools based on the type of data sought from them. Table 1:1 shows a list of the research

groups that were studied with a description and summary of the data collection techniques were employed.

Table : Target Groups and Data Collection Techniques.

Target group	Description of key informants	Data collection - technique
Policy makers	Members of regional parliaments	Structured interview
Certificate issuing and registry bodies	Municipalities, hospitals health centers and churches recording/registering vital statistics and issuing certificates	Structural interview
Sectoral offices, ministries, bureaus etc.	Police heads and experts, statistical authorities, immigration office, school principals, public administrators, women's affairs offices, ministry of health, foreign affairs	Structural interview
NGOs and UN agencies	Local and international non-governmental organizations and their representative staffs	Structural interview
Children	Primary and secondary school students	Structural interview
Community leaders and members	Kebele officials, religious leaders, leaders of community based organizations, women and youth association and parents	Structural interview
Acts and Civil Status Documents Registration Office, Officials and employees	Officials and employees	Focused group discussion

1.6.4.1 The Structured Interview

This data collection instrument was used to obtain a required amount of quantitative and qualitative data from all informant groups. For this purpose, the instrument was designed and 53 informants were reached. These included kebele and sub city certificate-issuing officers and officials, customers, Women and Children bureau experts and heads, Labour and Social Affairs bureau experts and heads, ministry/bureau of

health, ombudsman office experts and heads, UN Agency consultants, federal/regional agencies, church, hospitals, police departments officers and officials, NGOs, Federal Ministries experts and officials, Kebele and city level council members, school directors and teachers, higher learning institutions instructors and students. The purposive sampling techniques were employed to select the key informant respondents.

These respondents in the study were considered “relevant” and key actors in the field by the virtue of their position and the responsibility they share in the service delivery and management of the civil registration and vital statistics system.

1.6.4.2. The Unstructured Interview

This tool is used to interview children in difficult circumstances and others, including orphans and vulnerable children. Its aim was to gather qualitative data that could show the effect and impact of no-registration on these groups especially children who were in different circumstances. Accordingly, sample respondents were selected randomly and a total of 17 vulnerable and elementary school children were reached and interviewed.

1.6.4.3 Focus Group Discussions (FGDs)

With the aim of obtaining in-depth qualitative data three focus group discussions were carried out at sub city and city level by selecting two sub cities including their respective kebele officers (Ledeta and Nifas silk lafto) and city level (Head office). All members were selected purposefully to take part in a FGDs organized by the researcher. The participants of the FGDs were seemed to represent the population, kebele and sub city officials at different levels.

This discussion focused on the participation of individuals at the community (kebele) level about civil registration, the practice of acquiring a certificate and verifying the vital events the feasibility of a comprehensive, permanent, regular and compulsory civil registration and vital statistics service in Ethiopia.

1.6.4.4 Questionnaires

Depending upon the type of data sought from each group, questionnaires were also used to collect raw data from different groups. For the purpose of the study, 2 types of questionnaires were prepared and distributed to 180 customer and 120 employee respondents. This includes customers, civil status officers, and officials of kebeles, sub-city and city level. The customers and civil status officers were selected by means of random sampling technique, where as officials of kebels, sub city and city level civil status officials were also selected purposefully.

1.7. Limitation of the Study

This study had its own limitation. Some of the factors that had contributed to the limitations of the study were financial and time factor and inconsistent data. However, the researcher made every attempt to overcome them.

1.8. Organization of the Study

This study consists of four chapters. The first chapter deals with the problem and its approach. The second chapter contains review of the related literature. The third chapter deals with presentation and analysis of the data. The fourth chapter covers, summery of the findings, conclusion and recommendations. Finally, references and appendices are attached with the study material.

CHAPTER TWO

Review of the Related Literature

2. Introduction

This part focuses on thematically presenting information obtained from various publications, legislations, orders, proclamations and scholarly articles focusing on civil registration and vital statistics systems in light of the objective of the study. Accordingly, ranging from the fundamental concepts of vital events and civil registration system to contending and contemporary views is addressed therein as follow.

2.1. Conceptual Framework about Vital Events and Civil Registration

The basic facts about vital events and civil registration are most important to the individuals involved as well as to their governments and other organization in their society. This is because vital events and civil registration derived from the aggregation of individual records and provide insights into various health, demographic and social phenomena occurring in populations and subgroups of the population. Thus, it is quite important dealing the nature of vital events and civil registration before hand.

2.1.1 Concept of Vital Events and Civil Registration

Theoretically, the notion of civil events is seen as a vague and imprecise. A thought fail to define it clearly had existed because there have been practical interest in maintaining it as a legal institution as well as being the area to which registration activity relates i.e. they substantive

purview of civil registration. This is because, civil events determined as the legal capacity of individuals in terms of freedom, citizenship and situation within the family. Through a due process of research to some extent agreeable terms of references has been developed and in this regard vital events registration is considered as part of civil registration.

Accordingly, United Nation, (1998:9) defined it as follows:

‘Civil registration is a state-run public institution that serves both general and individual interests by gathering, screening, documenting, filling, safe keeping, correcting, updating and certifying with respect to the occurrence of vital events and their characteristic as they relate to the civil status of individuals and as they affect them and their families, and by providing the official, permanent record of their existence identity, and personal and family circumstances.’

Thus, civil registration can be considered as the primary source for gathering data to provide a reliable, continuous, permanent and quality system for a country vital statistics. It is quite clear that vital events registration is part and parcel of civil registration. In order to establish a comprehensive and aggregate vital statistics, hence civil registration system should attempt to introduce other sources of data such as sample surveys and population censuses in addition to vital events registration. Unequivocally vital events registration is part of civil registration; however it is most significant to understand the wider conceptual frame work of civil registration that also used other sources of data such as sample survey and population censuses in order to establish comprehensive vital statistics. Similarly, considering the establishment of civil registration must be regulated by means of law is very important in order to understand the concept. In this regard United Nation (1998:3) Handbook stated that “civil registration systems are

established by law to meet the specific needs of governments and of the individuals subjects to the jurisdiction of the civil registration law.”

On the other hand as part and parcel of civil registration, vital events registration includes the registration of events such as live birth ,death, foetal deaths, marriage ,divorces and other related occurrences. Several authors defined vital events registration in broader terms. Among these Said (2008:12) defined as:

‘Vital events registration system includes all institutional, legal and technical settings needed to perform the vital events registration functions in a technical, sound, coordinated and standardized manner throughout the country, taking into account cultural and social circumstances particular for the country.’

The history of civil registration and vital events goes back to the age of pre-Christian era. As one source of data for the civil registration, vital events registration had focused on the records of birth, death, marriage, divorce and other similar circumstances. Such registrations were carried out in the countries such as Egypt, Greece and Rome. However looking up in historical documents vital events registration of that era focused on baptism, burials and wedding rather than births, deaths and marriages. However this ecclesiastical authorities registration had the following deficiencies according to Said (2008:15).

- a. The registers were restricted to religious priests among a specified denomination of one parish.
- b. The registers were designed not to attest civil or biological facts, but to record the payment of a fee for a service, for example, date of ceremony was recorded instead of date of occurrence, date of registration or the type event in question.

Learned from the deficiencies of the ecclesiastical system, the registration of birth, death and marriage carried out in 720 AD in Japan. However whether the system was religious or secular is not known. However the current like first vital events registration was established in Sweden in 1608, in Canada in 1610, in France in 1628 and in Denmark in 1646 (Said, 2008:15).

Generally, Vital events registration that includes the records of birth, death, divorce , marriage and other similar circumstances is part of the wider system, that is civil registration .As the largest frame work civil registration is also encompasses other sources of data such as sample survey and population censuses in order to established aggregate and comprehensive vital statistics.

2.1.2 Types of Vital Events

Records of vital events has many administrative and governmental purposes by providing information such as birth , death, marriage , divorce and other similar ones that are useful in public services provisions, tax registration , military services and to protects the rights of individuals or members of the society .Usually vital events refers to the registration of birth, death, marriage and divorce. According to Said (2008:13), the followings are recommended vital events:

a) Live- birth

United Nation (1998:21) defined birth as follows:

‘Live birth is the complete expulsion or extraction from its mother a product conception, irrespective the duration of pregnancy, which after such separation, breathes or shows any other evidence of life such as beating of the heart, Pulsation of the umbilical cord, or definite movement of voluntary muscles, whether or not the umbilical cord has been cut or the placenta is

attached, each product of such a birth is considered live-born. All live-born infants should be registered and counted as such irrespective of gestational age or whether a lives or dead at a time of registration, and if they die at any time following birth, they should be registered and counted as a death.'

Birth registration has been considered as one of the basic human rights. For example, the right to register a birth had proclaimed in article 24 of the international covenant on civil and political rights. Birth registration is not only the legal proof of occurrence but also it is essential for protecting a number of human rights. However most of studies indicated that birth registration is not fully implemented all over the world. The following report of Unicef (2009:56) elaborated the issue as:

'A birth certificate is a ticket to citizenship without one; an individual does not officially exist and therefore lacks legal access to the privileges and protections of a nation. Civil registration is also the basic tool by which an efficient government counts its citizens and plans the schools, health centers and other services they need. Yet many nations lack effective systems for recording births. Every year about 48 million babies-one third of all births go unregistered around the world.'

As most of researches indicated the denial of live -birth registration is highly the characteristics of developing countries, even several advocacy institutions and groups have been lobbying to ensure it practicability. Ethiopia is also one of these countries which have been not practiced live-birth registration as compulsory. However United Nation stated the registration of live birth as the must to practice it compulsorily. According to the United Nation Handbook (1998:106) the entries of live birth registration contain the following:

'It constitutes- its name and those of its parents, date and place of birth, name of informants, and of the physician attending the delivery or, failing that, of the witnesses, and the name and signature of the registrar who made and authorized the entry.'

Certificate contains the above mentioned data entries should be given to the child or its parents. And also the information should be maintained permanently by the authority and should be given the child a copy of the certificate when ever necessary.

b) Death

Death is the permanent disappearance of all evidence of life at any time after live birth has taken place (post-natal cessation of vital functions with out capability of resuscitation), according to United Nation (1998: 21). This definition excludes death prior to birth which is called foetal death. Unlike the live –birth registration death registration is not stated explicitly as human rights. However death registration implicitly stated in the International Covenant: article 12(2) (a) as economic, social and cultural rights which stipulates healthy development to be fully effective. And scholars stated its necessity to plan population growth. Registering death rate is quite important to calculate the infant mortality rate. And United Nation Handbook (1998:107) suggested the following entries in the death registration:

'It includes the name and characteristics of the deceased, date, place and certification of the death, identity of the witness, if any, the informant and the registrar.'

The registration of death is also connecting to several other issues such as the right to inherent, disputes related to social security system and insurances. And also the very focus of death registration is the cause of the death not only for statistical purpose but also for legal issues.

c) Marriage

According to Said (2008:13) marriage is the act, ceremony or process by which the legal relationship of husband and wife is constituted. The legality of the union may be established by civil, religious or other means as recognized by the laws of each country. The registration of marriage is not considered directly as compulsory human right. However it is important for the legitimacy of children. Towards this United Nation handbook (1998: 108) explains as follows:

‘The primary individual rights associated with legal proof of the marriage are the legitimacy of any children, proof of their biological origins, inheritance rights, application for family benefits, marriage allowance, collection of pensions and insurance, prerequisite for the spouse to acquire nationality.’

Considering the differences among countries, the United Nation hand out is also suggested the following as entries in marriage registration name, proof of identify age, previous marital status, occupation, date of the marriage, data of registration, whether the marriage is civil or religious with civil standing, domicile or residence of the brides and groom, place of the marriage, particulars of the witnesses, and the name and the signature of the registrar.

d) Divorce

Divorce can be defined as a final dissolution of a marriage, that is, separation of husband and wife which confers on the parties the right to marriage under civil, religious and /or other provisions according to the laws of each country. United Nation had urged members governments to establish a register of divorce and it must be a competent judicial authority and also shall be legally recorded (1998:108).

Regarding vital events, the prime reason of divorce registration is the right to remarry. However there are also other reasons such as proof of

the previous marriage has been dissolved, to collect a family food allowance, to establish custody of minor children subject to parental authority. Divorce registration should contain information such as sufficient data on the parties, and most of the statistical data required can be extracted from them. The others are required from the informant that is, from the person requesting the entry or notation, as the case may be. (United Nation 1998:108).

e) Foetal Death

According to Said (2008: 13) foetal death is death prior to the complete expulsion or extraction from its mother of a product of conception, irrespective of the duration of pregnancy. The death is indicated by the fact that after such separation the foetus does not breath or show any other evidence of life ,such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles.

United Nation handbook (1998:21) stated three major categories of foetal deaths:

- **Early foetal death:** at less than 20 completed weeks of pregnancy
- **Intermediate death:** at 20 but less than 28 weeks of gestation
- **Late foetal death:** at 28 Completed week or more of gestation

f) Annulment and Judicial Separation

Annulment refers to the invalidation or voiding of marriage by competent authority, according to the laws of each country, which confers on the party's status of never having been married to each other. Similarly judicial separation is the disunion of married persons according to the laws of each country, without conferring on the parities the right to remarry.

g) Adoption

According to United Nation (1998:21) adoption is the legal and voluntary taking and treating of the child of other parents as one's own, in so far as provided by the laws of each country.

h) Legitimation

Legitimation is the formal investing of a person with the status and rights of legitimacy, according to the laws of each country.

j) Recognition

Recognition is the legal acknowledgement, either voluntarily compulsory, of the maternity or paternity of an illegitimate child.

2.1.3 Characteristics and Uses of Vital Events Registration

Vital Events Registration as part of the broader civil registration system includes events of such as births, death, marriage, divorce and others similar circumstance.

According to United Nation (1998:4) vital events records have the following characteristics:

- 1) By their very nature, vital data consist of items which identify people, and are in many cases personal in nature. Birth records contain details not only about the newborn but about the parents as well. Death records provide personal particulars about the decedent and surviving spouse, if any. Marriage and divorce records also contain personal facts about each party, including their previous marital history.

- 2) Vital events records are legal documents that are not only of value and use at the time of the vital event but are preserved and used over long periods of time. They must be presented to others for a wide variety of uses, such as proof of age for school entry, proof of place of birth for passport applications, applications for permission to marry or divorce and claiming inheritance rights and benefits.
- 3) The knowledge that those records will be reviewed by others may influence the way the supplier of the information (informant) provides the data potentially embarrassing information, such as legitimacy status on a birth record or cause of death on a death record, may distort or bias the way data are provided to the system. Public access to files of vital records, if permitted, also may significantly affect the accuracy and completeness of vital data. In some jurisdictions, civil registration files are open to the public, while in others there are restrictions on who may see the records and obtain copies of them.

Generally, vital events registration and records provide legal benefits for individuals and states by issuing certificate that testify the occurrence of death, birth, marriage, divorce and other events. Simultaneously, the same records enable administrators and governments to know their countries population size, characteristics, rate of growth and trends on a continuous and permanent basis. These information's are also enable them to plan infrastructures and public services. Thus it is foolhardy to deny the importance of vital events registration.

2.2 Vital Events Registration System

In order to accomplish the vital events records usages for legal, statistical, administrative or any other purposes, standardized and

sound procedures in gathering the basic information must be employed. This includes all institutional, legal and technical setting.

2.2.1. Vital Events Methods

Establishing vital events methods refers to the collection, storage and retrieval of information on vital events and their characteristics for legal, administrative, governmental and others purposes. According to Said (2008:12) vital events methods yields following three characteristics:

a) Continuity

Continuity implies that use of the method can not be interrupted. Once created, civil registration should be at the disposal of the community like other government agency .Vital events can be registered as they occur, and statistical data should be collected at the same time as the events are recorded. This enables vital statistics to reflect the changes that are continually occurring in the physical condition (age, Sex, fecundity, fertility, cause of death) and civil status (profession, education, occupation, civil status) of the populations which neither censuses nor surveys can do, except periodically, in the best way (United Nation, 1998: 26).

Similarly Said (2008:12) clarified continuity as the vital events registration should be at the disposal of the public and must register all vital events as they occur and the records are maintained in such away that they can be retrieved at any time individually as required. He also suggested that registration maintained for short periods and then allowed to lapse will not yield data on measures which are useful, either as current incidence statistics or as indicators of change over time.

b) Permanence

The permanency characteristics of vital events registration emerges from its nature of continuous registration. According to Said (2008: 12) permanency gives more emphasis to the existence of a responsible agency of sufficient administrative stability whose operation of administering and follow-up of the vital events registration must not be limited by time.

Similarly in the UN (1998:26) correlated the permanency of vital events registration with the existence of an organizationally stable agency whose operation is not limited in time. This is dependent on the pertinent provisions of the organic law.

Vital events records should be considered permanent information's never to be discarded in spite of their age. Thus, these records must be preserved for future use in a manner of consistency. In this regard United Nation (1998: 17) stated:

'Because of the need to permanently retain civil registration documents for their various uses by individuals, official agencies and research works, there is also a need to protect and preserve these records against physical loss resulting from age, mishandling, misfiling, moisture, excessive dryness, rodents, insects and disasters, such as fires, earthquakes or floods.'

Generally, permanency is the organizational quality of providing vital events registration consistently and also available the records in pertinent manner.

c) Compulsoriness

Compulsoriness is very essential characteristics in order to perform the previous registration methods i.e. continuity and permanence, because it is so vital for the smooth running and effectiveness of the vital events registration. Several scholars suggested that the effectiveness of compulsoriness is highly dependent on its compulsoriness by law. Similarly United Nation handbook (1998:26) suggested the due consideration of the legislation as follows:

'The registration of vital events should be made compulsory by law. Accordingly, there should be provisions establishing what persons are required to provide the information to the registry office, the time allowance for registration, and the penalties for not complying on time without these, the compulsory aspect of civil registration becomes meaningless. However, penalties have been found to be counterproductive. It is preferable that they be monetary and of legally regulated amounts.'

The major advantage of a continuous vital events registration system is that once the system has been established on adequate basis there will be a continuous flow of birth, death, marriage, divorce and similar occurrences from the local registration units. This makes possible the transcription and transmission of these records to a central agency for data processing and statistical analysis. Thus regulating vital events registration compulsory by law can be very useful to undertake it continuously and permanently. Thus the compulsory characteristics of vital registration method are a key in order to acquire the functions that are related with it.

2.2.2 Vital Events Function

A vital event statistics is not only encompasses the process of collecting information by registration, but it is also complying, analyzing,

presenting and disseminating this information. These statistics provide a measure of the occurrences of vital events of a specified population during a specified period of time. And these information's had used for various functions. And United Nation Handbooks (1998: 29) stated the following three functions:

a) Legal Functions

Denying vital events registration as the primary and most valuable source of data on civil status is foolhardy. Even though these data had used for various correlated functions, the most widely used of vital events information to furnish legal matters. Similarly United Nation Handbook (1998: 29) elaborated:

'The main reason of civil registration, its basic purpose, and the purposes which must be facilitated by the state, is to be an institution for disclosing facts relating to civil status based on technical and authenticity of civil status facts in order to accredit them to other individuals or the administration itself, by means of public registration documents known as certification.'

Information's from vital events are used mostly for legal purposes such as to accredit and authenticate the civil status of members of the population of a country. Due to their legal aspect that the notion of registration of vital events must be undertaken by government or its agencies had emerged. This is because the collection of civil records compulsorily, continuously and permanently as well as prove its veracity and legality with necessary guarantees can be sustained through governmental mechanism. Thus it is possible to prove the records legally validation that only truthful and accurate using government employed registrar.

Vital events registration, thus, is a state run information system provides individual and simultaneously aggregate information from a single source. And the information is legal and public evidence that is obtained through recording and documenting the civil status of individual in family structure. PHCCO (2003:5) elaborated this as follows:

‘The primary outputs of civil registration are official and legal vital event certificates that testify the occurrence of birth, death marriage and divorce events to the individual as well as the state. The vital events certificates are permanent legal evidentiary documents that should be given to the individual or to the legally allowed person as soon as the registers are made by a designated official registrar.’

Therefore, the principal purpose of vital events registration is legal function. This legal function of vital events is essence, refers to the registration of vital events and acts that constitute the source of vital status and that enables to form a family organized on legal basis. Unequivocally at least the principal vital events such as birth, death marriage and divorce must be recorded in authentic documents that prove their occurrence or execution by a proper agent i.e. government.

b) Statistical Function

The other purpose of vital events, than of the most used legal function one, is the statistical function. According to PHCCO (2003:10) national plan of action, statistical function of vital events records refers to the function of the registration offices that they are legally charged with collecting additional statistical data on each of the events and acts to be entered or reported, that constitute the input data to compile and disseminate a country’s vital statistics. Thus this is not only the representation of compiling of data but it is also required the compiling

agency. Said (2008:41) stated vital events statistics as a process encompasses two tasks:

- a/ The process of collecting by registration , enumeration or indirect estimation information on the frequency of occurrence of certain vital events as well as relevant characteristics of the event themselves and of the persons concerned.
- b/ The process of compiling, analyzing , evaluating , presenting and disseminating these data in statistical form.

However vital events statistics should not resembled with prevalence statistics, because vital events statistics provide a measure of the occurrence of certain type of vital events to member of a specified population during a specified period of time. Thus as recommended by several scholars data should be collected in a vital events statistics are live births, deaths, foetal deaths, marriages, divorces, annulment, judicial separation, adoption, legitimating and recognition. However live birth and death are the two most important vital occurrences in vital events statistics, because these events are basic to the measurement of dynamics of population growth and monitoring and evaluation of public health.

Lack of vital events statistics, there fore, had created difficulties on the part of governments to plan carryout and evaluate social and economic programs. Accordingly United Nation (1998:30) divided in to three the principal demographic studies that can be carried out using vital events statistics.

- a) **Population estimates:** Number of inhabitants and their compaction and distribution, for use in programmers concerned with public health, hosing, labor, transportation and the

production and distribution of agricultural products and trade and consumer goods.

- b) **Population projections:** Number of inhabitants and their composition and distribution at a future date to determine the need for housing schools, teachers, hospitals, medical and paramedical personnel and so forth.
- c) **Special analytical studies:** Analysis of situations and trends with respect to the absolute and relative incidence of causes of death fertility neutrality, legitimacy, adoption etc.

Thus, properly and continuously undertaken vital events had been considered as the backbone of a country's vital statistics system in comparison with census and sample surveys, because vital events records can provide a first hand and continuous information about the civil status of a country's inhabitants. In addition to this vital events registration makes civil events information collection easier because individuals are obliged to register and the information is very close to the time of the occurrence events. Such information, therefore, is used to plan and evaluate economic as well as social programmes. On these all processes, there are three types of vital events statistics reporting according to Ros (2008:45).

- a) **Single report form:** Which is also called the individual event form. In this report form information about a single event is recorded and reported. For example in the report form one single death event statistics report form containing information about one death event only.
- b) **Multiple events form:** This form of events contains relevant information about all events of the same type. Due to this it can be considered as the aggregate report of an event in the same

categories. For example, in this report one form of multiple death event report contains information about many death events.

- c) **Summary report form:** The Summary report form summarizes or aggregates data about each type of events. In this form of report, all vital events such as death, birth, divorce, marriage, fetal death, annulment, judicial separation, adoption, legitimacy and recognition reports are summarized in their own categories and reported aggregately.

c) Cooperative Function

Information about civil status may be listed by the registration agencies by age, sex, nationality, date of birth, identity, date of death, civil status and soon. This information can be available either in a single document in the form of vital events statistics or by issuing individualized certificates. However governments should established systems to develop a frame work for the integration of information. The major reason for this integration of information is to facilitate the delivery of quality public services. This is the essence of cooperative function of vital events statistics, similarly United Nation (1998:32) states:

‘The important data-gathering function of civil registration in pursuit of its legal and statistical purposes implies that as an institution it is, if properly run, an invaluable source of the high quality data needed for other administrative and judicial entities to fulfill their own objectives, there by avoiding overleaping administrative efforts in the same field. This cooperation function is achieved by probatory function which civil registration perform with respect to events affecting the . Information collected through a vital events registration system should be shared among official agencies. Thus, these agencies can provide services such as social insurance, social security military recruitment, voter registration, social welfare and civil identification. Judicial authorities and researchers are also beneficial from this function of cooperation of vital events statistics. This function is not only avoiding the redundancy of registration and authentication taste but also reduce error on the process.’

Thus, cooperative function of vital events registration can be considered as a base for previously functions i.e. legal and statistical in such way to foster the whole process and a basic mechanism for the aggregate achievement of the system.

2.2.3. The Issue of Confidentiality in Vital Events Registration

The basic purpose of vital events registration is to provide reliable certification of events affecting civil status by providing effective instruments of such status. Thus the issue of confidentiality relates with the extent to which the public understand the uses of such information and their level of comfort in supplying personal and confidential data. Information generate from vital events registration system can be helpful in research, administrative and other purposes, but there must be a due emphasis to the privacy of the individuals. According to United Nation (1998:5) the issues of confidentiality should considered the following dilemmas:

a) Legal Requirements and Administrative Foundations

The confidentiality of personal information in vital events registration records should be safeguarded as far as it is consistent with the use of those records for administrative and statistical purposes. Even though vital events records expect to be open for statistical and administrative purposes, the providers of the data should be assured that any identifiable facts will be disclosed only to those having legitimate rights. Thus, the case of disclosing vital events records should be determined by legal requirements and administrative foundations. Otherwise not only the individuals can be hurt but also the vital events registration system can be endangered. United Nation (1998: 6) elaborated this:

'The benefits of confidentiality to the individual are obvious. If sensitive or potentially embarrassing information is required, the registrant can be assured that the information will not become widely known. Without confidentiality protections in place and assurances to that effect given to the public, those who are required to provide information about vital events may feel threatened and suppress or falsify important information.'

Thus regulations about confidentiality should be considered the types of records, what kind of access to identifying information is permissible, who should have access, under what circumstances and who should be permitted the information. Several scholars suggested that the information's regarding vital events records should be permitted by senior official such as Registrar General. According to United Nation handbook (1998:13) the following points should be considered in permitting prohibited access to the information contained individual vital events records.

- a) The establishment of basic facts about the registrant and the event and the use of those facts by the registrant or another appropriate representative of the registrant to satisfy administrative and legal requirements.
- b) The utilization of the facts for the public good, including public health preventive and treatment measures and a wide variety of health, social and demographic research and
- c) Other types of interests in vital data about individuals, either singularly or collectively in groups, including various commercial uses of sell insurance or product as well as instances of curiosity, whether benign or maliciously intended.

b) Dealing with Disclosure of Records

- a) Regulations are usually easier to modify or expand than actual legislation. The specific guidelines on how the vital events

registration legislation is to be carried out can be elucidated in regulations and modified as circumstances dictate as long as the principles contained in the law are not violated. And regulation about vital events statistics should contain appropriate subsection dealing with confidentiality and disclosure of information in order to protect the confidentiality of information and the integrity of vital records.

Generally, protecting the confidentiality of vital records has three major purposes. These are protecting the privacy of individuals, improving the accuracy and completeness of data as well as enhancing research based on civil registration documents. Achieving these purposes is a complex process. In order to achieve the confidentiality of vital records several related issues such as legal requirements, employees responsibilities, treatment of requests for information, treatment of vital data by institutions, physical protection of records and permissible disclosure should be considered. Unequivocally the basic reason for confidentiality of vital records is a persons right to privacy, because vital records involve the most intimate affairs of the individual that, if unwarrantedly disclosed, might be used for criminal or unworthy motives. This can also back fire on the credibility of the vital events registration system. Thus, among other duties and purposes, any vital events registration system should give a due emphasis to the confidentiality of vital events records.

2.3. Management and Organization Structure of Vital Events

Managing any organization can share the universal principle of management. In this regard structure and organization are using in most managerial function of any enterprise. Structure is dealing with the organic skeleton of the institution. Where as organization is focusing on

the systematic arrangement of its human and physical elements whose purposes is to permit and facilitate the transmittal of institutional inquiries and responses. Both structure and organizational establishment in any institution based on the following two fundamental principles according to United Nation (1998:33). These are the division of labour and the hierarchical arrangement of the resulting functions. These should be considered the unique nature of each institution products and services. Thus, managing and administering vital events system has also its own unique nature to allocate its budget and provide it with the personnel and resources it needs to operate.

2.3.1. Administrative Structure of Vital Event

As defined in the conceptual frame work, a vital events registration system comprises two purposes. These are:

- a. Collecting information by civil registration or enumeration on the frequency of occurrence of specified and defined vital events as well as relevant characteristics of the events themselves and of the person or persons concerned.
- b. Compiling, processing, analyzing, evaluating, presenting and disseminating these data in statistical form.

The vital events of interest are live births, adoption, legitimation, recognition, deaths and foetal deaths, marriage, divorces, separations and annulments of marriage. In order to undertake these purposes countries had used different administrative structure depending on the geographical, historical and social backgrounds as well as the infrastructure of the country. Most of the scholars in the field divided these administrative structures into three. These are centralized, decentralized and local.

I) Centralized Administration

United Nation suggested the adoption of a centralized administration of vital events to coordinate the different statistical services. These had done by ensuring the registration and statistical system operates effectively by producing statistics based on uniform concepts, definitions and classifications in order to avoid duplications or omissions that would invalidate the statistical findings. Thus United Nation (1998:34), suggested the following characteristics for countries centralized administration of vital events:

- a. It should be nation wide, because its activities should in theory and practice cover the entire territory and population of the country, state or province, as the case may be.
- b. With out prejudice to its being attached to a ministry, it should be independent of any other agency at the same level of government.
- c. It should be administratively centralized, in the sense of having a central organ that directs, guide and supervises the performance of its functions.
- d. It should be at the same time be functionally decentralized in terms of the registration of events and acts that constitute the sources of civil status and the corresponding statistical data should be collected directly and exclusively at local registration offices conveniently and strategically located throughout the territory; this means that the entire national territory should be divided into areas for civil registration purposes. As a general rule use has initially been made of the political or administrative division carried out for other purposes, and its subdivisions then become registration area. It has therefore, sometimes been necessary to make adjustments, either by combining two or more

of these parts into a single area or by splitting them into two or more areas.

- e. Entries should be made in duplicate so that a local and a central file can be created whether they are processed by hand or computer assisted, which improves the security and efficiency of the service provided to the community.
- f. In countries organized along federal lines, these characteristics could be adapted to suit each state, province etc covered by a civil registration law.

Generally, the centralized administration of vital events should cover a country entire territory uniformly and also should be nation wide. And in countries organized the centralized vital events administration along the federalism state lines, should be exclusively a state responsibility regarding registration and management of public registers and instruments covered by private family law. In line of this, the centralized vital events administrative agency can be placed under various ministries depending on the countries organizational establishment. The organization might be the ministry of health, the interior, home affairs or justice or an independent agency. However, whether it has established in various ministries, it must be responsible for directing, coordinating and monitoring the nation wide vital events registration work.

The centralized vital events registration institute should have the responsibility for coordinating with other governmental agencies that support the vital events registration system, including the health services, the courts and the statistical services.

The vital statistics office provides direction, develops training, periodical conferences and seminars, and maintains general oversight of the vital statistics system. The office also coordinates activities and provides data to other programmes. Such activities update the system with current information.

Generally, centralized vital events administration is suggested as an important organizational structure and management in order to undertake the nation wide vital events registration. Such institution has both administrative and technical role as well as coordinating role among other government agencies. According to United Nation (1998:5) such a centralize administration have the following advantages:

- a. It makes possible the preparation and approval of a standard legal frame work for the civil registration system, which will promote uniformity of procedures throughout the country, and will, in turn, facilitate further changes in legislation, when ever needed.
- b. It facilitates the interpretation and enforcement of norms and regulations.
- c. It permits the adoption of uniform procedures for recording and reporting vital events national wide, including ways and means of certifying registered vital events, and for releasing vital records to the public.
- d. It promotes the maintenances of direct and effective control over the entire system, which in the end translate into a better service to the country.
- e. It facilitates the carrying out of research based on vital records kept under uniform archival techniques.

- f. It facilitates the development and channeling of advisory services and other forms of technical assistance to local civil registrars, such as periodical training courses to keep them abreast of any changes in the system and the provision of focal technical advice for solving a particular problem.

Similarly such a centralized vital events administration is not clear of disadvantages. Said (2008:30) stated the following disadvantages of the centralized vital events administration:

- a. The central agency may have no control over the basic collection process, which is carried out by the local vital events registrar.
- b. Data collection instruction issued by the central authorities to local registration may be ignored.
- c. Queries for omitted or incomplete data may not be carefully attended to
- d. Reporting to the statistical agencies may not be timely.
- e. The central agency may not be aware of the important legal problems.
- f. The registration may not receive the priority attention it deserves.

II) Decentralized Administration

Decentralized administration of vital events is refers to the registration and statistics system that is undertaken at the level of provinces and regions. There can be two kinds of decentralized administration of vital events (United Nation 1998: 19).

a) Fully decentralized: In fully decentralized administration of vital events and civil registration, there may be an authority in each region, province or state with its own civil registration law, registrations and procedures. In this case the authority at the sub national level has

equivalent authority and responsibility to the centralized organization. United Nation stated the practice of United States of America as a better example in this regard (United Nation 1998:26).

'In the United States of America, the responsibility for civil registration resides with each individual state. The National Center for Health Statistics and the National Association for Public Health Statistics and Information system jointly recommend laws, regulation, form and procedures to encourage uniformity through out the country.'

In fully decentralized administration each state, region or province replicate successful vital events and civil registration system developed by its own with a minimum of alteration. However the central authority is concerning with the uniformity of law and regulations.

b) Partly Decentralized: In partly decentralized administration of vital events and civil registration the legal competence rests with a central agency, while the supervision and control of the registration work of the state, province and/or regional registration offices. The over all responsibility should be placed with one central agency, but the organization must at the same time ensure the active participation of representatives of the supervising authorities during the entire process. United Nation handbook (1998:9) elaborated more as follows:

'Partly decentralized structure is a national government that has an agency with oversight of the legal requirements of the registration and responsibility for the preparation and distribution of national vital statistics information. This structure would also include administrative units at the state or provincial level with primary responsibility for data collection and operation and maintenance of the civil registration and vital statistics systems.'

The very important factor to be considered in both kinds of the decentralized administrative structure of vital events and civil registration is the need of strong on going interactive program between the national government and the state or province programmers to ensure that standards are met for the preparation of national data based on the registration and vital statistics system. Taking into consideration the above mentioned salient characteristics of decentralized administration of vital events and civil registration, it is important to look up its advantages and disadvantages. Said (2008:30) elaborated these as follows:

1) Advantages of Decentralized Administration

- It permits the inclusion of data relevant to the individual region.
- Addresses legal issues that may be unique to the particular regional population.
- Allows management and operational control appropriate to the regional structure.

2) Disadvantages of the Decentralized Administration

- Inconsistent patterns of data collection.
- Lack of uniformity of definitions, concepts, and procedures among the regions.
- Independent patterns of registration activities.

III) Local Programmes

In undertaking the separate registration programme by a municipality, district or region the registration system should be established at the local level. If the local programme wishes to produce local statistics, this can be handled in specialized sub units with in the decentralized or centralized administration of vital events or civil registration. This mean, there may be a number of other units and sub-units created with in a

centralized or decentralized system to meet specific needs or to accomplish special activities that can be assigned to civil registration and vital statistics units. In the establishment of such local programme United Nation (1998:40), elaborated the necessity of clearly defined legal frame work.

‘In establishing the sphere of competence of local registrars, the civil registration law should clearly define the functions to be performed in connection with the registration service, by reference to the principles of geographical division and legal personality which define their jurisdiction in their assigned land divisions.’

Accordingly, the United Nation suggested that the tendency of considering local programme of vital events and civil registration system as the low ranking local registrars should be avoided. Similarly the necessity of well defined legal frame work that gives the local registrars a full authority and responsibility equivalent with the central registrars at their locality is suggested by the United Nation to the effective accomplishment of vital events and civil registration system.

2.4. Modernization and Computerization of Civil Registration and Vital Statistics System

2.4.1. Computerization of Civil Registration and Vital Statistics System

Computerization of civil registration and vital statistics system can increase the system efficiency which is not fulfilled by other modernization modules. Thus the major advantages and purposes of computerization of the system are the improvement and enhancement of the quality of the civil registration data and consequently the quality of vital statistics based on these data. According to United Nation (1998: 16) the quality of the data may be measured by the completeness,

correctness and availability of the data. The same handbook stated the benefits of computerizing the civil registration and vital statistics systems as Completeness, Correctness, Availability, Coordination and Integration, Automated Issuance of Certificate Copies, Security of Computerized Civil Registration Data, Misuse by Administrators of the Civil Registration/Vital Statistics Register.

Generally, civil registration and vital statistics systems have multiple purposes such as administrative, statistical and legal. In order to undertake these purposes effectively, the efficiency of the system should be modernized. As part of this modernization the civil registration and vital statistics system can implemented several modules such as automated index, microfilm, optical disk technology and computerization. Among these modules of modernizing the civil registration and vital statistics system, computerization can be the best because it is wholly aggregate the services provided by the others as well as it is best in using the data to statistical purpose. The civil registration data and consequent vital statistics are also more complete, correct and available in the use computerized system in civil registration

2.4.2. Managerial Decisions in Computerization

Computerizing the system such as civil registration and vital statistics systems is complex and costly process and it may take several years to complete. Due to these, the management expects to make high level cautious decisions to the effectiveness of the process. In this regard the United Nation handbook for computerization of civil registration and vital statistics (1998:13) stated the following check lists:

- Defining the Framework of Civil Registration and Vital Statistics System.

- Defining the Unique Key to be used in the Civil Registration System.
- Defining the Objectives and Purposes of Computerization
- Establishing the Organization that will handle Computerization.
- Deciding on Overall Development Strategy and Operational Strategy
- Hardware Configuration and Procurement
- Choosing a Conversion/Initialization Strategy
- System Functionality

Decision making is one of the toughest jobs of management to undertake any task. Especially computerization of civil registration and vital statistics system is most difficult decision making managerial task, because computerization is a very complex, time and labors consuming as well as costly. Thus the managers should give a due emphasis in computerizing civil registration and vital statistics systems.

2.5. Conclusion

From the above theoretical discussion it can be concluded that vital events and civil registration systems are the legal capacity of individuals in terms of freedom, citizenship and situation with in the family. It was defined that civil registration is a state-run public institution that serves both general and individual interest. Civil registration systems are also established by law so as to meet the needs of governments and individuals. Hence, it service for both administrative and governmental purposes in the respective country.

The basic types of vital events includes birth, death, marriage and divorce in line with foetal death, annulment and judicial separation,

adoption, legitimation and recognition are also included in this endeavor. Vital events registration system found to be vital and includes all institutional, legal and technical settings. Vital events methods yields the following three characteristics, these are continuity, permanence and compulsoriness.

Information of vital events registration had used for various functions, such as legal, statistical and cooperative function. The issue of confidentiality is highly related with personal and confidential data. Moreover, confidentiality should considered legal requirements and administrative foundation. It also deals with disclosure of records. In general protecting confidentiality of vital records used to protect the privacy of individuals, improving the accuracy and completeness of data as well as enhancing research based civil registration documents.

From the organizational point of view, the literature asserts that managing and administering vital event system as its own unique nature to allocate its budget and provide it with the personnel and resources it needs to operate. In this regards most scholars divided administrative structures as centralized, decentralized and local. Regarding the role and the responsibility in civil registration systems it needs also vertical and horizontal relationship with other agencies.

Modernization and computerization in civil registration system can increase the system efficiency. And also it is used for the completeness, correctness and availability of data.

Generally, as it is stated in the literature, there are legislative systems guides and procedures to be practiced. However, in actual sense the literature stated that there is no practical civil registration system in Ethiopia.

CHAPTER THREE

Presentation and Analysis of the Data

3. Introduction

This chapter deals with two parts. The first part presents on the characteristics of the study population that includes personal and professional characteristics. The second part presents the data obtained from the subjects of the study through questionnaire, interview, and document analysis and observation check list.

The chapter is an issue to be dealt with the major findings and analysis of assessment of service delivery performance and management in civil registration and vital statistics systems in the case of Addis Ababa city government. The services of civil registration and vital statistics encompass the registration of events such as live birth, foetal death, marriage, divorces and other related occurrences. And the registration of such occurrences must be continuous, permanent and compulsory according to internationally accepted theoretical framework, and also the service must be permanent and timely. However Ethiopia had not have a national functioning civil registration and vital statistics system, even though an endeavor had taken. But this dose not means that no attempts had been undertaken.

In this regard, several proclamations were issued starting from Emperor Minilik period can be stated as exemplary even though most of the proclamations had remained on the paper. Knowing there is the lack of nationally established system exhibited in Ethiopia but several municipalities had provided the vital events registration. The purpose of this paper is assessing the service delivery performance and management

of civil registration and vital statistics taking in the Addis Ababa city Administration as a focus of attention for this study.

3.1 Characteristics of the Study Population

The study was conducted in 50 (fifty) Keble's 5 (five) from each 10 sub cities, the sub cities, agencies, bureaus, police departments, NGOs, Federal Agencies and Ministries, Keble and city level council members, schools, higher learning institutions, instructors and students, street children and vulnerable groups. All these respondents offered the necessary information which this study dealt with.

These respondents in the study were considered "relevant" and key actors in the field by the virtue of their position and the responsibility they share in the service delivery and management of the civil registration and vital statistics system.

In light of theoretical frame work developed, the presentation of the data in this part is mainly based on the primary data obtained from the questionnaires distributed to different strata of the population i.e. to the employees assuming different managerial level, process owners involved in the work process. Besides, the interview results obtained from the top managements, NGO, Federal Ministries and Agencies, customers, civil status officers and official of kebels, sub-city and city level and other stake holders. Moreover, data obtained from books, journals, reports, annual statistical abstracts, records, and other available materials and documents reviewed which consists of from the organization reports. Presentations through questionnaires interview and document review are thematically presented.

For the purpose of the study, two (2) types of questionnaires were prepared and distributed to 180 customer and 120 employee respondents. Of the total questionnaires 148 customers and 108 employees respondents returned the questionnaires. Due to unknown reasons, 32 customer and 12 employee responders were not active in returning the questionnaires. In general 82.2% customers and 90% of employees filled in the questionnaires and returned to the researcher. The rate of return was adequate.

Table 1: Respondent Customers and Employees In Terms of Sex, Age, Level of Education and Service Year

Personal Information		Category of Respondents			
		Customers		Employees	
		No	%	No	%
Sex	Male	90	60.8	58	53.7
	Female	58	39.2	50	46.3
	Total	148	100	108	100
Age	18-25	33	22.3	21	19.4
	26-35	71	48.0	39	36.1
	36-45	37	25.0	38	35.2
	Above 45	7	4.7	10	9.3
	Total	148	100	108	100
Service Years	2-5 years	72	48.6	46	42.6
	6-10 years	41	27.7	18	16.7
	11-16 years	26	17.6	14	13.0
	17-25	9	6.1	17	15.7
	Above 26	-	-	2	1.9
	Other	-	-	11	10.2
	Total	148	100	108	100
Educational level	Certificate	36	24.3	13	12.0
	Diploma	54	36.5	55	50.9
	B.A	45	30.4	38	35.2
	M.A	8	5.4	1	0.9
	PhD	-	-	-	-
	Other	5	3.4	1	0.9
	Total	148	100	108	100

Source: Summarized from primary data, 2010

In general, the presentation of the subject's general profile (characteristics) is only to inform the profile of respondents from employees and customers category with its maturity and understanding of the subject matter, otherwise much is not considered for further analysis.

As can be seen from Table 1, the gender category of the respondents, the majority of both customers 90(60.8%) and employees 58(53.7%) were males. Similarly the majority of both group such as customers 71(48.0%) and employees 39 (36.1%) were at the category of 26 up to 35 age groups. And also the majority of customers 72(48.6) and employees 46(42.6%) had the work experience from 2 up to 5 years. In terms of the educational level, the majority of customers 54(36.5%) were diploma holders, followed by 45(30.4) degree holders, similarly the majority of employees 55(50.9%) and 38(35.2%) were diploma and degree holders respectively. Thus, most of respondents were male and youths as well as have less than five year's experiences. Unexpectedly the majority of the respondents from both groups were diploma and degree holders, particularly from the employees side it can not be round appropriate.

Table 2: Employees' and Customers Respondents' Field of Specialization.

Field of Graduation	Employees		Customers	
	Number	Percent	Number	Percent
Accounting and Finance	35	32.4	21	14.2
Computer Science	7	6.5	4	2.7
Information Technology	9	8.3	1	0.7
Educational Administration	2	1.8	-	-
Law	7	6.5	9	6.1
Secretarial Science	12	11.1	4	2.7
Marketing	1	0.9	-	-
Management	9	8.3	7	4.7
Management Info. system	4	3.7	1	0.7
Technical and vocational	4	3.7	20	13.5
Medical Science	1	0.9	6	4.0
Musician	1	0.9	-	-
Building Engineering	1	0.9	1	0.7
Civil and Electrical Engineering	1	0.9	6	4.0
12 th Grade	6	5.5	2	-
Business Administration	-	-	6	4.0
Record management	-	-	1	1.3
Economics	-	-	6	4.0
Architect	-	-	1	0.7
Purchasing and Supplies Management	-	-	1	-
Environmental Science	-	-	1	0.7
Mathematics	-	-	1	0.7
History	-	-	1	0.7
Sociology	-	-	1	0.7
Others (driver, police, photographer etc..)	-	-	6	4.0
Unknown	8	7.4	41	27.7
Total	108	100	148	100

Source: Summarized from primary data, 2010

In Table 2 in terms of field of specialization, the majority of employee respondents 35(32.4%) were accounting graduates as indicated in Table 2. The second majority 12(11.1%) were secretarial science. 9(8.3%) of them were information technology and management graduates.

Law and computer science graduates were 7(6.5%). 4(3.7%) were IT management and technician graduates. Medical, music, building engineering, electrical engineering shared in each field one person. There were also 6(5.5%) 12th grade graduates, while 8(7.4%) of them declined to state their field of graduation.

The majority of customers respondents 21 (14.2%) were accounting and finance graduates followed by 20 (13.5%) of specializing management information system. The largest number of customers respondents 41(27.7%) declined to comment to the question to state their specialization however, the respondents field of graduation encompassed various field starting secondary school graduation up to higher education (see details in Table 2)

We can conclude that the majority of the employees are assigned as per their educational level based on the BPR document guideline of the City Government of Addis Ababa to the organization structure of the Vital Events Registration and Certification Office. Therefore the majority of the assigned employees are eligible to perform the vital events registration system.

3.2. Status of Civil Registration and Vital Statistics in Addis Ababa City Government

3.2.1. Civil Registration Provision Practices

Vital events registration and statistics system includes registration of vital events like marriage, birth, death, divorce and non-marital impediment, as well as issuing of certificates for all of them.

Accordingly, the city government of Addis Ababa registers and issues appropriate certificates for all of these vital events. It must be born in mind, however, that the registration is not compulsory and people who only want the certificates come and register when they want the service. Moreover, there is no precise information as when vital registration was started in the Addis Ababa. Limited sources and records obtained from the Addis Ababa Acts and Civil status registration office level that marriage registration was the first vital event to be registered in the municipality of Addis Ababa. The vital records indicate that it was started in 1935E .C. The second vital event, after marriage, registered by the municipality was birth. According to the vital records, birth registration started in 1946 E.C. Divorce registration was started in 1949 E.C. The registration of death was started in 1962 E.C while, issuing of certificate for non-marital impediment has very resent origin which perhaps was in 1979 E.C.

The general trend of vital events registration system in the city of Addis Ababa had showed that demand for certificates is growing very rapidly. To indicate the trend and total number of certificates issued since 1935 are indicated in Table 3 here under.

Table 3: Certificates issued in the City of Addis Ababa (1935-2001 E.C.)

Types of services delivered	Number of Special Books	Number of certificates issued
Birth	446	468,596
Death	8	5247
Non-marital	----	23347
marriage	211	161488
divorce	----	10643
Total	665	669321

Source: Addis Ababa City Vital Events Offices

From the documents of the City Government of Addis Ababa, the largest registration type of vital event is birth (1946-2001 E.C) and next to birth registration is marriage (1935-2001E.C) registration and certification. The lowest number of registration had found to be death (1962-2001 E.C).

From the given statistical data, Table 3 it is observed that people are aware of registering on birth and marriage than other vital events.

Pertinent to these, the researcher tried to verify the overall documentary information from the responsible offices under the study. Hence it is found that the Acts and civil status registration office has been implementing different organizational structures. Recently the office is established as autonomous public office being accountable to the city manager according to proclamation No-2/1995. The office serves the city residents, Ethiopians coming from other regions and abroad, and foreigners with the civil status documents.

The organization vision is to provide its customers with quality services and enhance their satisfaction. To realize the mentioned vision, the office has the following mission (FDRE, 2003).

- Registration and issuance of certificates for birth, marriage, divorce, and non-marital status.
- Conduct marriage signing, registration, and issuance of the certificate.
- Issuance of residents identification card.

The office is organized with three layers of work process units at city, sub city and kebele level. Services like birth, death and non-marital status are rendered at the kebele level. Marriage and divorce registration and

certification are issued at sub-city level. The city level office is responsible to produce work procedures, research and technical support to all kebeles and sub cities.

According to the interview made with the officials of Acts and Civil Status Documents Registration office, the office is organized with head office/main work process unit/ at city level, 10 sub city work process units/offices/ and 99 kebele vital events work process units. All the work process units at all levels are directly accountable to their respective administration. Currently, the office together with sub cities and kebeles has 427 positions/40 at city head office, 90 at sub city and 297 at kebeles/ out of which 135(31.6%) are vacant positions.

3.2.1.1. Types of Civil Registration Provided in Addis Ababa

Table: 4 Keble Employees Service Providers Response about the Service

	Responses	No	%	Remark
Had your Keble administration provided civil registration and vital events registration	Yes	106	98.1	
	No	2	1.9	
	Total	108	100	
If "yes" which service is being provided more than other?	a. Birth	12	11.3	
	b. Marriage	3	2.8	
	c. Family data & Id card	15	14.2	
	d. Death	8	7.5	
	e. Divorce	9	8.5	
	f. others	19	18	
	g. all	40	37.7	
	Total	106	100	

Source: Summarized from primary data, 2010

Currently, the majority of the services provided by the Addis Ababa vital events and civil statistics registration office are at Keble Administration.

Thus the researcher tried to assess the actual practices of Kebele administration regarding the provision of vital events and civil status registration. As Table 4 showed, the majority 106(98.1%) of employees respondents said the Kebele administrations had provided the vital events registration. Only 2(1.9%) said the vital events registration had not provided.

Regarding the types of vital events that had registered in the Kebele administration, the majority of respondents 4(37.7%) said all types that are birth, death, marriage, divorce as well as family data and Id card had provided at Kebele level while the second majority 19(18%) said others. 15(14.2%) and 12(11.3%) of the respondents said at Kebele level only family data and Id card and birth vital events registration had provided respectively. 8(7.5%) of the respondents stated only death certificate had issued at Kebele administrations while 3(2.8%) of them said marriage certification.

In the open ended question, the employees stated the standard time period for certification of vital events as follows:

1. Identification card, non-marital status, birth, divorce and death certifications had issued within 30 minutes, while
2. Marriage certification within 50 minutes.

Similarly the employee respondents stated prerequisite to get the services in the open ended question. These are:

- Registered in the residents acts and status documents
- Presenting currently issued Id card
- Filling forms of the kebele residents
- Current passport size photo and
- Service payment/fee

In the above Table 4 (item 2) data, the second majority of employees respondents 19(17.6%) said others services had provided in the kebele administration. In elaborating the other services, the employees said that they are providing other services forced by the administration such as writing protocol letters and secretarial jobs. This implies that the employees that had intended to provide the civil registration are forcefully engage in other service provisions beyond their job responsibility.

The current major vital events registration and certification service providers in Addis Ababa City Government are kebele administrations. This is because of the recently under taken decentralized system in order to provide services proximity to residents in their neighborhood. And also almost all types of vital events registrations are providing at kebele level. On the contrary, the employees are forced to engage in other activities beyond their boundary of responsibility and authority. This can by reverse affect the vital events registration system.

Table 5. Customers' Response about Registered Vital Events and Places

No	Item	Response	No	Percent	χ^2
1	Had you and your family registered vital events?	Yes	52	35.1	13.08
		No	96	64.9	
		Total	148	100	
2	Where was the registration place?	City Administration	32	61.5	39.23
		Keble	11	21.2	
		Religion institution	4	7.7	
		Hospital	5	9.6	
		Total	52	100	
3	Do you think the certification is important?	Yes	78	52.7	0.43
		No	70	47.3	
		Total	148	100	

Source: Summarized from primary data, 2010

The data presented in Table 5 showed the over all engagement of the customers and their general response about the service effectiveness. The data also revealed that the majority of the customer respondents 96(64.9%) said that they or their families had not registered vital events while 52(35.1) of them and their families had registered. Since the χ^2 computed too at (0. 05) level of significance 13.08, is greater than the vital value, 3.84 computed that statistically there is a significant difference between the two values.

Among who said they and their families had registered vital events the majority 32(25.6%) had received the service from the city administration. 11(7.4%) and 5(3.4%) said they got the service at kebele level and religious institutions respectively while others 4(2.7%) at the hospital. Since the χ^2 computed too at (3, 0.05) level of significance, 39.23 is much greater than the critical value, 7.81 implied that statistically there is significance between the four values.

Since the χ^2 computed at (1, 0.05) level of significance 0.43 is less than the critical value, 3.84, this implied that statistically there is no sign face difference between the two values even thought the fragrance shows difference in the response.

In the countries where there is no nationally established system of vital events registration and vital statistics system that can provide the service continuously, permanently and compulsory, the residents had not willing to register by themselves. This is true also in Ethiopia. As the case study of this paper data revealed that the majority of respondents and their families had not registered vital events. Among the places, the majority of respondents registered in city administrations that can indicate the

municipality's initiative to provide the services are acceptable by the residents. However, it seems that though there are promising practices difficult to conclude the service provision is effective and important.

3.2.1.2. The Basis for Civil /Vital Events/ Registration

Table : 6 Customers Opinion about Civil and Vital Event Registration

No	Item	Responses	No	%	Remark
1	Are you voluntary or willing to register civil or vital events	Yes	145	98.0	
		No	3	2.0	
		Total	148	100	
2	What are the reasons for registration	It is basic human right	34	23.0	
		The regulation forces to registration	-	-	
		To get other services	106	71.6	
		Other	8	5.4	
		Total	148	100	
3	Reasons for not registration	Lack of knowledge about its importance	2	66.7	
		To be registered does not have any benefit	1	33.3	
		Other			
		Total	3	100	

Source: Summarized from primary data, 2010

Although, looking up the residents willingness to register civil or vital events, the information obtained on this paper indicated completely different results. The willingness of almost all 145(98.0%) of the respondents to register civil or vital events is the very exemplary in this

regard. Only 3(2.0%) were stated their response as they are not willing as showed in Table 6 (item 1).

The very surprising response of the customers is also, the largest majority of the customers 106(71.6%) stated that the reason for their willingness to register, it is to get other services. Only 34(23.0%) of the respondents said they are willing to register because it is basic human right, while 8(5.4%) of them for other reasons. For those who are not willing, low level or lack of knowledge about its importance 2(66.6%) and being registered do not have any benefit 1(33.3%) stated as the reasons respectively.

Customers respondents were also stated their benefits in registering vital events in the open ended question. The following benefits stated by them

- To legalize marriage, birth, divorce and death.
- To get other related services such as social benefits wealth divisions, schooling and vacancy competition.
- To facilitate foreign travel, DV, authenticate documents and scholarship.
- To guarantee human and legal rights and citizenship.

From the earlier discussion on Table 5 (item 1), the above stated data of this study revealed that even though the majority of the respondents and their families are not registered they are willing to register. Specially, they stated that registering vital or civil events is human right as their reason to be registered is very crucial. This is because; the respondents have basic awareness of the very reason of the registration of vital or civil events. These all implies that the very reason of the residents not to be registered was the lack of legally established national system.

Table 7. Customers Opinion on the Interest and Impact of Registration

No.	Item	Alternative Response	No	%	Remark
1	Registration based on customers interest or demand has negative impact?	Yes	36	24.3	7(4.7%) Missing
		No	105	70.9	
		Total	141	95.3	
2	For the response of negative impact of customer based registration system.	A. There is no aggregate data for social, economic and political purpose	21	58.3	
		B. human rights, education, health, pension & the likes are not ensured	13	36.1	
		C. Security problems such or crime could not be protected easily	2	5.6	
		D. Other	-	-	
		Total	36	100	
3	Reasons for customers based registration has not negative impact	A. customer base registration ensured individual interest	81	77.2	
		B. Government control might be loosened	14	13.4	
		C. There is lack of decentralization system and resource to made the registration compulsory	5	4.7	
		D. Other	5	4.7	
		Total	105	100	

Source: Summarized from primary data, 2010

Based on the data indicated in Table 7 about, the opinion of customers concerning the civil registration system, customers were asked to respond concerning the negative impact of customers based vital registration system. Accordingly 36(24.3%) of the respondents believed that such kind of registration and certification system have negative impact on securing aggregate social, economic and political data necessary for the nation wide planning and other uses.

The respondents 13(36.1%) also mentioned that, basic human rights such as education, health and others are not ensured. On top of that security problems and others are not treated in a well organized manner 2(5.6%).

On the other hand, 105(70.9%) of the respondents believed that customer based registration process does not have negative impact. They believed that with respect to human right or interest any one should not be forced to register. Their second reason is related to the interference of government on individual interest or affairs, they 14(13.4%) said that the government interfere on individuals interest (affairs) should be minimized and thirdly they relieved that at this time it is quite difficult for the government to implement well organized decentralized system due to lack of resources, laws and lack of awareness and the likes.

Internationally accepted principles stressed on the practice of vital events and civil registration must be permanent, continuous and compulsory. However, the actual implementation of Addis Ababa, civil registration systems is hard to say such principles had fully applicable. This is because, the service provision of Addis Ababa city vital events and civil registration based on the customers interest and income generating due to lack of legal framework that forced the residents to undertake the registration permanently, continuous and compulsory.

3.2.1.3 The Application of International Principles

Table 8: Employees Responses about the Registration Processes

No	Items	Responses	No	Percent	
1	Is vital event (birth, marriage, divorce and death) registration done in your localities permanently, compulsorily and continuously?	Yes	14	13.5	4 (3.7%) Missing
		No	90	86.5	
		Total	104	100.0	
2	In what basis you providing the birth registration?	a. Residents demand	71	79.8	19(17.6%) Missing
		b. Court order	6	6.7	
		c. Other	12	13.5	
		Total	89	100	
3	To what extent the registration of death, marriage & divorce had undertaken?	a. Highly frequently	30	27.8	
		b. Frequently	7	5.6	
		C. less frequently	71	67.7	
		Total	108	100	

Source: Summarized from primary data, 2010

Concerning the permanency and continuity of the vital event registration process, 90(86.5%) said there is no permanent and continuous registration while the remaining 14(13.5%) said there is continues and permanent registration.

The majority 90(86.5%) of the respondents said that vital events such as marriage, divorce, death and birth registration had not undertaken continuously, while 14(13.5%) said it had continuous, compulsory and permanent. 4(3.7%) of the respondents were declined to answer from the question of compulsory in the service provision of birth registration.

Concerning the basis for the provision of birth registration, the majority of the respondents on table 8 (item 2) 71(79.8%) said that the registration of birth is based on the residents demand. While 6(6.7%) and 12(13.5%) stated other reasons and court order as the basic for the provision of birth registration respectively. Others 19(17.6%) fail to comment on the reason for the provision of birth registration.

Regarding to what extent the registration of death, marriage and divorce had undertaken, the majority of respondents 71(67.7%) said that such vital events registration had undertaken less frequently. While the second majority of respondents 30(27.80%) reported that the registration of death, marriage and divorce had undertaken highly frequent. While 7(5.6%) of them indicated as frequently.

The researcher tried also to assess the employees response based on the international principles of vital event registration. According to the review of literatures the vital events registration should be provided permanently, compulsory and continuous as the same time. However the employee responses are quite on the contrary of these, because their responses are divided on each of the international principles.

3.2.1.4. The Function of Civil registration

Table 9: Employee Response about Family Data of Residents

No	Item	Responses	No	%	Remark
1	Had your Kebele administration office obtained the family data of all residents?	Yes	28	25.9	
		No	80	74.1	
		Total	108	100	
2	If “Yes” for what purposes your office had been using?	a. administration (Id card provision, taxation, rent collection, other	17	60.7	
		b. Legal court cases, immigration and other	6	21.4	
		c. Statistical (to know & predict the residents population, planning & other	1	3.6	
		d. other uses	4	14.3	
		Total	28	100	
3	If “no” to the question where did you get the information about the total population of the residents?	a. Central statistics agency	69	86.3	
		b. city Administration	11	13.7	
		c. Research works institutions	-	-	
		d. Other	-	-	
		Total	80	100	

Source: Summarized from primary data, 2010

The researcher observed that, the collection and availability of vital statistics obtained from civil registration at kebele level, the employees were not provided with any data. As also indicated in the Table 9 (item 1) the majority of respondents 80(74.1%) stated that kebele administration had not obtained the family data of all residents. Only 28(25.9%) said

that the kebele administration had obtained the family data of all residents.

17(60.7%) of the respondents who positively react indicated that, the administration or office had used the information for administration purpose, such as Id card provision, taxation, rent collection and others while 6(21.4%) of the respondents said the data used for legal court cases, immigration and the like. In significant employee 1(0.9%) said that for statistical purpose to know and predict the residents population, planning and similar activities. 4(14.3%) of the respondent indicated said the information had used for others purposes.

As can be seen from the responses Table 9 (item 3), due to lack of collection and availability of the family data at kebele level, the majority of employee respondents 69(86.3%) said that the kebele administrations had got the information about the total population of the residents from the Central Statistics Agency, while few of the respondents, 11(13.7%) of them said from City Administration.

As it is mentioned in the review of literature, civil registration records have various purposes of functions, among which the following stated in review of literatures in the field legal, statistics research, scientific such as in demography, significance of social defense, protective value and administrative. Looking up the case of Addis Ababa vital events and civil registration service provision, it is clear that the registration function is only limited to the legal and administrative purposes while the rest are ignored.

3.2.1.5. The Legal Framework of Civil Registration

Documents revealed that establishment of civil registration in Ethiopia and in particular in Addis Ababa had started since the King Haile Silasie.

Thus the office had responsible for the provision of civil registration since 67 years. Now the offices are autonomous and decentralized in service provision to be rendered to kebele and sub city level.

According to the charter of Addis Ababa, the institution was legally established as an autonomous public organization in 1996 E.C with the following powers and duties.

- Initiate policies and laws with regard to the vital events and civil registration system.
- Registration and issuance of certificates for birth, marriage, divorce, and non marital status
- Issuance of residents identification card

Similarly according to the manager of the vital statistics office as information obtained through interview, the following laws and regulations are the basis for the service provision of the office.

- The 1952 Ethiopian civil code
- The 1992 revised family law
- The working manual produced by the office and approved by the cabinet
- The charter of Addis Ababa City Government are meant to be practiced

3.2.1.6. The Level of Effectiveness of the Service Provision

The Addis Ababa City Government Acts and Civil Status Documents Registration Service are among the city government offices with large number of customers. The customers of the office are both Ethiopians and foreigners. In an effort to give effective and efficient services to its customers, the office has revised the work manual using the civil service

reform and business process reengineering. Service delivery was decentralized and kebeles and sub cities are organized to give service at their locality.

Even though the office/service/ is acknowledged for a number of its good deeds in service delivery, there are also several factors confronting the quality, effectiveness, efficiency, of the service it provides in the service delivery process. There are also complaints in the part of the customers demanding efficient and effective service delivery improvement. As interviewed certain customers and other stakeholders.

Tables 10 and 11 indicate that the frequency, the percentage and mean values for all items related to criteria for evaluating the effectiveness of service delivery system from customers point view. Accordingly, customer respondents were asked to rate/evaluate the effectiveness of the vital events certification and registration service delivery system.

Mean For the purpose of analysis based of statistical point of view, the mean values were interpreted as 0.05-1.49= strongly disagree 1.5-2.49= disagree, 2.5-3.49= medium/fair 3.5-4.49=agree and 4.5 and above= strongly agree.

As one can see from Table 10, vital events certification service delivery system found to be effective, because the average weighted mean value indicates positive.

From the table the values used to interpret the data. It can be generalized that the service delivery system with in the respective offices found to be satisfactory. This is because of the fact that the whole items values and the weighted mean value is in between 3.5-4.49.

In a similar way as to that of Table 10, regarding the problems that contribute to poor service delivery service users were also asked to respond to all the given items 1 up to 14 in Table 11. Except item 4, 6, 10, 11 the rest of the items mean values were rated as satisfactory. And the weighted mean formal items were found 3.65 which indicate the service delivery is efficient and effective. However respondents argued against the absence of officers, complaint on poor treatment and accepting clients comment which contributes to strengthen the service delivery endeavor and over crowded premises.

Service performance delivery standards are indicators that can be expressed in time, quantity, quality cost or one in relation to the other(s) to serve. They often reflect process and outcomes which service users and other stockholders can reasonably expect service standards in terms of basic management tools for increasing institutional effectiveness. They help to eliminate cumbersome and non-value adding processes and practices as well as to guarantee service users right to complain whenever they are dissatisfied with the service they receive. Hence institutions should recognize and respect the right of service users to complain. This helps to ensure fairness in service delivery, because it gives service users better opportunities to express dissatisfaction in cases of unfair practices (FDRE, 2001).

Based on these and other similar service areas customers were made to evaluate their level of satisfaction. The researcher evaluated the responses based on number (frequency), percent, mean and weighted mean.

Table 10: Vital Events Certification Service Delivery System

Strongly agree=5, agree= 4, medium= 3, disagree= 2, strongly disagree= 1

Items/Level/	Strongly Agree		Agree		Medium		Disagree		Strongly Disagree		Mean (X)
	No	%	No	%	No	%	No	%	No	%	
Timeliness(length of time clients spend to get service highly improved)	81	54.7	34	23.0	24	16.9	4	2.7	5	3.4	4.23
Process and procedures to get services become systematic and appropriate	46	31.1	63	42.6	22	14.9	11	7.4	6	4.1	3.89
Appropriate mechanism of complaint handling made available to users	52	35.1	47	31.8	33	22.3	7	4.7	6	4.1	3.83
Accepting criticism in the office increasingly observed	46	31.1	46	31.1	39	26.4	12	8.1	2	1.4	3.76
Quick corrective measure taking is highly improved	41	27.7	46	31.1	33	22.3	20	13.5	5	3.4	3.60
Adherence to official opening hours significantly improved	65	43.9	41	27.7	30	20.3	7	4.7	5	3.4	4.04
Confidentiality of records are being improved	77	52.0	28	18.9	31	20.9	10	6.8	2	1.4	4.14
Respects and recognition to the clients have increased	76	51.4	40	27.0	24	16.2	4	2.7	4	2.7	4.22
Problem solving capacity of the staffs enhanced	53	35.8	61	41.2	21	14.2	11	7.4	2	1.4	4.03
The staffs are welcoming the comments forwarded from clients	69	46.6	41	27.7	26	17.6	7	4.7	5	3.4	4.09
Attractive office facilities are being observed	44	29.7	46	31.1	30	20.3	22	14.9	6	4.1	3.68
Availability of office seats for clients.	63	42.6	42	28.4	25	16.9	12	8.1	6	4.1	3.97
Obedience of the staff	64	43.2	39	26.4	30	20.3	10	6.8	5	3.4	3.99
Weighted Mean											3.96

Source: Summarized from primary data, 2010

Accordingly, most of customers 'strongly agree' on the selection criteria explained items 1, 3,6,7,8,10,12,13 were rated as strongly agree with mean value 4.23, 3.83, 4.04, 4.14, 4.22, 4.09, 3.97 and 3.99 respectively.

Table 11: Customer Rating About the Main Problems that Contribute to Poor Service Delivery
 Strongly agree= 1, agree= 2, medium= 3, disagree= 4, strongly disagree=5

No.	Items/Level/	Strongly Agree		Agree		Medium		Disagree		Strongly Disagree		Mean (X)
		No.	%	No.	%	No.	%	No.	%	No.	%	
1	Some of the staff members are rude to clients	11	7.4	14	9.5	15	10.1	21	14.2	87	58.8	4.07
2	Incompetent staff	10	6.8	22	14.9	40	27.0	20	13.5	56	37.8	3.61
3	Some of the staff members do not accept the criticism forwarded from their clients positively	15	10.1	16	10.8	44	29.7	27	18.2	46	31.1	3.49
4	Clients lack to complain on poor treatment faced	26	17.6	21	14.2	23	15.5	39	26.4	39	26.4	330
5	Corrupt staff or soliciting for bribes	21	14.2	9	6.1	32	21.6	17	11.5	69	46.6	3.70
6	Over crowded premises	20	13.5	19	14.8	31	20.9	26	17.6	52	35.1	3.48
7	No seats for clients while waiting to be served	13	8.8	20	13.5	33	22.3	20	13.5	62	41.9	3.66
8	The time that it takes to render services	13	8.8	18	12.2	25	16.9	29	19.6	63	42.6	3.75
9	Too much bureaucratic conditions that lead to see many offices	19	12.8	21	14.2	14	9.5	32	21.6	62	41.9	3.66

10	Absence of information desk for clients	21	14.2	26	17.6	16	10.8	35	23.6	50	33.8	3.45
11	Absence of staff in the office to serve clients	16	10.8	15	10.1	28	18.9	25	16.9	64	43.2	3.27
12	Dirty offices premises	8	5.4	19	12.8	23	15.5	33	22.3	65	43.9	3.86
13	Staff adherence to official opening hours	16	10.8	12	8.1	20	13.5	40	27.0	60	40.5	3.78
14	Low motivated staff members	18	12.2	19	12.8	25	16.9	30	20.3	56	37.8	3.59
	Weighted Mean											3.65

Source: Summarized from primary data, 2010

3.2.2. The Collection and Usage of Vital Events Statistics

Table 12: Administrative Officials and their Roles

No	Item	Response	No	%	Remark
1	Do you think that the importances of vital events registrations are awarded by the administrative officials and by the residents?	Yes	86	79.6	
		No	22	20.4	
		Total	108	100	
2	Had your Keble administration obtained full information about whole resident?	Yes	38	35.2	
		No	70	64.8	
		Total	108	100	
3	If your answer for Q No 2 is "No" is it because of the incapability, lack of awareness, lack of commitment of the government to undertake the vital events registration?	Yes	67	79.6	
		No	3	20.4	
		Total	70	100	

Source: Summarized from primary data, 2010

Table 12 presented the kebele administrative officers and their role regarding vital events registration. Accordingly, table 12 (item 1) indicated that the majority of the employee respondents 86(79.6%) said the importance of vital events registration are awarded by the administrative officials and by the residents, while 22(20.4%) of them reported negative. Surprisingly, the majority of the respondents 70(64.8%) said that the kebele administration had not obtained full information about the whole residents. While 38(35.2%) of the respondents said that the kebele administration had obtained full information about the whole residents, which is contradictory.

Regarding the reasons why the kebele administration office lacks to obtain full information about the whole residents, the majority of respondents 86(79.6%) agreed on the incapability of the administration at all level as the main reason to undertake the vital events registration, while 22(20.4%) disagreed on this reason.

The data revealed that even though the kebele administrators had awareness about the importance of the vital events registration, they had not obtained full information about the whole residents. And the incapability of the administration to undertake the vital events registration stated as the reason for of the administration not to obtained full information.

3.2.3. Over all Evaluation of Vital Events and Civil Registration System by the Respondents

Table 13. Customers Response on Evaluating the over all Vital Registration System

No		Responses	No	Percent	Remark
1	In which category is your Keble, sub city or overall city level vital events registration system categorized?	1. Very Good	39	36.1	
		2. Good	43	39.8	
		3. Fair	21	19.4	
		4. Poor	5	4.7	
		Total	108	100	

Source: Summarized from primary data, 2010

From the responses when we analyze and evaluate the over all practice of civil registration, the majority of employee respondents 43(39.8%) rated the Addis Ababa vital events registration system as good while 39(36.1%) of them as very good. 21(19.4%) and 5(4.7%) of the respondents rated the system as fair and poor respectively.

In the open ended question the employees respondents evaluate the vital registration system differently the highlights of their over all assessment summarized below.

Respondents were also asked to forward their opinion about the status of the registration system in the open ended question. Accordingly the following are some of the points:

- The starting is good but problems related organizational structure, work process, budget and manpower shortage should be solved

- Civil registration and vital statistics system is requiring quality, and the current practice lacked a lot
- The service provided at kebele level is effective and proximate to the residents
- It is encourage able but needs a lot of improvements.
- The previous time consuming service provision had already solved, but there is also awareness problems at all levels.
- The current service provision is inefficient and ineffective and a lot must be done.
- The administration had not give full attention to services to be render.
- There must be caution in order to protect illegibility.
- The employees are not confident to run the job by their own due to high turn over due and reshuffle to measures taken by the administration
- Due to uninterrupted reshuffle of employees, not only the provision of service hindered but also resources were inefficiently used.
- In consideration with total population of the kebele, the size of the kebele and the high demand of the residents service, it is difficult to say that vital event and civil registration system has been implemented with out a problem.

Looking up the above data, it is possible to say that the service delivery endeavor of Addis Ababa city administration had at the better position but it lack quality. And also there are also respondents opinion that indicated several deficiencies in terms of skilled manpower, inputs, budget, lack full attention from the administration. In order to provide efficient service such short comings should be solved and the service delivery should not be focused on fulfilling standard time but also give due emphasis to quality and cautious measure in order to protect illegality.

3.3. Management and Organizational Structure of Civil Registration in Addis Ababa

3.3.1. Organizational Structure of Civil Registration Institution

The responsible office for civil registration in Addis Ababa is namely known Acts and Civil Status Documents Registration Office. This office is directly responsible to the City manger, according to the charter (proclamation No 2/1995 article 48) which was approved by the federal parliament.

According to the interview made by the researcher with the official of the office, throughout years it organized and reorganized so man times. Even with in the past 10 years the office were organized in 1996, 1998 1999 and 2001 EC. From these responses, one can assumed that unsustainable organizational reform inevitably hinder the over all practices of handling adequate information and the likes.

As it is stated in the BPR document recently, head office at city level is responsible to the justice Bureau. And this office is responsible to support all kebeles and sub cities only technically. All other resource managed and fulfilled by the sub city and kebele administration. Thus such responsibility and accountability of the office is not in accordance with the legislative act of the Charter of Addis Ababa that is provided legal entity of the office starting from its establishment.

As the organization structure of the Acts and Civil Status Documents Registration Office, the office is not directly responsible for the service provision of the sub city and kebele vital events and civil registration provision.

From the researches observation, and document review made, the head office is autonomous and manages financial, human and material resources as one of the office of the city administration

The sub cities and kebeles are directly responsible to the sub city and kebele administration respectively in all aspects. They are unable to manage the financial human and material resources. More over the city administration is facing with short of budget and other resources that may be indispensable to the over all activities to be rendered. They also indicated that, although decentralization seems practical, offices are not fully autonomous to carry out their responsibilities.

From the observation and discussion, it is worth to note that the practice of decentralization seem practical and on process. However, the offices of vital events at sub city and kebele level are not managing their own resources because they are accountable for respected administration as any of other offices. Thus, they can operate autonomously and face difficulties in budget, manpower and the likes.

3.3.2. The Status of Civil Registration Management

3.3.2.1. Administrative Structure of the Service Providers

According BPR document, the office and the organizational structure of vital events registration and certification system is decentralized since 2001EC. The local vital event registration offices of each sub cities and kebeles are administered by local authorities according to the approved BPR document. The main work process at city level is coordinate and gives technical support for the uniform implementation of the service delivery system. This type of vital events registration organizational structure exists in counties where the federal system of government prevails.

It is worth to not that the vital events and civil registration service provision in Addis Ababa is highly decentralized in terms of administrative structure since 2001. Before 2001, the service was centralized under the office of Acts and Civil Status Documents Registration Office. After the city administration decided the implementation of BPR, the service provision downing at the level of sub city and kebele to practice the decentralized system.

3.3.2.2. Management of Resources and Service provision Effectiveness

In terms of man power status, from the review of man power assignment documents the researcher found that the acts and civil status documents registration office had under level number of vacant position. The human resource assigned based on the BPR document is as follows

- 40 positions at head office for main work process unit at city level
- 90 positions at sub city level 9 employees for each sub city.
- 3 positions for each kebeles totally for 99 kebele 297 position.

A total of 427 positions are in the organizational structure of the work process. Out of these number 135 (31.6%) are vacant positions.

Table 14. Training of Employees

Item		No	Percent	χ^2
Did you take training to your current position	Yes	42	38.9	5.33
	No	66	61.1	
	Total	108	100	

Source: Summarized from primary data, 2010

As can be seen from the Table 14 it is indicated that the majority of employee respondents 42 (38.9%) had taken training in their current position. However the undeniable number of respondents 66(61.1%) said they had not taken training on their current position. Since the χ^2 computed, 5.33 at (1, 0.05) level of significance is greater than the critical value, 3.84, this implies that there is significant difference between the two values.

This indicates that on the job training practices seem forgotten. Hence the provision of quality services regarding vital events and civil registration system seems minimal.

Table 15. Number of existing employees in relation to service provision

No	Respondents	Available employees						χ^2
		More than enough		Enough		Less		
		No	%	No	%	No	%	
1	Employees	8	7.4	42	38.9	58	53.7	22.78
2	customers	12	8.1	65	43.9	71	48	33.22

Source: Summarized from primary data, 2010

From the Table 15, it is possible to realize that the number of existing employees in relation to the service is evaluated as less. Because 58 (53.7%) of employees and 71 (48%) of customers respondents were supported the idea. And also 42(38.9%) of employees and 65(43.9%) of customers respondents responded as enough. On the other hand 8(7.4%)

and 12(8.1%) of employees and customer respondents respectively replied the employees number as more than enough.

The researcher tries to look at whether there is statistically significant difference between their responses. Accordingly, the χ^2 computed for both respondents implies that there is significant difference since the χ^2 computed for the responses of employees and customers, 22.78 and 33.22 respectively are greater than the critical value, 5.99.

From the above discussion one can conclude that the existing employees are less in number to provide the service the customers.

Table 16. Customers' evaluation of the organization location, office layout and facilities

No	Item	Level of Suitability								χ^2
		Excellent		Very good		Good		Unsatisfactory		
1	Location	44	29.7	63	42.6	41	27.7	-	-	5.77
2	Office layout	22	14.9	57	38.5	62	41.9	7	4.7	58.11
3	Facilities	9	6.1	38	25.7	79	53.3	22	14.9	74.97

Source: Summarized from primary data, 2010

The other point of discussion made regarding the conduciveness aspect of the organization is its location, office layout and facilities. In this regard, 44(29.7%) of the respondents evaluated and rated the suitability of its location as an excellent, 63(42.6%) as very good and 41(27.7%) evaluated as good respectively.

In addition to this, from the one stop shop service point of view, 22(14.9%) of customers respondents replied the office layout as excellent, 57(38.5%) as very good, 62(41.9%) replied good and 7(4.7%) as unsatisfactory.

Similarly, concerning the facilities 79(53.3%) of respondent were evaluated its suitability as good, and 38(25.7%) replied very good, 9(6.1%) replied it as excellent and 22(14.9%) noted as unsatisfactory.

From the responses obtained it is possible to generalize that the level of suitability of the organizational location office layout and facilities are seem promising as used to be.

Table 17. Employee Respondents Opinion on the Capability of Handling the Vital Registration.

No	Reasons	Response				χ^2
		Yes	%	No	%	
1	Financial and manpower problem	74	68.5	34	31.5	14.81
2	Lack of experience	49	45.4	59	54.6	0.93

Source: Summarized from primary data, 2010

As can be observed from Table 17 (item1) the reasons outlined by respondents for kebeles not being capable of handling vital registration system, it is possible to infer that financial and resource problems are factor not to lead and handle vital registration system, because 74(68.5%) of employees were supported the idea. The χ^2 computed 14.81

at (1, 0.05) level of significance also reveals that there is significant statistically difference among the two values.

Similarly, concerning experience 59(54.6%) of respondents replied no, and 49.0(45.4%) responded yes. The χ^2 computed, 0.93 at (1, 0.05) level of significance, however revealed that there is significant difference among the two responses since it is less than the critical value, 3.84.

As it was indicated in Table 1, more than 46% of the employees have less than five years of experience in the organization. The above discussion reveals that although human and material resources together with the experience of the assigned personnel are vital, the respondents seem reluctant to pinpoint the actual facts. Although, human and material resources in relation to experiences of the assigned people are vital, the respondents seem relevant to gain point the actual factors.

3.3.2.3. Relationship with in the Institution and with Other Institution

Table 18. Respondent Opinion on Management and Employee

No	Items	No	%	χ^2
1	How do you rate the extent of the relationship between the management and employees?			
	Very Good	-		
	Good	19	17.6	
	Medium (fair)	68	63.8	85.26
	Poor	13	12.0	
	Very poor	8	7.4	
	Total	108	100	

Source: Summarized from primary data, 2010

The table (18) deals with the relationship that the employees have with management. Accordingly replied that the relation they have the majority 68(63.6%) of the respondents was medium (fair). Other replied 19(17.6%) good, 13(12.0%) poor, 8(7.4%) very poor.

The χ^2 computed 85.26 at (3, 0.05) level of significance also depicted that there is significant difference among the four responses since it is greater than the critical value, 7.81. What one can conclude from the above discussion is that the relationship between employees and management seem some how promising.

From the discussion, it is possible to say that the relationship in most of the employees was found “medium” or “fair”. Hence the relationship was not appreciated.

3.3.2.4. The Issue of Confidentiality

Table 19. Customers’ opinion about Information Confidentiality

No	Item	Alternative Response	No	Percent	Remark
1	Do you think that the institution is keeping the intended information confidentially?	Yes	111	75.0	
		No	37	25.0	
		Total	148	100	
2	Reasons for the non confidentiality of information?	A. They are available for other who are not concerned	4	10.8	
		B. There is a tendency of forgery	9	24.4	
		C. prior information are changing because of different reasons	12	32.4	
		D. Other	12	32.4	
		Total	37	100	
3	Reasons for the confidentiality of information?	A. Information are only released only to concerned individuals	73	65.8	
		B. There is a better mechanism of control	12	10.8	
		C. They are credible	20	18.0	
		D. Other	6	5.4	
		Total	111	100	

Source: Summarized from primary data, 2010

As the data in the Table 19 indicated that the majority, of the respondents agreed on the information of civil registration had kept confidentially. 111(75.0%) of the customer respondents said that civil registration institutions are keeping the information obtained from the registration confidentially, while 37(25.1%) said not.

Out of the total 37 respondents item 2 of Table 19, 12(32.4%) said that prior information are changing because of different reasons, for their reason civil registration institutions had not kept obtained information confidentially and also similar numbers of respondents responded other reasons. 9(24.4%) of the respondents said there is a tendency of forgery. While insignificant number 4(10.8%) responded availability of information for others who are not concerned.

For item 3 customers who said information had kept confidentially by civil registration institutions stated their reason that information are revealed only to concerned individual respondents by the majority of customers respondents 73(65.8%). While 12(10.8%) of them said that there is a better mechanism of control. 20(18.0%) of them indicated that institution are credible. 6(5.4%) of them stated others reasons.

From the responses obtained it can be justified that information confidentiality was seen in the organization.

Table 20. Civil Registration Information Confidentiality /Employee/

No	Item	Responses	No	%	Remark
1	Had vital event registration information confidential	Yes	92	85.2	
		No	16	14.8	
		Total	108	100	
2	If yes for the above question, how is information released?	a. By the order of legal institution	20	21.7	
		b. To the concerned individual	27	29.3	
		c. For research purpose	4	4.4	
		d. To administration official	24	26.1	
		e. Other	17	18.5	
		Total	92	100	

Source: Summarized from primary data, 2010

Employee respondents also agreed to the confidentiality of the information obtained from civil registration. The majority of employee respondents on Table 20 (item 1) 92(85.2%) said vital events registration information had confidential, while 16(14.8%) of them said not. And these information are released to the concerned individuals, according to the majority of the respondents 27(29.3%). 20(21.7%) of the employee respondents said that the information had released by the order of legal institution and to administration officials. 4(4.4%) and 17(18.5%) of the respondents said the information had released for research and other purposes respectively, while 10(9.3%) were missing.

In general Table 20 from the above customers as well as employees response it is possible to conclude that information obtained from vital events and civil registration had kept confidentially. According to the

respondents the information had released for the concerned individuals, due to order of the court and administrative purposes. Thus, the city vital events and civil registration office practice of keeping information confidentially had built the credibility of the office.

3.4. Challenges and Solutions in Civil Registration System

3.4.1. Problems and Challenges

The customers, stake holders and employee respondents stated problems related the Addis Ababa city administration vital events and civil registration starting from man power up to lack of modern technology application.

Respondents were provided with open ended questions so as to indicate major challenges that can constrained the effectiveness of the vital registration system as the response indicated. The core problems and challenges stated by respondents are summarized below.

- Shortage of budget and input.
- Unnecessary frequent meetings and work load out of boundary of the institution authority and responsibility.
- Lack of skilled manpower in the field specially in IT management.
- Low level of awareness on the importance of vital events and civil registration by the community and administration.
- Absence of a well organized documentation of information that hinders the usage of the data for other purposes and exposed to illegality.
- Low level of political commitment.
- Failure to establish a centralized data base and networking system.

- Unable to protect the provision of certification based on forged documents.
- The service provision is only focused on the speed rather than quality.
- The registrations only based on the customers interest rather than at the time of occurrences.

3.4.2. Solution to Solve the Problems

Respondents also asked to pin point solutions that might fell appropriate to solve such problems under the study. Accordingly it is presented as follows:

- Information desk should be established.
- Advertise the institution and the service using mass media.
- The institution should arrange the mechanism to use the documented information for other purpose.
- Solve the manpower shortage and develop skills of the employees.
- Computerize the system and assign skilled manpower.
- Keep the information secretly and confidentially in order to protect illegality.
- The system is only focused on certification, thus there must be due focus for registration.
- Registration must be undertaken at the time of occurrence.
- Problem related input, manpower and capacity should be solved.
- The system must be net worked.
- There must be nationalized Id system.
- The system is at good condition due to BPR but it must be sustained and improved based on the inputs and evaluation.
- The registration should not be based on the customers demand for service rather than it must be compulsory by law.

- The service should be provided transparently to avoid corruption and illegality.
- Marriage registration and certification should be held in a very standardized and beautiful setting.
- The service provided at kebele level should be uniform based on stated procedures in order to avoid personal interference of administrators and employees.
- International standards should be applicable.

The respondents suggested a wide range of solution that can contributed to the study under consideration.

3.5. Analysis of Key Informant Interviews and Focused Group

Discussion

The research had also conducted key informant interviews in order to augment the results of the formal survey /research/. The interview with key informants was made with many knowledgeable persons. The summery of the major results of the key informant interviews are presented below.

3.5.1. Problems Related with Birth Registration

When children are caught as alleged offenders by the police they are directly brought to the police stations and detained in their custody until their age examination results come from the only hospital that performs age examination. Until such examination is made and results sent to the police, young offenders have to stay in custodies with out appearing in court contrary to the law which stipulates an alleged offender or suspect should be taken to the juvenile court immediately after apprehension.

All the police stations in Addis Ababa have no separate cells for children and hence children are detained with adults and hard core criminals, thus easily exposing them to acquire criminal behavior and go out of the police stations as worse criminals than before.

Therefore, the absence of birth certificates is seriously affecting the works of the police in dealing with cases of young offenders in addition to the violation of the legal rights of children which are prescribed in the working laws of the country.

3.5.2. Problems of Vital Events Registration Offices for Undertaking Civil Registration

Most of the key informants who attended the interview believed that kebeles in its present restructured condition, is capable of carrying out civil registration as it is being done in the vital registration section of the Addis Ababa city Government.

All informants agreed that a civil registration system must be initiated in this country as soon as possible even though they acknowledge the difficulties associated with starting such a system in all developing countries and in deed also in Ethiopia.

All key informants cited the 1960 civil code of Ethiopia, particularly Article 47 and the revised family law, which stipulates a civil registration system must be put in place in Ethiopia. They said that this article was not enforced because of various reasons and reiterated the fact that this must be re-activated so that the system will be initiated. Despite these problems, they indicated that some city councils have sections or offices

to register births, deaths, marriages and divorces and stated the Addis Ababa City Government as an example. They, however, said that these registrations are not compulsory and complete as well as registration is carried out for volunteers who report the vital events.

The current practice is for people to come to kebele or sub city when ever they are in urgent need of birth or marriage certificates for some legal or other administrative purposes (visas, school registration, advanced education abroad, insurance, etc.). Because of the above and many other related reasons, the current practice of registration can not be considered as a civil registration system, according to all key informants.

The current tendency being observed among any policy makers and functionaries indicated the high need for such a system to be initiated and they all agree that it is high time that a civil registration system must be implemented in this country.

As to the handling of vital registration by kebeles sub cities, the key informants all agreed that kebeles and sub cities have more or less the legal and technical background to conduct a civil registration system. They also indicated that kebeles have the potential for becoming the primary registration unit, provided that the legal and technical situations needed are put in place based on sound studies. All key informants fully agreed that, kebeles are legal and capable of handling vital registration system and recommended that all efforts must focus on kebeles which are the appropriate public organs and very much near the people to act as key primary units of civil registration.

The key informants said that political commitment at the highest level is a prerequisite for civil registration system to be effective and efficient and

should be backed by legislation. They also said that for the system to be work, it must be among others:

- Legally established.
- Run by a government body.
- Centrally coordinated.
- Compulsory.
- Arranged in such a way that the primary registration units are very near to the people.
- Supported by the required logistical, financial and other resource.

The informants also stated the effort made by the Ethiopian government to establish to civil registration system. In Ethiopia, currently there has been national recognition of the importance and need for civil registration and vital statistics, according to the key respondents.

But civil registration as a source of vital statistics has never been practiced, except in some fragmented and non slandered civil status productions. As a result, the country was unable to use the outputs of the system for its economic development planning and monitoring purposes. In recent years, a shift in approach has and methods to wards the conventional civil registrations are forwarded after a careful review of past efforts based on UN guidelines.

The key informants also mentioned challenges, opportunities and successes in civil registration and vital statistics system.

3.5.3. Challenges

- Low level of awareness among the population.
- Human resource limitation.
- Absence of civil registration implementing institution.

- Financial constraints that prevent supporting possible schemes to initiate a civil registration system across the country.

3.5.4. Opportunities

- The presence of encouraging initiatives and good political will.
- The revision of laws and provision of constitutional civil rights.
- The adoption of federal governance model and accompanying decentralization.
- The increasing need for accurate demographic data by all development agencies.
- The increasing number of health centers, educational facilities and extension workers in the rural areas as institutions for registration.

3.5.5. Success

- The legislation process currently is underway
- Establishment of coordination body between civil registration and vital statistics is underway
- In depth review and adoption of UN recommendations in the field.

And, according to the key informants the objective of the government is to develop a comprehensive fully functional civil registration and vital statistics system in Ethiopia that is compulsory, universal, permanent and continuous.

3.5.6. Points obtained from Focused Group Discussion with Management and Employees of Acts and Civil Status Documents Registration Office of the City of Addis Ababa

- The offices' organizational arrangement is conducive to render quality service to satisfy customers.
- Numbers of front desk employees at sub city level are sufficient to provide efficient service but at kebele level the numbers of employees are not sufficient even though customers are satisfied by the service delivery.
- Employees at all levels complained about the lack of constant and tailored training that could have contributed to their effort in service delivery process.
- Service charge for customers service is very low and needs modification (revision).
- Though there is close supervision and performance evaluation system, it is not attached with benefits and this has to given serious attention.
- Service preconditions are clear and customers are exposed to these preconditions by using different mechanisms.
- Compliant handling system is established and both employees and customers are aware of it.
- All participants know the vision of the service and their effort is geared towards this vision.
- Service standard is there and they try to keep these standards.
- They have given and work in accordance with this performance procedure and manual to carry out their day to day tasks.
- They welcome positive and constructive feed back from customers, employees and put it in to practice in their effort to give customer focused service.

- The working environment, rooms and office facilities are sufficient
- There is no incentive system that motivates hard workers

3.6. Conclusion

Although kebeles are the primary unit that provide the vital events services at the grass root level based on the duties and responsibilities in actual practice the employees had intended to provide the civil registration system are forcefully engaged in other service provisions beyond their job responsibilities.

From the findings it can also be concluded that it is difficult to assume the service provision is important, the willingness of customers to register is to get other services, lack of awareness and others who were not registered was because of lack of legally established national registration system. However, the absence of civil registration information data hinders the socio economic and political planning.

From the summary of findings it can be concluded that residents were not in a position to under take the registration permanently, continuously and compulsorily as used to be. It was also reported that the service delivery at all levels of the organization seem to be efficient and effective. It is worth to note that, they believe the importance of civil registration system and they indicated several deficiencies that should be solved. Respondents also argued that unsustainable structure suffers the over all practice of the study under consideration.

Lack of competence of the assigned individuals is also a factor that hindered the practicality of the quality service delivery. Concerning the capability of kebeles in handling civil registration system, the majority of

respondents replied that kebeles are capable of handling the civil registration system and their work environment seem conducive from the respondents response, employees are ready and able to perform the intended duties with minimum experience, even though the institution lack adequate human resource.

The respondents also reported that the relation ship between employees and management is positive. And, the civil registration information with in the organization handled confidentially.

Chapter Four

Summary of the Findings, Conclusions and Recommendations

This chapter presents summary of the major findings, conclusions and recommendations that are assumed to be useful to alleviate the problems of civil registration system.

4.1 Summary of the Findings

The main objectives of this study are to find out the service delivery performances and management in civil registration and vital statistics system. Hence in order to meet the above stated objectives, the study was guided by the following basic research questions:

- 1 How civil registration and vital statistics services have been administered or managed?
- 2 How the civil registration and civil status offices perform?
- 3 What are the obstacles in practicing civil registration and vital events?
- 4 Are there good opportunities in implementing the civil registration and vital statistics system?
- 5 What are the impact of each of a full implementation of civil registrations and vital events?

It is the belief of the researcher that these findings may assist the assessment of service delivery performance and management in Civil Registration and Vital Statistics Systems of Addis Ababa City

Administration including kebeles, sub cities, city, federal ministers agencies and non-governmental organizations and other to take corrective actions for sustainable growth and understand the sector in order to provide quality and standard civil registration system.

It is hoped that the findings of this study indicates the problems, generate valuable information for planners, decision makers and policy implementers.

Further more, the finding may serve or a spring board for other who have and keen interest to undertake similar study in depth.

The study method employed was descriptive survey method and analysis is conducted in the city of Addis Ababa. The sampling techniques used are a mix of techniques as they are appropriate. Hence, purposive, availability sampling and random selection are used.

In order to address the basic questions, relevant and related literatures are also reviewed. Sets of questionnaires, (open and closed ended) interview, group discussion, observation check list and documents review are used to gather the relevant data. The questionnaires are piloted and revised before the actual administration.

The total number of respondents who were expected to respond to the study questionnaires were 300. These questionnaires were distributed to the subjects of the study employees, customers; key informants and focus group discussion are also employed. Out of the total 300 (85.3%) are filled and returned to the researcher. In addition 53 key informants and 3 groups of focus group discussion were consulted through interview. In addition researcher observation has been made.

The data obtained from the respondents were analyzed and interpreted using statistical tools such as mean, chi square, weighted mean, frequency as well as percentage. Accordingly as per the analysis made the major findings are summarized as follows.

4.1.1. Civil Registration Provision Practice

Based on the international principles the study has analyzed the status of civil registration and vital statistics as well as management and organizational structure. And the summary of the findings are presented as below:

1. As it is discussed in the literature the basic types of vital events are birth, death, marriage and divorce certification and registration. The management and employee of the Addis Ababa civil registration offices stated that in the duties and responsibilities of the above types of vital events are mentioned in the proclamation document.

From documents review and open ended questions employees stated that the standard time set to deliver the services are 30 minutes for certification of birth, death, divorce and with-in 50 minutes marriage certificates are issued by the office if customers are fulfilling the expected procedures.

2. The major vital events registration and certification service providers are kebele administration. This is because of the recently undertaken restructuring and decentralization. As the finding reveals, the employees are providing other services beyond their legal duties such as writing protocol letters, secretarial jobs etc.

3. The majority of respondents and their families have not registered vital events.
4. The large majority of the customers stated that the reason for their willingness to register is to get other services.
5. The customer respondents and their families are not registered they are willing to register. This is because the respondents have basic awareness of the very reason of the registration of vital events. This implies that the very reason of the residents not be registered is the lack of legally established national system.
6. The respondents indicated the negative and positive impacts of registration based on the interests of customers, the respondents mentioned that, basic human rights, health and education are not ensured as negative impacts of registration based on customer interest. Also security problems, organized data for the socio economic and political planning are also not ensured.

On the other hand respondents believed that with respect to individual interest, interference of government on individuals interest or affairs and the difficulties of implementing this system because of resource problems, lack of laws and well organized decentralization system, lack of awareness and the likes are reasons mentioned by the other groups of respondents as the benefits of customers interest based registration.

7. Comparing with internationally accepted principles respondents stressed that the practice of vital events and civil registration in Addis Ababa based on the customers interest due to lack of legal

framework not forced the residents to undertake the registration permanently, continuously and compulsorily.

8. Regarding the collection and availability of vital statistics data obtained from civil registration, the employees at kebele level were not provided with any data or the kebele administration did not obtain the family data of all residents. Looking up the case of Addis Ababa vital events and civil registration service provision, it is clear that the registration function is only limited to the legal and administrative purposes while others are ignored.
9. Customers revealed the main problems that contribute to poor service delivery and over all vital events certification service delivery system. However, almost all of the respondents indicated that the service deliveries at all levels of the organizations are efficient and effective.
10. The majority of respondents replied that the vital events registration offices have large number of customers. The customers are both Ethiopians and foreigners. The service delivery had decentralized to kebeles and sub cities localities. The office is acknowledged for a number of its good deeds in service delivery. According to the findings the level of effectiveness of the office is satisfactory.
11. With respect to collection and usage of vital events, the majority of respondents agreed on the importance of vital events registration are awarded by the administration officials and by the residents. However, the respondents replied that the kebele administration had not obtained full information about all residents.

12. Customers responded on evaluating the over all vital registration system. From the analyzed data it is possible to say that the service delivery endeavour of the city civil registration system is at better position but it lacks quality. Respondents also indicated that there are several deficiencies in terms of skilled manpower, budget, and lack of attention by the administration. And, these short comings should be removed.
13. The organizational structure and responsibility of civil registration had been organized and reorganized so many times. Even within 10 years since 1996 E.C the offices were organized four times. From these responses one can assume that unsustainable organizational reform hinder the over all practices and affects the handling of adequate information. As it is stated by the officials of the vital events officials currently the responsibility and accountability of the office is not in accordance with the legislative act.
14. The majority of employees were not trained on their current position while 42(38.9%) replied they had taken training on their current position. This indicates that on the job training practices seem forgotten. Hence, the revisions of quality services regarding vital events registration system seem minimal.
15. Regarding the conduciveness aspects of the organization's location, office layout and facilities, the majority of respondents replied that, the suitability aspect of the office are seem promising.

16. As indicated about the opinion of the capability of kebeles in handling vital registration the majority of respondents replied that kebeles are capable of handling the primary unit of the registration system.
17. Regarding experience of employee in handling the registration system there are financial and other resource constraints and lack of experience among the employees. However, they are able to run their duties and responsibilities some how effectively.
18. Concerning the existing employees who are assigned to provide services to customers the institutions do not have adequate human resource in relation to the organizational structure.
19. Regarding the relationship between employees and management, there is positive cordial relationship among them.
20. Concerning the issue of confidentiality of information within the organization, the organizations are capable in handling/keeping the information confidential. As reasons they mentioned that data are releasing information to concerned individuals and there are well established controlling system.
21. There are three major problems regarding computerization. First, the work units are not staffed with the required and qualified staff trained in IT technology and management. Second, untrained staffs were assigned to the posts and counters. Thirdly, even then those are assigned were not given on the job training. The importance of having qualified staff in IT is justified by the fact that the civil and vital statistics registration services will be more complete, correct and easily available when supported by computerized system.

4.2. Conclusion

In the light of the forgone major findings of the study, the following conclusions are drawn:

1. The major principles and recommendations of the UN regarding vital registration systems are used to serve countries as guidelines when initiating and/or implementing such a system. Even though the coverage of the present study is not national in character but only Addis Ababa and is not also meant to initiate a registration system in the city but to assess the service delivery performance and management in civil registration and vital statistics system, the UN principles are thought to shade light on what, who and how vital registration systems work.

From the research findings of the study the Addis Ababa city government vital registration system that of the kebeles and sub cities are capable of handling the service delivery and management of vital registration system. Similar to this high rate of positive response by respondent customer and employees, both focused group discussion and the key informant interview participants agreed on that kebeles and sub cities are capable and appropriate organs, both legally and technically to be designed as responsible bodies to conduct the service delivery of vital registrations system.

The UN principles and recommendations cited previously add more strong points for the justification that local administrations are appropriate for the registration of births, death, marriage and divorce or all vital events.

2. Another concluding remark of this study is that there is no permanent compulsory and continuous vital events registration system operating in Addis Ababa, Ethiopia. Several factors which contribute to this state of affairs, the major one are being the absence of legislation that establishes a vital registration system. Another major factor which may be both the cause and effect of this situation is the low level of political priority and attention given to vital events registration by the top decision making level.

Due to the above mentioned reasons that absence of vital events registration in Ethiopia has a number of negative impacts starting from violation of individual rights up to the hampering of development endeavors.

The study also has shown that, there has been a recent increase in effort by the government and developmental partners and a number of institutions towards establishing civil registration and vital statistics system. Thus, in due process of this feedbacks from the public are important to the establishment and improvement of vital registration system.

3. The office of vital registration is effective in achieving the intended objective or better through providing its customers standardized service. Accordingly, based on the response it is observed that the office is appreciated by its customer in its effort to provide effective and satisfactory service to its customers. However, it was suggested that, the office shouldn't undermine to go through and resolve issues that can contribute to the dissatisfaction of the customers and deterioration of the service in order to maximize the efficiency of the service provision.

4. Based on the respondent replay about their level of satisfaction of service delivery of the office, the researcher concluded that except the few points needed further survey and constant improvement, its service delivery is efficient and effective. To this end the commitment of both the employees and management can be considered supreme importance.

5. Absence of comprehensive and complete civil registration systems has multi-faceted implications on the socio-economic development endeavors of any country. According to the UN, major sector and services affected by the incomplete or inadequate nature of civil registration systems include:
 - i. Protection of children and women from abuses and exploitation
 - ii. Administering civil matters and associated criminal cases in courts
 - iii. Provision of public health and education services and
 - iv. Provision of current and continuous demographics statistics

The above mentioned impact of absences of permanent continuous and compulsory vital events and civil registration are true in the context of Ethiopia. Due to lack of comprehensive data, the provision of basic right of residents such as health, education as well as protection of the rights of children and other vulnerable groups had hindered as the responses of key informants and participants of FGD indicated.

6. In conclusion it must be said that in order to start a vital registration system either in the Addis Ababa or in the entire nation, the initiative must be taken by government with the highest possible political commitment. Organization, both government and non-governmental,

that are stakeholders in the realization of such a system should work towards the goal of collaboration and networking in order to bring a decree for the continuous, permanent and compulsory recording of the occurrence and character.

7. Internationally accepted principles based vital events and civil registration is the basis for the development of any country by providing the exact demography of the population. The achievement of comprehensive civil registration systems will certainly require consistent government commitment and investment, primarily in human capital, which require well designed medium and long-term programs. There are also immediate actions that need to be taken in strengthening capacity in birth and death registration and cause-of-death certification, thus ensuring long-term sustainability. In conclusion, this implies among others, strong political commitment supportive legal framework, allocation of roles and responsibilities among stakeholders mobilization of human and financial resources, and most critically, ensuring public trust. Accordingly, our country needs to note of the importance and implication of the above issues and concerns in improving civil registration and vital statistics systems.

8. Based on the above mentioned international experiences looking up the current civil registration and vital statistics system in Ethiopia is as follows is important:-

- a. There is no accurate record of how many children are born in Ethiopia each day. This means that there is no statistical basis upon which Ethiopia could plan for the lives of the new members of its society;

- b. There is no accurate record of how many children die each day in Ethiopia. There is also no accurate record of mothers in Ethiopia who are losing their newborns to death.
- c. No meaningful efforts have been made to find out their identity and number as well as uncover the reasons behind the deaths of the newborns and mothers. There is no accurate record of how many mothers die each day in childbirth and related causes;
- d. Many citizens come to this world and pass away each day, in Ethiopia without leaving a trace in any legal record.
- e. In Ethiopia close to 40 million children below 18 years of age do not have a birth certificate. According to the United Nations these children have not gone into any formal government record nor do they have a legal document permanently identifying them. Numerous children are being adopted by nationals and expatriates alike. Nevertheless, as these children do not have a proper birth certificate to identify them and it creates difficulty to follow up on them
- f. There is no accurate record of the number of marriages established in Ethiopia. Ethiopia does not have a proper information system in place to measure the level and type of the basic needs of newly established families.
- g. There is no accurate record of the number of marriages annulled each day in Ethiopia; there is also no record of the number of family members, especially children, who are affected due to broken families. The country does not have a proper information system to predict the fate of these members of families.
- h. No meaningful effort has been made in Ethiopia to reveal the causes of deaths of citizens.
- i. There is no record in Ethiopia on the number of girls/children who are married off early and how many of them suffer ill-health

and become victims of social crisis and lose their freedom due to this problem.

- j. No meaningful effort has been made in Ethiopia to put in place a modern system of public administration because the component of the Civil Code which is considered to be the basis of this system has been neglected and not put into effect over the past 50 years.
- k. Since Ethiopia does not have a conventional system of birth and death registration, it does not have proper health and population statistical data which could serve as inputs to measure, monitor and evaluate progresses made on the implementation of many of the Millennium Development Goals.
- l. Ethiopia does not have an accurate information system on the number of its young people about to enter the workforce each year and who are considered to be the engine of the economic development of country.

Thus in order to cope up the above mentioned demographic deficiencies of the country, unequivocally the importance of a nationalized and a well established internationally acceptable principles based vital events and civil registration should not be given extra period. Thus the on going process of legalizing the establishment of the system as well as institutionalizing should be fasten in order to gear the country demographic statistics as well also to line properly the development effort.

4.3 Recommendations

The study has identified a number of policy implications and suggestions about the civil registration to be practical at national, regional, city administration, sub city and kebele levels. On the basis of the findings obtained and conclusions reached, the following recommendations are forwarded:

1. People should be first made aware of the need and importance of vital registration in order to put pressure for their initiation as well as to ensure their smooth implementation when they are put in place. Therefore, seminars and workshops, mass media programmes targeting a cross-section of the population, and addressing the need and importance of civil registration system should be conducted. Thus, such awareness creating activities should primarily arrange by target all stakeholders such as community (iddir) leaders, kebele and sub city officials, teachers, religious leaders, officials, employees of the civil registration office media professionals, judges and statistics office employees, officials women associations and health personals. And also the awareness creation campaign should encompass all media out lets.
2. The political commitment at the highest level is a prerequisite for civil registration and vital statistics system to be effective and efficient and should be backed by legislation. For the system to work, it must be among others should be legally established run by responsible government body, centrally coordinated and compulsory. The system arranged in such a way should be considered the primary registration units must very near to the

people and supported by the required logistical, financial and other resources.

3. No matter what types of system is in operation, the population must be oriented to the need value, and purpose of vital registration. With out this understanding and continuous support for reporting vital events, any system is likely to experience serious under reporting clearly. This is because; the public can not see any value to themselves for registering an event.
4. One area that must be well addressed, if we want the government to act, is advocacy on the need and importance of initiating vital registration system in this country. The advocacy to be planned and implemented must target the highest legislative and administrative organs of the government and must aim at achieving commitment that ultimately results in action. To be practical such the advocacy, in the short term, could start in Addis Ababa and main regional cities focusing on the administration of the city and members of the city council so as to initiate a pilot registration system in selected sub cities and/or kebeles with the ultimate aim of covering the whole city and nation.
5. Donors, UN agencies, NGOs and other development partners are urged to support the country in the area of capacity building, such as, provision of training, public education, IT development, data capturing, coding, processing and analysis and provision of other capacity building materials and financial support.
6. Different ministries, authorities, development partners and agencies at federal level and bureaus and agencies at city or regional levels need to strengthen institutional linkages in

facilitating integration, harmonization and coordination of efforts in order to avoid currently going on duplication of efforts by various organizations at all levels as well as in order to promote cost effective mechanisms.

7. It is indispensable to ensure that both civil registrars and statisticians are fully cross-trained in terms of basic concepts, definitions and procedures in both areas, and urged to keep close collaboration and interface among both offices.
8. It is encouraged to use UN guidelines and recommendations as a basis in the registration and vital statistics improvement programme by integrating and taking in to consideration the local situation.
9. It is encourageable also to use as opportunities of sectoral reform programs, democratization and decentralization process currently going on in Addis Ababa and in the whole civil registration system to wards the better improvement of service delivery.
10. Training institutions are urged to take the initiative in developing appropriate curriculum for improving civil registration and vital statistics system in Ethiopia and actively participate in evaluation studies and research undertaken and also in strengthening the system.
11. The civil registration data and consequent vital statistics are more complete, correct and available in the use computerized system in civil registration. Computerization of civil registration and vital statistics system is most difficult decision making managerial task, because computerization is a very complex, time and labors

consuming as well as costly. Thus, the managers should give a due emphasis in computerizing civil registration and vital statistics systems.

12. The Addis Ababa Acts and Civil Status Documents Registration Offices should be assisted technically and materially to establish the organized vital events and civil registration system in the city.
13. As to the handling of a vital registration system by local administrations, one can conclude from the characteristic of kebeles being public (government) organs at the lowest locality as potential places to be primary registration units in the context of Ethiopia. However, it must be borne in mind that the registration section in kebeles should be independently organized from the current kebele administration organizational duties and responsibilities as lumping the two activities together will definitely result in the non-functioning of the registration system.
14. At national level the government of Ethiopia should increase the ongoing political will. And, it should also be matched by sufficient human, financial and material resources.
15. The government should speed up, the existing civil registration legislation process currently in underway. As well as initiating to set up relevant responsible institutions. The government should be involved in capacity building, advocacy and work in partnership with civil society.
16. Initiation and implementation of vital registration system requires various studies and researches before such a program is started. There are a number of issues related to civil registration and vital

statistics system. These are cultural factors, institutional arrangements, operational and managerial procedure, means of collecting, recording and disseminating civil registration based information. The role of research institutions is vital in initiating new studies and facilitating the smooth implementation of the already undergoing initiations.

References

I. Books

- Gupta C B and Gupta V 2001. *An Introduction to Statistical Methods*. New Delhi: Vikas Publishing House PVT LTD.
- CSA (Central Statistics Agency) 1995. *Population Analysis and Studies Center (PASC): Report on Experimental Sample Vital Registration Systems in Rural Ethiopia 1986/87,139* Statistical Bulletin. Addis Ababa: CSA.
- FDRE (Federal Democratic Republic of Ethiopia) 2001. *Service Delivery Policy in the Civil Service*. Addis Ababa, Ethiopia.
- Geressu, T 2007. *Gender Statistics and the Status of Civil Registration and Vital Statistics Systems in Ethiopia: Global Forum on Gender Statistics*: Available at <http://WWW.Istat.It/istat/eventi/2007/> Accessed on May 06, 2009.
- International Institute for Vital Registration and Statistics 1990. *Automation of vital Registration System*, Maryland: Rockvillepike.
- PHCCO (Population and Housing Census Commission Office) 2003. *National Plan of Action for the Establishment and Development of Civil Registration and Vital Statistics Systems in Ethiopia*. Addis Ababa: Population and Housing Census Commission Office (PHCCO)
- Said M 2008. *The Principles, Methods and Procedures of Vital Events Registration and Statistical System*. Addis Ababa: Central Statistics Agency.
- United Nation 1998. *Handbook on Civil Registration and Vital Statistics Systems Developing Information, Education and Communication*. Studies in Methods Series F, No. 69. New York: United Nation Department of Economic and Social Affairs, Statistics Division.

- United Nation 1998. *Handbook on Civil Registration and Vital Statistics Systems Policies Protocols for the Release and Archiving of Individual Records*. Studies in Methods Series F, No. 70. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 1998. *Handbook on Civil Registration and Vital Statistics Systems Preparation of a Legal Framework*. Studies in Methods Series F, No. 71. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 1998. *Handbook on Civil Registration and Vital Statistics Systems Management, Operation and Maintenance*. Studies in Methods Series F, No. 72. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 1998. *Handbook on Civil Registration and Vital Statistics Systems Computerization*. Studies in Methods Series F, No. 73. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 2001. *Principles and Recommendations for a Vital Statistics Systems*. Revision 2. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 2002. *Handbook on Training in Civil Registration and Vital Statistics Systems*. Studies in Methods Series F, No. 84. New York: United Nation Department of Economic and Social Affairs, Statistics Division.
- United Nation 2004. *Handbook on the collection of Fertility and Mortality Data*. Studies in Methods Series F, No. 92. New York: Department of Economic and Social Affairs, Statistics Division.

II. The Laws

- Civil Code of Ethiopia, Proclamation Number 165 of 1960.
- Central Statistics Agency (CSA), Proclamation Number 79 and Number 303 of 1972.
- National plan of action for children for the period 2003-2010 and beyond (June 2004).
- Penal Code of Ethiopia, Proclamation Number 158 of 1975 the Revised Penal Code of Ethiopia.
- The National Population Policy, Addis Ababa (April 1993).
- The FDRE Constitution (1995).
- The Revised Family Law of Ethiopia, July 2000.
- Urban Dwellers Association Consolidation and Municipalities Proclamation Number 104 of 1976.
- The Urban Dwellers' Association and Urban Administration Number 206 of 1981.
- The Charter of Addis Ababa, Proclamation Number 361 of 2003.

Appendix 1

Addis Ababa University
School of Graduate Studies
Faculty of Business and Economics

Department of Public Administration and Developmental Management
Questionnaire to be filled by Addis Ababa City Government Acts and Civil Status Documents Registration Office Kebele, Sub City and City Officers /Service Providers/.

The purpose of the questionnaire is to get adequate first hand information regarding Service Delivery Performance and Management in civil registration and vital statistics system within the Addis Ababa City Government Acts and Civil Status Documents Registration Office. So knowing that, your response will only be used for research purpose. You are kindly requested to fill in the questionnaire. For devoting your time, the researcher truly remains very grateful to you. The study is expected to contribute to planners and policy makers. The researcher also wishes to bring to your attention that the success of the study depends on your genuine and timely responses.

NB:

1. No need of writing your name.
2. Mark your responses by putting an “x” mark in the boxes.
3. If you want to change answer first delete the former one
4. With the question item that need explanation, you can write briefly on the space provided. Please follow the instruction it will help you to respond as accurately as possible.

With best regards!

Section1. Background Information.

Respondents: Age a) 18-25 b) 26-35 c) 36-45 d) Above 45

Sex a) M ale b) Female

Education level a) Certificate b) Diploma c) Degree

d) MA e) PhD. f) Other than this _____

1.2 Area of specialization _____

1.3 Service years on your current position

a) 2-5yeas b) 6-10years c) 11-16years d) 17-25years

e) Above 26 f) Other _____

1.4 Did you take training to your current position?

a) Yes b) No

1.5 Address: a) Kifle Ketema(Sub city) _____

b) Kebele _____

Section 2. Background of the kebele

2.1 Name of: a) kifle ketema (sub city) _____

b) kebele _____

2.2 Total number of residents in the kebele _____

a) Male _____

b) Female _____

2.3 Number of residents in the following age groups

0 ----- 5 ages _____

5 -----10 ages _____

10 ----15 ages _____

15 - --18 ages _____

18 ----and above _____

- c) Statistical (to know and predict the residents population, planning and others)
- d) If other than these please specify-----
6. If “No” to question number 4, where had you get the information about the total population of the residents
- a) Central Statistics Agency (Census)
- b) City Administration
- c) Research Institution
- d) If other than these please specify -----
7. Vital statistics registration such as birth, death, divorce, and marriage when started in your kebele? -----
8. Had these services provided fully?
- a) Yes b) No
9. Vital events registration such as birth, death, marriage and divorce had provided permanently?
- a) Yes b) No
10. If your answer to question number 9 is “No” what are the reasons? -----

11. Is birth registration is compulsory?
- a) Yes b) No
12. If your answer to question number 11 is “No” in what basis you providing the birth registration?
- a) Residents demand
- b) Court order
- c) If other than these please specify-----
13. To what extent the registration of death, marriage and divorce had undertaken?
- a) Highly frequent
- b) Frequently
- c) Less frequently

14. Had civil and vital events registration undertaken?

a) Permanently

b) Compulsory

c) Continuous

d) If other than these please specify-----

15. What are the criteria's for civil and vital events registration? -----

16. Please brief your kebele registration system?-----

17. Please state the residents who are covered in your registration system in percentile or in number?-----

18. In your registration system ,what information had included in the log book?-----

19. Do you think that the importance of vital events registration (such as legal and human rights) is awarded by the administrative officials and by the residents?

a) Yes b) No

20. If your answer for question number 19 is "No", what are the reasons? -----

21. Had your kebele administration obtained full information about whole residents?

a) Yes b) No

22. If your answer for question number 21 is "No "is it because of the incapability of the administration to undertake the vital event registration?

a) Yes b) No

23. If "Yes" for number 22 what are the reasons or (such as administrative, legal, capacity budget ,cultural /social norms and other -----

24. What measures should be taken to overcome these difficulties?-----

25. Had vital events registration information confidential?

a) Yes b) No

26. If "Yes" for question number 25 had information released only?

a) By the order of legal institutions

b) To the concerned individuals

c) For research

d) To administration officials

e) If other than these please specify-----

27. If "No" for question number 25 what are the reasons (such as corruption, forgery, abusement and other)

28. How long it takes the registration and certification of vital events in your kebele?

29. Can you describe the vital events registration system of your kebele?

30. How do you evaluate the number of already existing employees in the service provision?

a) Less b) Enough c) More than enough

31. How do you rate the organization location, office layout and facilities?

No.	Item	Excellent	Very good	Good	Satisfactory
1	Location				
2	Office layout				
3	Facilities				

32. Do you think that, financial (resource) and man power problems hinder the capability of service provisions?

- a) Yes b) No

33. Did lack of experience have a negative effect on the capability of service providers?

- a) Yes b) No

34. Evaluating the over all system of your kebele vital events registration system, in which category from the following.

a) Best

b) Better

c) Fair

d) Poor

e) If other than these please specify-----

Appendix 2

Addis Ababa University
School of Graduate Studies
Faculty of Business and Economics
Department of Public Administration and Developmental
Management

Questionnaire for Customers and Stakeholders

Addis Ababa City Government Acts and Civil Status Documents Registration Office

The purpose of the questionnaire is to get adequate first hand information regarding Service Delivery Performance and Management in civil registration and vital statistics system within the Addis Ababa City Government Acts and Civil Status Documents Registration Office. So knowing that, your response will only be used for research purpose. You are kindly requested to fill in the questionnaire. For devoting your time, the researcher truly remains very grateful to you. The study is expected to contribute to planners and policy makers. The researcher also wishes to bring to your attention that the success of the study depends on your genuine and timely responses.

NB:

1. No need of writing your name.
2. Mark your responses by putting an “x” mark in the boxes.
3. If you want to change answer first delete the former one
4. With the question item that need explanation, you can write briefly on the space provided.

Please follow the instruction it will help you to respond as accurately as possible.

With best regards!

Section 1. Background Information.

1.1 Respondents: Age: a) 18-25 b) 26-35 c) 36-45 d) Above 45

Sex: a) M ale b) Female

Education level: a) Certificate b) Diploma c) Degree
d) MA e) PhD f) Other than this _____

1.2 Area of specialization _____

1.3 Service years on your current position

a) 2-5years b) 6-10years c) 11-16years d) 17-25years
e) Above 26 f) Other _____

1.4 Address: a) Kifle Ketema (Sub city) _____

b) Kebele _____

Section 2. Please write the response on the space provided, and put “x” mark under the answer you think are appropriate.

1. Had you and your family registered vital events such as birth, marriage, death and divorce?

a) Yes b) No

2. If your answer to question number 1 is “yes” where was the registration place?

a) City administration vital events office

b) Kebele

c) Religion institutions

d) Hospitals

e) If other than these please specify-----

3. If “Yes “to question number 1 what benefits do you get by being registered?

4. Do you think that the service provided (the certificates form government agencies such as city administration and kebele) during your registration is effective and appropriate?

a) Yes b) No

5. If your answer to question number 4 is “yes“ can you rate the services as (very high = 5, high = 4, medium = 3, low = 2, very low = 1) please make an “x” mark in your rating under the following categories of service rendered in the agencies.

Items/Level/	5	4	3	2	1
Swiftness(length of time clients spend to get service highly improved)					
Process and procedures to get services become systematic and appropriate					
Appropriate mechanism of complaint handling made available to users					
Accepting criticism in the office increasingly observed					
Quick corrective measure taking is highly improved					
Adherence to official opening hours significantly improved					
Confidentiality of records are being improved					
Respects and recognition to the clients have increased					
Problem solving capacity of the staffs enhanced					
The staffs are welcoming the comments forwarded from clients					
Attractive office facilities are being observed					
Availability of office seats for clients.					
Obedience of the staff					

6. What do you think are the main problems that may contribute to poor service delivery in the city administration? Please rate and make an “x” mark in your rating under the following choice items as (very high = 5, high = 4, medium = 3, low = 2, very low = 1)

<i>No</i>	<i>Problems of the staff</i>	5	4	3	2	1
1	Some of the staff members are rude to clients					
2	Incompetent staff					
3	Some of the staff members do not accept the criticism forwarded from their clients positively					
4	Clients lack to complain on poor treatment faced					
5	Corrupt staff or soliciting for bribes					
6	Over crowded premises					
7	No seats for clients while waiting to be served					
8	The time that it takes to render services					
9	Too much bureaucratic conditions that lead to see many offices					
10	Absence of information desk for clients					
11	Absence of staff in the office to serve clients					
12	Dirty offices premises					
13	Staff adherence to official opening hours					
14	Low motivated staff members					

7. Are you volunteer/willing/ to register civil and vital events?

a) Yes b) No

8. If your response to question number 7 is “yes “what do you think the reason is?

- a) It is basic human right
 b) The regulation forces to register
 c) To get other services
 d) If any other than this please specify-----

9. If your response to question number 7 is “No “what do you think the reason is?
- a) There is no difference between registered and not registered
 - b) Lack of knowledge about its importance
 - c) Being registering does not have any benefit
 - d) If any other than this please specify-----
10. Is the provision of civil and vital events registration based on the customers interest/demand/ has negative impacts?
- a) Yes b) No
11. If your answer to question number 10 is “Yes” what do you think are the reasons?
- a) There is no aggregate data for social, economic and political purpose
 - b) Human right such as education, health, pension and the likes are not ensured
 - c) Security problems such as crime couldn't be protected easily
 - d) If other than these please specify-----
12. If your answer to question number 10 is “No” which do you think are the reasons?
- a) Providing the service based on customer interest ensured individual interest
 - b) Government control might be reduced
 - c) There is a lack of developed system to made the registration compulsory
13. Do you think that the institution obtained the intended information confidential?
- a) Yes b) No
14. If your answer to question number 13 is “No” what do you think are the reasons?
- a) They are for others who are not concerned
 - b) There is a tendency of forgery
 - c) They are changes in the information by proving
 - d) If other than these please specify-----
15. If your answer to question number 13 is “Yes” what do you think are the reasons?
- a) Information are only released to concerned individuals
 - b) There is a better mechanism of control
 - c) They are credible

d) If other than these please specify-----

16. How do you evaluate the number of already existing employees in the service provision?

- a) Less b) Enough c) More than enough

17. How do you rate the organization location, office layout and facilities?

No.	Item	Excellent	Very good	Good	Satisfactory
1	Location				
2	Office layout				
3	Facilities				

Appendix 3

Addis Ababa University
School of Graduate Studies
Faculty of Business and Economics
Department of Public Administration and Developmental
Management

Focused group discussion and in depth interview guide/outline/for
Addis Ababa City Government Acts and Civil Status Documents
Registration Office Employees and Sub city and Kebele Officials

The purpose of this focused group discussion and in depth interview outline/guide/is to get adequate first hand information regarding Service Delivery Performance and Management in civil registration and vital statistics system within the Addis Ababa City Government.

1. What kinds of civil and vital event registration are provided in your organization?
(Will you please state with data)?
2. What are the basis for your service provisions (please state criteria's)?
3. Please state the system of service provision in your organization
4. Evaluate your organization service provision system with universally accepted principles of permanency, compulsory and continuous.
5. What are the problems exhibited in the absence of the practicability of universally accepted civil and vital events registration in Addis Ababa?
6. What are the challenges in your service provision?
7. What are the good opportunities of your office practices?
8. How do you think the national law of civil and vital events registration enacted?
Please state the important issues to be included?
9. At what level should the law enacted?
10. How should the civil registration and vital events registration institution organizational structure should be established? / Centralized or Decentralized/.
Please look up the issue with the federal administrative structure of the country.
11. Finally, how do you evaluate the over all organizational effectiveness of your organization in its service provision?

Appendix 4

Addis Ababa University
School of Graduate Studies
Faculty of Business and Economics
Department of Public Administration and Developmental
Management

Group Discussion and In depth Interview outline for Customers and Stakeholders

The purpose of this group discussion and in depth interview outline/guide/is to get adequate first hand information regarding Service Delivery Performance and Management in civil registration and vital statistics system.

1. How do you evaluate the existing civil and vital statistics registration system in Addis Ababa?
2. What are the gaps created due to the civil and vital events registration system in Addis Ababa?
3. What strategies should be used to establish civil and vital events registration system?
4. How should be the registration law enacted?
5. How do you evaluate the existing civil and vital events registration system effectiveness?
6. What about the weakness of the institutions?
7. Can you mention the institution problems and challenges? Please separate the kebele, sub city and city level services.
8. What should be done in order to maximize the service provision capacity?
9. Please state your over all comments on the service provision of kebele, sub city and city administration civil and vital events service provision.

DECLARATION

I, the undersigned, declare that this thesis is my original work and has not been presented for a degree in any other university, and that all the sources of materials used for the thesis have been duly acknowledged.

Declared by:

Name:

YIDNEKACHEW SIME

Date:

June 29, 2010

Signature:



Confirmed by Advisor:

Name:

Mahyola Abesho

Date:

June 30, 2010

Signature:

