JIMMAUNIVERSITY

COLLEGE OF BUSINESS & ECONOMICS

MPM PROGRAM

GOVERNANCE CHALLENGES IN HOSSANA LAND ADMINISTRATION AND MANAGEMENT BUREAU

(HOSSANA TOWN SACH-DUNA SUB-CITY IN SNNPRS)

A Research Submitted to the School Graduate Studies of Jimma University Partial Fulfillment of the Award of the Degree of Masters of Public management (MPM)

Prepared By: Deginet Nuto

July, 2020

Jimma, Ethiopia

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ToAdvisor: GirmawAssemie (PhD)

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Approval Sheet

The undersigned certify that they have read and hereby recommend to Jimma university to accept the This is to certify the thesis prepared by Deginet Nuto"Governance Challenges in Hossana Land Administration and Management Bureau (hosanna town Sach Duna sub-city in SNNPRG)'' which is submitted in partial fulfillment of the requirements for the Degree of Masters in public Management (MPM), complies with the regulations of the university and meets the accepted standards respect to originality and quality.

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Advisor

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Internal Examiner

Hagos Brhane   9/17/2020
--- Signature --------------------------- Date-------------------

External Examiner

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Statement of 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 sources of materials used for the thesis have been dually acknowledged.

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Acknowledgement

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List of Abbreviations and Acronyms

SNNPR =South Nation Nationality People Regional

UN = United Nations

GURI = Global Urban Research Institute

TI =Transparency International

FAO =Food and Agriculture Organization

FEACC = Federal Ethics and Anti-Corruption Commissions

MPM = Master of-Public Management

SPSS = Statistical Package for the Social Sciences

PDRF = Ethiopian people "s Democratic Revolutionary Front

MDGs =Millennium Development Goals

UGI = Urban Governance Index

UNDI = United Nation Development Program

FEACC = Federal Ethics and Anti-Corruption Commission "s

SDCSAO = Sech-Duna Sab City Administration Office

ABSTRUCT

This study assessed the challenges and prospects of good urban governance practices in land administration at Hosanna Town,Sech-Duna sub city ,South Nation Nationality peoples Regional state government, Seven good governance principles, suchas: participation, transparency, accountability, equity, effectiveness, efficiency and responsiveness. The study design was descriptive case study. Data was collected from primary and secondary sources. Primary data was obtained through questionnaires and interviews. Secondary data involved reviewing relevant literature from journals, books, magazines. Data collected by survey questionnaires was entered SPSS for statistical analysis, and data collected by focus group discussion and interviews were analyzed using words statements, and used for the purpose of triangulation. This study found that corruption and rent seeking behavior and activities, negligence by officials and employees of the municipality, lagging of response, lack of mechanism to ask municipality about its deeds and officials run for getting of response, from their bosses to either sustain their power or to upgrade their position rather work to solve residents' problem, lack of financial, material and human recourses, lack of institutional capacity regarding major challenges. Improving the participation of local community, equity based land service delivery, computerization of records, establishing '' one-stop shop'' services, separating ''front-office-'' from ''back-office'', establishing service standards which include all the elements of the service provided in the land administration and service standards ,updating and monitoring the cadastral system consistently are stated as recommendations.

Key word*: Governance, Land Administration, participation, transparency, accountability, responsiveness, Equity, Effectiveness and Efficiency.*

CAPTER ONE

INTRODUCTION

This introductory Part consists of the background of the study, statement of the problem, objectives of the study, research hypotheses, significance of the study, scope of the study, limitation of the study and organization of the study.

1.1 Back ground of the study

Land is a fundamental resource for the economic development of any country in the world (Burns and Dalrymple, 2008:3) As Deininger et al (2010:2) discussed, land is an enormously valuable asset, typically accounting for 30-50% of national wealth in developing countries. Globally, land governance is about the policies, processes and institutions by which land property and natural resource are managed. This includes decision on access to land, land rights, land use, and land development (Deininger et al., 2010:2). As (world Bank, 2009:6) stated, ''Land governance is basically about determining and implementing sustainable land policies and establishing a strong relationship between people and land. 'Sound land governance is fundamental in achieving sustainable development and poverty reduction.

"According to Solomon (2013), different literature demonstrates the importance of adopting good land governance in land administration (as cited in palmer, et al., 2009). (Wehrmann,2012)discussed that weak land governance causes insecurity of tenure, high transaction costs, informal land transactions or an informal property market, reduced private sector investment, illegal transfer of state land, limited local revenues, land conflicts, instability, social exclusion and political instability, erosion of ethics and also standard of unsustainable natural resources management.

In Ethiopia under the FDRE, urban land is governed and administrated by the urban land lease hold law which has been amended three times since its first application in 1993.The first urban land lea The first urban land leasehold law, (proclamation 80/1993) by the Transitional Government of Ethiopia (TGE) and second (proclamation 272/2002a) behold law, (proclamation 80/1993)by the Trany FDRE where issued without underlying urban land policy. Third urban

land leasehold law (proclamation No.721/2011) was also issued following the acceptance of the first urban land management policy (FDRE 2011b) (Alemie, 2015). However, good urban governance practice in land administration has not improved. Poor urban governance in land administration is still ongoing .This is true at local level at Hosanna town municipality Sech-duna sab-city, according to my observation, where this study was regarding the challenges and prospects of good urban governance practice in land administration conducted.

Land is the ultimate resource for without life on the earth cannot sustain .It is both physical commodity as well as abstract concept in the that the right to use own and value it as much part of the land as object rooted on it. It is more than an asset, social value and identity, source of in came and livelihood is highly attached to it is more than an asset, social value and identity, source of income and livelihood is highly attached to it (Dale,p.and McLaughli,j.1999)Governance in urban areas many ways individuals and institutions public and private plan and manage the common affaires of the city. It is the continuing process through which conflicting or diverse interests may be accommodated and cooperative action taken .It includes formal institutions as well as informal arrangements and the social capital of the citizens (UN-Habitat, 2002). Generally, poor land administration practice which practically, has impacts on the overall city's social, cultural, and political development. Good governance is generally understood as the way in which the government interacts with each other's in managing a country's social, economic, and environmental resources (Fyfe 2004). In addition, it must be formed by multi-organizational behavior (Olowu 2002).

Good governance in the development and management of public land links to the good governance principles of legitimacy, accountability, fairness, and participation reforming the development mechanisms public land contributes to a basic set of development principles, namely education of poverty, achievements of sustainable Development Goals, progress in good governance and transparence and good governance and transparent fiscal management of the public sector (Zakout, 2008, p, 2).

Poor governance in administration lands to the marginalization of the poor and the inappropriate use of land. In most of developing countries land administration suffers from the lack of equity,

transparency, accountability, responsiveness and inclusiveness in term of the intended beneficiaries.

In such case, informal means of acquiring land are the only alternative to accessing land when the cost, efforts, rules and regulations do responded to the immediate need of the society. Therefore, an enabling and responsive land administration that accommodates various interests of the society in such a way that suits their ability to afford, encourages participation, creates transparent and accountable environment of procedures and commitment to build inclusiveness among the citizens is needed.

Hosanna town is one of the poor growing cities of Ethiopia where there is manifestation of poor land governance. Therefore, the researcher needs to identify the land administration practice whether in line with the principle of good governance in the town to bring sustainable urban development. To sum up, paper tried to evaluate good urban land governance attributed to the existing land administration practice and find out those major challenges and the then put appropriate suggestions for the problems .Good governance in the development and management of public land links to the good governance principles of legitimacy, accountability, fairness ,and participation reforming the development mechanisms public land contributes to a basic set of development principles, namely education of poverty, achievements of sustainable Development Goals, progress in good governance and transparent fiscal management of the public sector(Zakout,2008).

Williamson et al (2008) believes that land administration is fundamentally about good governance and specifically refers to the concept of land governance. Jones (2010) further highlights the importance of good governance in providing an effective system of land administration and relates the need for comprehensive land registration and titling. According to Banderia et al. (2010), in order to evaluate a land administration system we must commence with defining its expected results (i.e. objectives) as well as the tools (including strategy and infrastructures) that are available to reach the objective set up.

The prevalence of governance is a foundational institutional requisite for the development of an effective, efficient, equitable and well-functioning land and building transparent and accountable land administration system (procNo721/2011). Henceforth, the concern of this study is to the

challenges of urban land governance of Hosanna town Sech-Duna sub-city land administration. Since the government of Ethiopia is enthusiastic to ascertain the prevalence of good governance to all sectors especially on public service sector, it is reasonable to conduct this study and its contribution enables the city land administration sector to improve its service delivery compliance with principles of good governance.

1.2. Statement of the Problem

Recent international developments have emphasized the importance of good governance in land administration. Good governance practices are expected open and progressive policy-making ,accountable and transparent processes, a professional culture that combats corruption,bise, nepotism and personal gain, and strict financial control and management of funding .It is clear that properly establishing and implementation of good governance principles may solve many of the problems encountered in land administration (Pienaar, Gerrit, 2009).

There is an increased demand for investment in land, pressure from the drive to increase government revenues, requirement for careful protection of vulnerable groups and efficient mobilization of this critical urban public resource. Urban land is a driver of economic growth and development has impact on sustainability of this growth and development.

However, land administration and management in many countries fails to meet the principles of good governance. The failure in the application of good land governance principles lead to illegal transfers, corruption, and inefficient service provision. In this respect good governance is recognized as platform for achieving potential, implementing effective and efficient system and ensuring good land development and management framework (UN-2015).Ethiopia like other African countries had faced a number of challenges in good land governance and in building process. In this regard, the federal government of Ethiopia and the city administration had taken measures to minimize the problems through different civil service programs. After the city land administration was delegated under city government land development and management bureau (Proclamation no.35/2011).

In addition to this, the sector was highly criticized by its mal-governance due to many serious corrupted situations in the land administration business(Transparency International,2009). The

World Bank had indicated that the institutionalization of in formal fees seen have become so common place in the land sector of city. The bank referred the federal ethics and anti-corruption commissions /FEACC/ statement which said that ''nearly impossible to get a plot of land without transparent work process on acquisition of land and the accountability had weakened due to none spontaneous answerability to the public. Alemie, Bennet, Zevenberg; (2014) which justify informal settlements are outcome indicators of weak urban land governance.

However the research did not trace the practice and challenges of urban land governance and customers'' service situation matters that manifest endeavors of the service provider organization. Since, the government of Ethiopia exhibits a strong political will to ascertain good governance with effective service delivery in the country articulately in the upcoming GTP 2 period (The Ethiopian Herald, 2015) it is reasonable to address such issue on this time. To exercise good urban governance in the land sector, one has to bear in mind that the role of all actors in this sector might contribute for its success; sine, urban governance is the sum of the many ways individuals and institutions, public and private, plan and manages the common affairs of the city. (UN HABITAT 2002a: 14). So in this study the researcher has tried to identify complied urban land governance delivery based on those dimension system and by examining the researcher on the area of the study and to give possible appropriate recommendations.

Subsequently, the regional government and the town municipality administration attempt to minimize and avoid the aforementioned problems though different civil service reforms. After the reform programs, many land administration service somehow have been improved (Fortune newspaper, 2010). Additionally, The Citizen Charter is developed in December 2013 by the land Development and management Bureau to strengthen the service delivery.

Even though some improvements had been showed for the time being, currently,the prevailing symptoms indicate that, the previous have been airing in different features. To make this specific, our particular study area SechDuna sub-city Land development and management office have huge number of service recipients. Those customers came to the office with different issues to get the office's service. According to the researcher's pre-research time observation and revision of compliant in relation with service delivery. It is customary that most service recipients came to the office redundantly and waste their time to settle unaccomplished cases,

majority of services delivered with overdue tie, there are customer's rumors due to inconsistencies on interpreting land related legislations and employees serve their customers unpleasantly. In addition to this, even if there is compliant receiving system; most of customers are unwilling and /or unfamiliar to deliver their compliant, information delivery is limited and outdated; principally, the citizen charter of the office is not in proper function. These and other un-described symptoms indicate that the service delivery of the sub city land administration need to be diagnosed and the cause of the problem shall be revealed with the appropriate remedial action.

Nowadays the world population is urbanizing in a rapid rate more particularly, developing countries like Ethiopia attaining high rate and low level of urbanization. Within this line the need for land in urban center increases .Equally and perhaps more than the need , the problem of land administration especially in relation with good governance is a never-ending problem unless the appropriate remedies. SechDuna sub-city shares this problem. So, taking those needs of the present society and future generation into account, efficient and effective land administration with provision of good governance is unquestionable.

In broad expression, the town of SechDuna sub-city could be characterized by poor provision of municipal infrastructure, low municipal annual revenue collection. Low investment activities, lack of active participation of different stakeholders and the community at large in land administration issues, Low institutional (municipal) capacity to handle land and land related properties with its indication of poor land and property registration system, presence which practically have impacts on the overall town's social, economic, cultural and political development. For this reason, the researcher inspired to undertake the proposal on challenges of applying good governance in land administration practice of the town and on the way to forward suggestions to existing challenges at grass at root level.

Furthermore, in reviewing and testing against evidence obtained through discussion with the public and officials in land administration research covered four municipalities- Harar, Awash 7-killo, Bonga and Makella-across the country by van Dijk and Fransen concluded that "…administration of public land by municipal authorities has been poor and that, if the present trend continues, it is difficult to expect the increase of urban development without radical change

to the system of land administration" (Van Dijik and Fransen 2008:18). This literature and related literature on urban land governance mainly focus on the national, sub national and city levels. Still, urban land governance and development are greatly influenced by local governmental action in a given jurisdiction. To fill this gap, the researcher was inspired to undertake research on The Challenges of Urban Land Good Governance in Land Administration and Development in Hadeya Zone Hosanna town (district) SNNPR state where manifestation of poor urban land governance is and where no research has been conducted on the topic yet. The researcher selects sechDuna sub city Land development and management office internationally.

1.3. Research Questions

The study mainly inquired the relationship among land development and management systems, assessing urban land governance and challenges of implementation of good governance principles in Sech-Duna Sub-city of Hosanna Town Municipality Administration. The research attempts to answer the following specific questions;

1) How do assess urban land governance practices in land development and management in SechDuna Sub-city administration?
2) What are the major challenges of urban land governance principles in SechDunasub-city land administration?
3) What are the major challenges of institutional and organizational capacity of SechDuna town municipality related to land administration issues?
4) What are problems of customer service in SechDunasub city land development and management office?

1.4. Objective of the study

1.4.1. General Objective

The general objective of the study to assess the challenges Of Urban Land Good –Governance in Sech-Duna sub-city Land Administration and Development Management in the use of compressive land development and management frame works.

1.4.2. Specific objective of the study are to:

1) Asses' urban land governance practices in land development and management service delivery in Hosanna town sech-Duna sub-cityLand administration and development management.

2) Identify the major challenges of urban land governance principles in sech-Duna sub-city land administration and development management.

3) Identify the major challenges of institutional and organizational capacity of SechDuna town municipality related to land administration issues?

4) To identify problems of customers services in the office and to suggest recommendations on how to improve these problems.

1.5. Scope ofthe study

The study was delimits to SechDuna sub city land development and management office at Hossana. Because in Sech-Duna sub-city as deceased in research gap urban land governance and development are greatly influence by local governmental action in a given jurisdiction and the office has respondents to assess the practice of good governance and its relationship with customer service.

The key concern of the study was assessing how the conventional principles of good governances are in place in Sech-Duna sub city land development and management office. The re searcher was focus on the six department such as urban land holding registration office, construction permit and control office, urban land banking, urban planning, urban land lease holding and tenure administration transitional period service project office. More focus of the study and proportion is intentionally, giving to urban lands holding and tenure administration transitional period service project office because, this department during per-research observation provides large number of service users. The service uses of local residents, in the sub- city was the study is targeting and technical experts of the sub-city was selected for the study. In addition, good governance criteria are many and wide in their scope. Because of time constraints and other factors, it is difficult to include all parameters that describe good Because of time constraints and other factors governance in study.

Therefore, the researcher is delimited to seven of them, such as transparency, accountability, participation, responsiveness, effectiveness, equity and efficiency was considers as the maim study variables. Because those elements are the most significant and they are referred as core elements of good governance and used by almost all stakeholders. However, good governance can be also assessed by other governance indicators.

1.6. Significance of the study

Presumably the study has been generating valuable information on the challenges and the practices that hinder good governance principles in SechDuna sub-city land development and management office. It can highlight possible recommendations and directions for interventions to take the necessary actions. It is also highlights the success part of the sector that has been enhanced and failures that was deserve the attention of concerned bodies to take corrective action.

The recommendations could assist policy makers", public official and community members to have a clear in light of the practicability of good governance elements. I believed that result of study will the municipality, the sub-city officials, sub-city court and any concerned bodies to take intervention to address the problem and so as to give proper solution. In addition, the finding helps planners, land and property registration departments and other stakeholders to draw practical insight for future betterment and effective as well as efficient implementation of good governance principles. Finally, the study could be help as a secondary data for professionals and other individuals who want to conducts in-depth research in similar areas.

1.7. Limitation of the study

Study is a piece of effort to identify realities regarding the conventional principles of good governance implementation at Sach Duna sub-city land administration and development management office. As it is clearly known that the need and readiness of the researcher alone couldn't fulfill the research process that run from inception to its completion time. The contributions of required elements and inputs as well as the cooperation of others have great significance. Likely the limitations that the researcher faced while conducting the study were because of Covid-19 many office employers customers are not volunteer to contact, lack of well compiled documents which have great contribution for the research, unwillingness of some

respondents to provide genuine and accurate information for the questionnaires were the major ones. So, having these limitations in mind, what the researcher gone to overcome these bottlenecks were:

A. The covid-19 and fear of the respondents were solved by protecting social distance, using max and using same hygiene protection so assured that their responses were kept confidential.

B. The lacks of compiled documents were solved by using other related documents which could replace and give me the information under study. And also incorporating the required information within interval.

C. The unwillingness and fear of the respondents were solved by clearly explaining the aim and purpose of the study and also assured that their responses were kept confidential.

D. Again the problem of absence and fear of respondents was solved by using additional man power for those who absents during data collection and also creating awareness about the purpose & the requirement of the information they gave was only for the purpose of the research under study. And also the study used published and unpublished documents to mitigate the limitation.

1.8 Organization of the study

The paper consisted three major parts. The first part outlines the introduction, which comprised background of the study, problem statement, research objectives, significance, and limitation and discussed review of related literature under theoretical literature. The third part deals with the research methodology. The fourth chapter includes results and discussions of the study and recommendations of the study were listed in chapter five.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

INTRODUCTION

This chapter presents a review of the related literatures concerning the definitions of government, governance and good governance from different scholars. Moreover, empirical review of previous studies is presented and conclusion and knowledge gap is included.

2.1. The concept of Government, Governance and good governance
2.1.1. The Concept of Governance

The concept of governance and its meaning have gone thoroughly changes over time due, notably, to its affinity to the word,, government''. Initially, the concept was closely tied up with that of government and its utilization for a long period was limited to the traditional conceptualization of government (Jose, 2010) .Nowadays the global perception of governance is broader than that of government. Stoker (1998:17) described the governance approach as a ''new process of governing; or changing the entire thoughts that have exists previously. The governance concept is, therefore, a shift from depending entirely on government to resolve public problems to mobilizing different other actors in partnership with state.

Governance can be said ''good '' when resources are allocated band managed in transparent, equitable, accountable, participatory, effective manner to respond to the need of people.

2.1.2. Good-Governance

The concept of Good governance is defined various by different people, organizations, government and city authorities according to their experiences and interests as well perspectives.

UNDP (1997) defined Good governance is, among other things, participatory, transparent and accountable. It is also effective and equitable. And it promotes the rule of law. Good governance ensures that political, social and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision-making over allocation of development resources. Good governance is the way in which decisions are made by range of actors that encompasses social, political, private and governmental organization

and/or group of persons as well as their interrelationships. It includes the preference of individuals in participating in decisions making process as well as how and by who those decisions are implemented (Arko, et al, 2010).The graphical model of characteristics of good governance is given below.
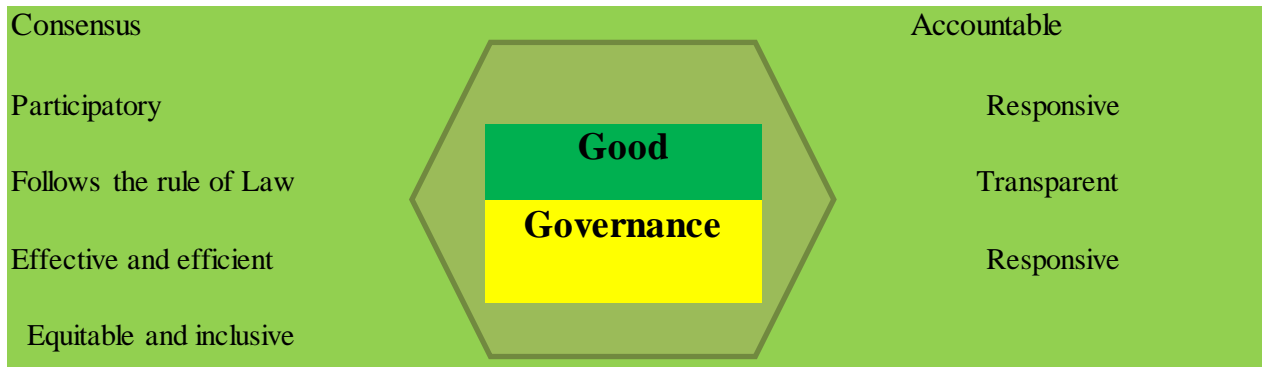
Figure 1; Characteristics of Good Governance

Source:http://wwwunescap.org/huset/gg/governance.

2.1.3. Principles of good governance for land administration

Zakout et al (2007) identifies eight key principles of good governance for land administration, summarized in the following way:

A/Efficiency: procedures to register property transactions should be short and simple. The fewer steps there are, the less opportunity for informal payments. Effectiveness The effectiveness of land administration depends on capacity building and financial provision, as well as on the general socio-political, such as political will and commitment, the rule of law, regulatory quality and political stability.

B/ Transparency, consistency and predictability: Transparent recruitment of staff and transparent service standards and costs of services will contribute to higher efficiency, accountability, fairness and confidence in agency integrity.

C/ Integrity and accountability: Accountability in land administration can be improved the implementation of uniform service standards that are monitored, codes of conduct for staff (as well as mechanisms of sanction) and incentives such as awards for outstanding employees.

D/ Subsidiary, autonomy and de politicization: Increasing the autonomy of land administration, while introduction checks and balances at the national level, can improve services and reduce corruption. Civic engagement and public participation Client orientation and responsiveness in land administration can be achieved through improved access to information, customer surveys to measure customers"

E/ Equity, fairness and impartiality: All people should have the same access to service and receive the same service standards independent of their political or The economic states.

The introduction of counter office and numbering system for customers 'arrival(first come first served) may achieve this objective.

F/   Legal security and rule of law: Good governance in land administration requires consistent and coherent legal framework, a fair and transparent judiciary and general prevalence of the rule of law tom protect property rights. The principles would generally apply to overall civil service good governance.urbanization increases the demand for land user and: more land interests are involved urban than rural areas. The new interests put enormous stress and challenges on urban land which need well organized decisions harmonized these diverse intersects (Alemie, 2015).

(Burn and Darlymple, 2008:3) commented that weak institutions and the high land values lead corruption actions and informal settlements''. Related to these, (yiadom 2005) assert that urban laws are often subject to constant change because actors are misinformed, confused, or untrusting in 1993 (B urns and Darlymple, 2008;3). This indicates the institutional and organizational functions that are responsible for dealing with the issues of people-to people relation are weak fragmented. So, incorporating good governance into policy making implementation is a central for tackling the challenges above. This is because the applying good governance concept creates platform that encourages different actors to participate, various interests be discussed and argued and collaboration during policy making and implementation to strengthened. As (Alemie, 2015), applying good governance in urban administration has at least three advances: First, it pinpoints the exact causes of the urban people to urban land accesses and urban land uses at local level. Second, governance approaches provokes discussions among divers actors including urban people to scrutinize alternative solution of the problem identified. Third, it forms a shared platform to scrutinize alternative solution of the solution is identified. In

general the combined application of the land administration governance dimension leads to the achievement of the desired policy outcomes and the achievement of the development goals of sustainable development.

In addition, (Burns and Dalrymple, 2008:5) commented that contemporary urbanization and association and public services such as provision of housing, utilities, infrastructures, waste management are related to urban land and they need notion of urban land governance to improve the lives of urban poor and consequently support the realization the of sustainable development in a country or nation broadly.

2.1.4. Criticisms of challenges of good governance

Despite its seemingly universal acceptance, the concept of good governance especially as advocated by western donor agencies and multilateral banks has faced serious criticisms. michielS de Vries in his article, " The Challenges of good governance", notes that the term good governance has been abused by attaching a myriad of confusing indicators to it and these so many indicators have made achieving it almost impossible (Vries 2013: 2). He further argues that "it is not self-evident that improving governance will result in a reduction of the societal managerial problems. The innovations may provide short term responses to serious governance deficits, but may not provide long term solutions to them".

Other opponents of the good governance agenda also raise strong challenges. Critics, especially in aid-recipient countries, argue that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and the values impose western liberal models of democracy by turning deaf ears to the peculiar social, culture , political and economic aspect of societies (Nanda 2006; NEPAD 2007)cited in Gisselquit, (2012).

Grindle (2004) points out that the good governance agenda is poor guide for policy because it is ad hoc, unrealistically long ", and not attuned to issues of sequencing and historical development. Along related lines, Andrews (2008), printchett and woolcock (2004), note that prevailing models of government effectiveness are, like telling developing countries that the way to develop is to become developed "and that the" one – way – best model "of governance ignores institutional variation across well- governed sates.

In replay to limitations of good governance, the concept of "good enough governance" is coming to the vocabulary of public administration and political science. The idea of "good enough governance" gives redress to the drawbacks that have been discussed above. Merilees. Grindle, in her seminal article "Good Enough governance Revisited: A Report for DFID with reference to the Governance Target Strategy paper, 2001', has put the following: Recently, the idea of "good enough governance" questioned the length of the good governance agenda and its "essentialist" message. This concept suggested that not all governance deficits need to be (or can be) tackled at nce and that instution and capacity building are products of time governance achievements can also be reversed. Good enough governance means that interventions thought to contribute to the ends to the ends of economic and political development need to be questioned, prioritized, and made relevant to the conditions of individual countries. They need to be assessed in light of historical evidence, sequence, and timing and they should be selected carefully in terms of their contributions to particular ends such as poverty reduction and democracy. Good enough governance directs attention to considerations of the minimal conditions of governance necessary to allow political and economic development to occur (Grindle, 2005). 17(4): 525 -548).

There are also criticisms that good governance is an elusive term in the sense that it gives different meaning to different authors and institutions.

2.1.5. Good Governance in Land Administration

Good governance in land administration aims to protect the property rights of individuals and enterprise as well as of the state by introducing principles such as transparency, accountability, rule of law, equity, andparticipation. Effective and efficiencies in to land related administration (Burn and Dalrymle, 2008:5). Governance in land administration is becoming an important issues in many countries, as land management, particularly in developing countries, where corruption countries where control over land rights is used as a means of accumulating and dispensing political and economic power and privilege through patronage, nepotism and corruption (FAO,2007:16).poor land governance is also related to growing insecurity in property rights and a high level of bribery and corruption in land administration activities, especially in the developing world(Ibid).On other hand, studies conducted by researchers (Antwie,2000;78, B urn and Dalrymple,2008)   in developing   counties have witnessed that cities of developing

countries were unable to provide affordable urban land in sufficient quantities, particularly for the urban poor, because of inefficiency and ineffectiveness of land .

Urban governance is an important extension of the theory of governance. Its notion evolved from the work of the GURI (global urban research institute) starting in the early 1990s. Focusing on the local level, the GURI''s approach was to particularize the concept of governance in an urban context. Taking up the definition of governance, the GURI developed an urban governance frame work including element mostly considered to lie beyond the public policy process. Thus illegal operators, informal- sector organizations and social movements were incorporated, recognizing that these elements are nevertheless contributory in the development of third world cities as well as having a significant influence on the urban landscape (McCarey2003 :37). In this respect urban governance can be related to the phenomena of hierarchy and informality.

The United Nations Human settlements Program defines urban governance as "….the sums of many ways individuals and institutions, public and private, palm and manage the common affairs of the city. Is a continuing process through which conflicting or diverse interests may be accommodated and cooperative action can be taken? It includes formal institution as well as informal arrangements and the social capital of citizens. "(UN HABITAT, 2002).

This definition does not only distinguish between government and governance but also recognizes the variety of different stakeholders partaking in the urban governance process. Hence, the term "government" refers to a political unit in order to implement policy making while the word "governance" specifies an overall responsibility for political and administrative functions.

The 21st century is going to be the first century in world history when more than half of humanity will live in cities. Even sub Saharan Africa is almost 50 percent urban. (The institute of internal Auditors, (2012) urban societies' is much more challenging to govern than rural societies. In rural societies people can grow their own food, so they are less susceptible to price increase for basic commodities. Rural societies do not require the complex infrastructure of potable water, electricity, and other things that urban societies have, urbanization widens the scope of error for leaders for developing world while simultaneously narrowing the scope for success. It is harder

to satisfy an urban population than population, especially when that population is growing in such leaps and bounds that governing institutions simply cannot keep pace. (Robert D. Kaplan, 2001) As large cities grow in developing areas, the needs of their population for ordinary services, such as drinking water, sanitary services like trash collection and sewerage, roads, housing public transport, education, and health and land provision becomes very insistent interventions.

In the course of its Global Company on urban governance, UN HABITAT promotes "good" urban governance, thus adding a value judgment to the concept. Being aware of that, the agency identifies various principles characterizing the very good urban governance which are interdependent and mutually reinforcing (UN HABITAT, 2002a:19).

2.1.6. Land Governance

According to the DAO''s recent draft,, good practice '' guidelines on Good governance in land tenure and land administration, ,, it has been recognized only recently that a modern land administration project should include a focus on improving governance. "It is therefore hardly surprising that, there is comparatively little material on good governance in land tenure and land admiration "FAO, 2007a, pp.40, 1). Yet this is a theme on which there is much agreement in principle in much of the literature.

FAO argues that weak governance is often associated with two principle types of corruption , state capture and administrative corruption, The former involves corruption on a grand scale transferring economic resources from the state to private interests , with the state '' captured ''by individuals , families, clans or commercial interest , who can then direct government policy to their own benefit. The latter concerns the abuse of office by individual officials who use their power for self-enrichment. Officials seek bribes to evade or speed up procedures to produce results that favor the bribers. A chaotic or unclear policy environment encourages this and inevitably the poor lose out as thy have the least resources with which to bribe corrupt officials. "(FAO, 2007 a, pp. 13-FAO, 2007a, pp. 40, 14). Governance is a critical issue in DFID''s current thinking (DFID, 2005, 2006a) and it is a theme which, not surprisingly, runs through this literature. For example, Paul Mathieu of FAO stresses that,, good governance and the rule of law are closely correlated with the successful implementation of processes to improve access to land

. "(Mathieu, 2006). There is a very broad consensus that good governance is an essential, though all too frequently lacking, and element of equitable and transparent land administration. Various wish lists, often cast in generalities, are then produced to which no one could reasonably take exception, but which might prove difficult to put into operation in any concrete situation.

Land governance from the traditional sense can be loosely defined as the range of political, organizational and administrative process through which communities articulate their interests, their input is absorbed, decisions are made and implemented, and decision makers international land governance from the traditional sense can be loosely defined as the range of political, organizational and administrative processes through which communities articulate their interests, their input absorbed, decisions are made and implemented, and decision makers are held accountable in the administration, development and management of land rights and resources and the delivery of land services. Governance involves an analysis of both formal and informal actors involved in decision-making, the implementation of decisions made and the formal and informal structures that have been set in place to arrive at and implement the decision. (Burns, T., 2007).

Good governance in land administration aims to protect the property rights of individuals and enterprises as well as of the state by introducing such principles as transparency, accountability, rule of law, equity, participation and effectiveness into land-related public sector management. Property market and insecurity of tenure.

2.1.7. Conceptual Framework for Land Management Systems and governance

The primary objective of governance in land administration is to assure; equally, accountability, transparency, participation, responsiveness, rule of law and consensus oriented system to all citizens. The existence of proper practice of good land administration has much significant in attaining economic development and poverty reduction of urban city. According to Wael, Babette (200, p.6). It also increases land tenure security, reduces land conflict and citizens feel more secure and gain more confident in their institutions, decreases transaction costs and corruption practice and encourages private sector investment. Increasing the quality of good governance will increase the quality of services delivered to the public and therefore, sense of ownership and public trust on government increases. In contrast, weak land governance

contributes to, inequitable land distribution, Lack of public trust on government; in appropriate decision making, limited land revenue, informal land transaction or informal property market reduce private sector investment, Government and insecurity of land tenure, Reduces privet sector invest. Therefore, it have insignificant role in poverty reduction and development of urban city.

Independent Variables   **Dependent Variable**
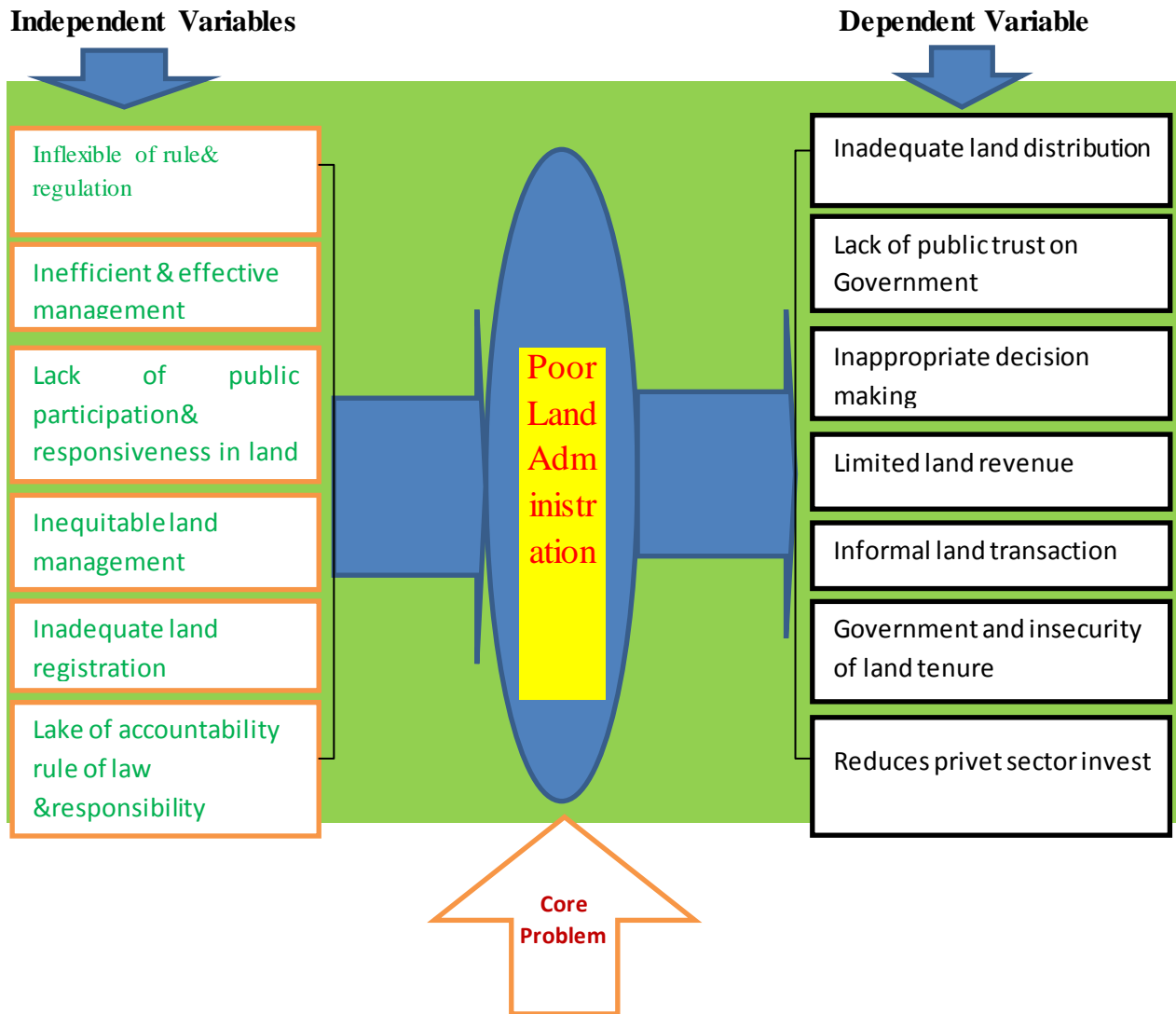
Figure 2: A conceptual framework adopted from literature review and own creation show cause

CHAPTER THREE

DESCRIPTION OF THE STUDY AREA AND RESEARCH METHODS

INTRODUCTION

The points that has been incorporated in this part are methodology of the study consisting description of study area, research design, types and sources of data, methods of data collection, target population, sampling design and method of sampling, methods of data analysis and presentation, , data processing, validity and reliability test, and ethical consideration.

3.2 Description of the study area

Hadiya Zone is one of the 13 zones and 9 special woredas found in Southern, Nations, Nationalities, and Peoples Regional (SNNPR) state. Geographically, Hadiya zone is located at 70 3'19"- 70 56' 1"north latitude and 370 23' 14"- 380 52' 13"east longitude. Hadiya Zone is now divided into 10 weredas (Lemo, Soro, Misha, Gombora, Anlemo, Gibe, Duna, Shashego and East and West Badawacho) and one town administration, Hosanna (HFEDB, 2009).Hosanna town, the capital of Hadiya zone, was established as a municipality in 1942. Currently, it is one of the 22 reform towns in SNNPR and has got a second grade status similar to that ofDilla, Arba-Minch, and WoliataSoddo (HCAMO, 2010a).   Being an administrative capital of Hadiya Zone, Hosanna provides a base for many public and private institutions that operate in the zone. It is also a major transportation node, being at the centre of six national and regional transport routes. Since May 2008, the town is led under town administration with three sub-city and eight kebeles (HFEDB, 2010).

Hosanna town is located south west of the capital Addis Ababa about 232 km distance. It is also located 168km away from Hawassa (the capital of SNNPR) via Halaba-Angeca and 203km via Halaba. The absolute geographic location of Hosanna is 7015'00" North latitude and 37050'30" East longitude. The administrative area of Hosanna town is 10,414.3 hectares, from these area 4,585.48 hectares of the town has been well master planned.Atlas of the World (2009) the altitude of the town ranges from 2140m to 2380m above mean sea level. This shows that the town is mainly characterized by highland ('dega') climatic conditions. There is meteorology

substation in Hosanna at a specific location of 374900E, 832800N UTM coordinates. The annual average temperature of the town is 16.50 C.

Hosanna town is found at the Southern edge of the western plateau of the physiographic region (Mulugeta, 2001). According to Mulugeta, Its location on a topographically high place makes the town serve as a divide for the GhibeOmo and Rift Valley lakes drainage basins.
 The elevation within the town ranges from 2,400 m near Hosanna Hospital, currently called Queen Eleni Hospital, and 2,200m at TeklehaimanotChurch above the sea level. The average elevation is 2,300m from the mean sea level.

The town is prone to flooding and soil erosion due to high gradient from its peak from the site of the hospital to the low land of the open market area during the rainy seasons. The town clustered in to three kifleketemas (Addis Ketema, SechiDunna and Goffermeda) and each kifleketemafurther clustered in to kebeles. The total population of Hosanna was 13,467 and 31,701 in 1984 and 1994 respectively (CSA; 1984, 1994). Within ten years, the population became more than double and reached 69,957(CSA, 2007). Based on CSA 2007 the population census result, the current population of the town is projected to reach 89,251 at the end of 2010 out of which 45,307(50.8%) and43,944(49.2%) are estimated to be male and female respectively.

Study Area Location Map
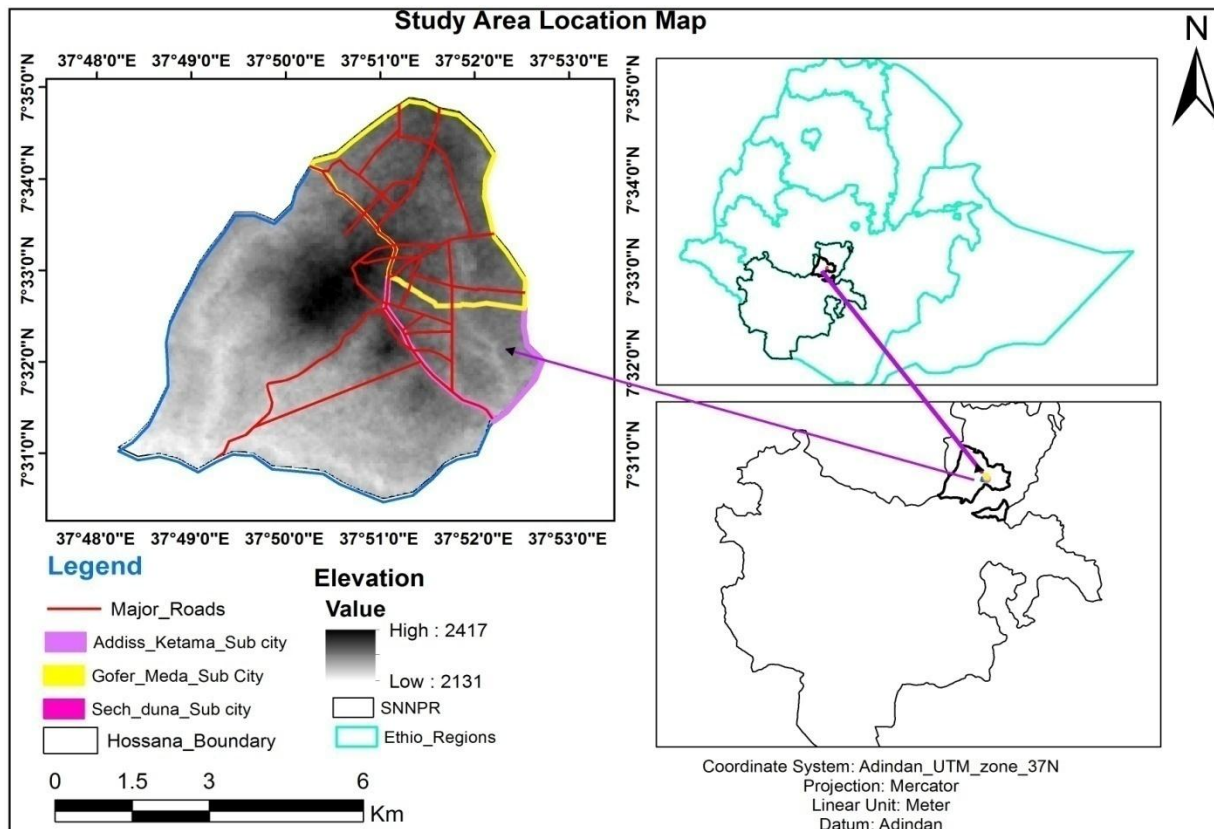
Fig. 3.1 Map of the Study Area   Source:-Ethio-GIS and CSA

3.3. Research Design

Creswell (2003) classifies scientific research approach into three: quantitative, qualitative and mixed research. Qualitative research is the systematic and scientific investigation of quantitative properties and phenomena and their relationships. Whereas, mixed research approach involves collecting and analyzing both quantitative (numeric) and qualitative (descriptive) forms of primary data in a single study (Creswell, 2003).

Accordingly, this research adopts mixed approach in addressing the research question raised. The use of quantitative approach may be to evaluate/measure.

3.5. Sample and Sampling

3.5.1. Target Population

Sach-Duna sab-city land development and management office have 113 professional and administration public servant staffs. But the target population of the study was purposively conducts only professional public servant officials; this is because the researcher believes that these people have better theoretical knowledge and information concerning the issues of the study. And in the study area of SachDuna sub city land administration, the target population which was includes in the study is only those peoples who visit the office in order to get the service.   The study conducted on 1(one) purposively selected sach duna sub-city of the 180 target population are engaged and 166(96.05%) are the response rate of this research.

According to per-research observation a total of 140 service user are per week vistas the office for different land related reasons and 40 professional employees work in 2012E. Fiscal year. And for the purpose of this study respond are conducts fill the questionnaire. This is because of resources and time constraints; it is difficult to include all population under the study. Out of these, questionnaires where returns to SPSS version 23 for the statistical analysis.

3.6. Sample size Determination and sampling techniques

The study undertaken on a systematic approach sample size determination formula for service users and non-probability sampling techniques of purposive approach. The service users of each department were selected based on systematic approach method. The number of respondents in each department are proportionally decided this is due to the nature of the service user unavailability in fixed time and place. It stated the sample size determination formula as follows. The sample size determined using the following formula from Israel (1992).It stated the sample size determination formula as follows

The total population or service user are in number140. Out of this sample frame, sample size

$$n = \frac{N}{1 + N(0.02)^2} \approx n \qquad\qquad n = \frac{140}{1 + 140(0.02)^2} \approx 132$$

selected; i.e. the target sample size was set for (n=132).

The number of professionals public officials in each department was includes in the study and a total of professionals are there and from this respondents were selects in the study as a

respondent based on a non-probability sampling techniques of purposive approach and a sample of (n=40)has includes in the study.

Table 2: **Sample Selection among the Target Population of this Study**

Population	Total population (N)	Sample taken (n)	Sampling technique
Customers	140	132	systematic approach sample size determination formula
Office professionals	40	40	Purposively

Where, n is sample size, Moreover, five office workers will be selected purposively to give data on credit management in the institution

3.7. Instrument and Methods of Data Collection

In conducting this study, the researcher used two data gathering tools. These are questionnaires for beneficiaries and the staff of land development and management and interview guides for leaders of the institution. Open and close ended questionnaires where used to collect data. A pilot test survey was carried out before sending out the questionnaires Test targets where people who are beneficiaries of land service in SachDuna sub-city Land Development and Management office. The purpose of the pretest to check the validity of the cause understanding. The questionnaires and interviews of the data collection method of this study consist of two parts. Part one will be concerns with the demographic information of respondents includes gender, age, education background, occupation. The second part contains questions relates with good governance which contains principles or dimensions with their indicators that extracted and adopts from Land Governance Assessment Frameworks. Therefore, in this study respondents asks to rank each item on a multiple response question and were asks to rank priorities. Data collects for around 5(five) weeks in March, of 2012 E.C. questionnaires were distributes for individual beneficiaries and the staff of land development and management. Interview s was uses to supplement and validate the questionnaires finds .Hence, some similar question from the question were asks. The interviews clear list of issues to address and questions to answers Interviews held to both service users and officials in the study area.

Questionnaires-in this study questionnaire is not only prepares for questionnaire method but also for interview. Both open ended and closed ended questionnaires prepare and distributes to a total

respondents. Open ended questionnaire uses to improve the general understanding and explore in-depth information. Close ended questionnaire has designed to identify the individual attitude of certain statements. Questionnaire also designed in in the easy way. In addition to the aforementioned tools, the researcher was uses archival source and annual reports. Legal and policy documents of Hossana Town Land Administration on land administration and management and other land related documents of the sub-city of the study area were uses. Observation-This data collection instrument was uses to see the real situation of the enterprises. Using this method, the researcher was exposure to see different issues like work procedures, customer handles, environmental situations, respect of working hours and the like.

3.8. Source and Type of Data

In this study, both primary and secondary sources of data were used. The primary data was collects from professional or technical officials of Sach-Duna land development and management department. In addition, primary data was collects from resident of the sub-city using questionnaire. The secondary data was collects from relevant books both published and unpublished journals, different articles, reports and appreciate official documents to enrich the study with secondary data as well as to ensure the sequence of the use of methods.

3.9. Methods of Data Presentation and Analysis

The collects data was codes, tabulates, categorizes and organizes according to the nature of the data. Then the data was converts to percentages, tables and charts. The information obtains was incorporates and presents through narrative descriptions.

Both primary and secondary data was analyzes and presents uses statistical tool like tables, charters and figures to facilitate the presentation of the result. Most applicable statistical ways of data analysis such as parsons Correlation, SPSS version 20, coefficient mean and standard deviation were applied in this study to understand the level of the response concerning measures of good land governance in the study area. In analyzes of the primary data, SPSS version 23 were uses for simple average, percentages, tables, narrative explanation, and frequency. The qualitative secondary data was analyzed using narration explanation.

3.10. Descriptive Analysis

This descriptive analysis is uses to look at the data collects and to describe that information. It is uses to describe the demographic factors for more clarification to make some general observations about the data gather for general or demographic questions.

3.11. Data reliability

There are dissimilar methods of reliability test, for this study the internal consistency (Cronbach alpha) technique will be applied to measure the consistence respondents' response and it is the most frequent measure of reliability. Accordingly the reliability test will be conducted form service users side and employee side of SachDuna sub-city land development and management office and it can be seen in the data analysis and discussion part. The total average inter-item correlation/Cronbachalpha coefficient of good governance from land officers and service users side was computed to be (α=0.980) and (α=0.977) respectively. The values of alpha are close to one (1) indicating a salient level of reliability and well beyond the cut-off point ($\alpha\geq0.7$).

3.12. Reliability Test from Land Officer "Side

The reliability measurements were calculated on calculated on officers" questionnaire for the Good Governance items of the primary data set by applying internal consistency measurement cronbach Alpha).The total average inter-item correlation/ Cronbach Alpha coefficient of Good Governance was computed to be (α=0.980).The value of alpha is close to one (1) indicating a salient level and well beyond the cutoff point ($\alpha\geq0.7$). Therefore,(α=o.980) shows the questionnaire is reliable

CHAPTER FOUR
RESULTS AND DISCUSSIONS
INTRODUCTION

This chapter is concerned with the presentation, analysis, and interpretation of data. The first part deals with characteristics of respondents while the second part deals with analysis and interpretation of data gathered from respondents on challenges of urban land Administration good –governance in Sech-Duna sub-city Land Administration and Development Management in the use of compressive land development and management frame works.

In this study descriptive statistics like mean and standard deviation; inferential statistics such as preseason correlation were used to give clear picture about the problems related with land resource management practices in the study area. The data collected were entered into SPSS version 20, and various statistical steps applied to arrive at the desired output for analysis and presentation. The analysis part was made by using both descriptive and inferential statistics. The target population 180 are engaged and 166 (96.05%) are the response rate of this research.

4.1. Reliability analysis for selected variables in this study

For the pilot test of reliability in this study, 20 respondents among the customers of the urban land resource management office of Sech-Duna sub city test was conducted and presented in the following Table.

Table 3: Results of the reliability test

Variables	Reliability Test value	Conclusion
Participation	0.801	Acceptable
Responsiveness	0.705	Acceptable
Effectiveness	0.724	Acceptable
Efficiency	0.805	Acceptable
Transparency	0.731	Acceptable
Accountability	0.799	Acceptable
Equity	0.812	Acceptable

Source: self-survey, 2012

Reliability test is often used test statistics to measure consistency of a set of measurements or measuring instruments. Among the most often used reliability test coefficients, Cronbach's Alpha (α) is mostly applied in different studies. It is based on the average correlation of items with in a test if the items are standardized. Table 2 shows for variables included in this study such as Participation, Responsiveness, Effectiveness, Efficiency, Transparency , Accountability, Equity, the Cronbach's alpha test of the scale's reliability values were well above 0.70, indicating a satisfactory level of internal consistency among the items in the study.

4.3. Descriptive Analysis of Respondents Background

Table 4: Demographic and Personal Back ground of surveyed employees

Back ground of surveyed office employees	Category	Frequency	Percentile
Job position	Office head	2	5%
	Other employee	38	95%
	Total	**40**	**100%**
Experience	1-5 years	5	12.5%
	6-10 years	10	25%
	>10 years	25	62.5%
	Total	**40**	**100%**

Source: self-survey, 2012

In table 2, the demographic analysis of thesurveyed employees were analyzed and presented. As the descriptive analysis of the response clearly shows, 2(5%) of the surveyed employees were office heads and the remaining 38(95%) of them were in other employee positions in the office. Regarding their experience related with land resource management, 5(12.5%) of them were with experience of 1-5 years, 10(25%) of them were 6-10 years and the remaining 25(62.5%) of them were experienced 10 years and above. Based on this finding, most of the office workers were with high experience in their work position and helps to get relevant information on the issue.

Table5: Demographic and Personal Back ground of surveyed employees and customers

Items	Category	Frequency	Percentage
Age	20-25	28	16.3%
	26-30	92	53.5%
	31-36	46	26.7%
	36-40	5	2.9%
	>40	1	0.57%
	Total	**172**	**100%**
Education level	Below high school	52	30.23%
	High school graduate	61	35.46%
	Diploma	28	16.28%
	University degree	33	19.18%
	Masters and above	1	0.57%
	Total	**172**	**100%**

Source: self-survey, 2012

Regarding the age and educational level of the surveyed employees as well as the customers of the office, responses from both were analyzed and presented in Table 3 above. As Table depicts, 28(16.3%) of the surveyed individuals were within age interval of 20.-25. Among the respondents, 92(53.5%) of them were within age interval of 26-30, 46(26.7%) of them were within 31-36, 5(2.9%) of them within 36-40 and the remaining 1(0.57%) were aged above forty. This clearly shows most of the surveyed individuals were within the active working age (26-30). Regarding the education level of the surveyed individuals in this study, most of them 61(35.46%) were high school graduated and very least of them 1(0.57%) was with masters' degree. Moreover, 52(30.235) of the surveyed individuals were educated below high school and 28(16.28%) of them were diploma graduates.

4.4. Analysis of response of surveyed respondents on urban land resource management

4.4.1. The extent of Participation in the sub-city

Participation is one of the democratic lines that makes the institutions transparent and strengthen the relationship between the governments with the local community, unless they both go to opposite side, it results in socio-economic crisis. In this study, the level of participation in urban land administration office of Sech-duna sub-city was measured and described as follows.

Table 6: The extent of participation in the Sech-Duna sub city

Participation	Items	Respondents	Rank				Mean	S.Dev	p-value of F-test
			1st %	2nd %	3rd %	4th %			
How is your par ticipation in the sub city land ad ministration practices?	Consultation and feedback incorporated	Employee	17.8	59.2	20.9	1.53	2.01	1.25	0.121
		Customer	40.3	-	59.7	-	3.21	0.214	
	Participation of citizens at sub city level	Employee	24.1	39.8	34.3	4.1%	2.99	3.24	0.131
		Customer	5.6	13.8	74.5	6.11	3.54	1.021	
	Involvement in land delivery	Employee	25.8	40.8	25.5	7.92	2.52	5.54	0.241
		Customer	7.6	74.5	13.8	4.12	3.12	0.584	
	Customers involvement	Employee	29.9	40.8	19.9	9.4	2.44	0.24	0.412
		Customer	27.8	50.2	19.9	1.53	3.45	0.254	
	Average	Employee					2.394		
		Customer					3.306		
Overall mean	**2.91**								

Source: self-survey, 2012

Note: *first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4*

In Table 4, the extent of participation in the Sech-Duna sub citybased on responses of respondents (customers and employee) were analyzed and described. One of the elements of measures of participation such as consultation and feedback incorporated were at second rank as the average response of employee depicts (2.01)with standard deviation 1.2. However, the average response of the customers of the office confirmed as it is at third level (3.21) with standard deviation 0.214. This obviously shows that consultation and incorporation were poor in the office.

Regarding participation of citizens at sub city level, the average responses of employee were at the second level and it was at third level for the responses of customers. This also confirms the existence of participation of citizens at sub-city level was very poor. In general, remaining elements of participation such as involvement in land delivery and customers' involvement were at second level as the average response frequency of employee reveals and at third level as the response of customers of the office indicates. Moreover, as the percentage of the response of the surveyed customers and employees of the office indicates, most of the employees (>40%) replayed as entire measures of participation in the Sech-Duna sub-city at the second level and >50% customers as it was at third level.

Thus, it can be concluded as there were gaps regarding participation in the sub-city urban land administration since the average response rank fall below second. In general, the response from both customers and employees of the office has been fallen under the third rank (2.91) as the grand mean of the overall response clearly indicates.

4.4.2. The extent of responsiveness in the sub-city

Table 7: The extent of responsiveness of land administration in the study area

Responsiveness	Items	Respondents	Rank				Mean	S.Dev	p-value
			1st %	2nd %	3rd %	4th %			
Responsiveness How do you think the service in land administ ration in your sub city	Solving problems up on	Employees	13.8	59	27.3	-	2.44	2.34	0.54
		Customers	17.9	25.5	56.6	-	3.01	2.46	
	Evaluation of good governanc e o practice	Employees	4.1	74	24.2	-	2.04	2.12	0.25
		Customers	26.1	13.8	60.1	-	3.41	2.34	
	Evaluation on over all service	Employees	15.8	61.2	17.9	5.1	2.27	1.80	0.061
		Customers	3.3	15.8	82.3	-	3.68	1.60	
	Customer satisfied with the services	Employees	4.4	60.5	34.9	-	2.08	1.23	0.124
		Customers	16.02	21.1	60.07	2.7	3.44	1.72	
	Average rank	Employees					2.35		
		Customers					3.23		
	Overall mean	**2.808**							

Source: self-survey, 2012

Note: first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4

It is indicated in Table 5, that the rates of response rank to solving problems upon request. On average, employees have been chosen their response as second and customers' third rank to the statement with standard deviation 2.34 and 2.46 respectively. This implies the responsiveness of solving problems upon request in the sub city; to some extent employees have positive perception. Evaluation of good governance o practice were also responded as it was at third level based on the average response frequency of both customers and employees of the office.

The third second question in the above Table is with regard to evaluation on over all service qualityin the sub city land administration. In this regard on average customers of the office have

been chosen as third rank and second rank as the average response of the employee confirms. Concerning the fourth item (Customer satisfied with the services), the average frequency of the rank chosen by customers of the office were third and second rank for the average frequency of the rank of employee in the sub-city office.Thus, from this discussion one can conclude that employees of the sub city have negative perception. As the percentage of the response from both customers and employees of the office confirms, most of the employees (>50%) has chosen the second rank for the entire measures of responsiveness and most of the customers (>50%) has chosen third rank.

The grand mean of the response of both customers and employees of the urban land administration office in Sech-duna sub cityhas been fallen under third rank approximately (2.808). This clearly indicates, there were a gap should be filled by stockholders and government in this study area regarding responsiveness.

4.4.3. The extent of effectiveness in the sub-city

Table 8: the extent of effectiveness in the Sech-Duna sub city

Effectiveness	Items	Responders	Rank 1st %	2nd %	3rd %	4th %	Mean	S.Dev	p-value
How do you think the service out come in land ad ministration in y our sub-city	Satisfied in land delivery process	Employees	17.8	20.9	59.2	1.53	3.01	1.21	0.078
		Customers	-	40.3	59.7	-	3.31	0.14	
	Capacity building	Employees	24.1	39.8	34.3	4.1	3.59	3.24	0.254
		Customers	5.6	13.8	74.5	6.1	3.52	2.01	
	Financial provision	Employees	25.8	40.8	25.5	7.9	3.52	5.54	0.241
		Customers	5.6	13.8	74.5	6.12	3.25	1.01	
	Bureaucratic delay	Employees	59.2	20.9	17.8	1.53	1.64	0.24	0.651
		Customers	5.1	58.5	35.2	1.2	3.02	0.25	
	Average rank	Employees					3.114		
		Customers					3.142		
	Overall mean	**3.095**							

Note: first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4

Effectiveness as indicated in Table6 is one of the core element of good governance frequently used as indicator in good governance measurement. As an indicator of good governance, can be seen from one statement which addresses the satisfaction of land delivery process, capacity building, financial provision and bureaucratic delay.

The first question in the table above regarding effectiveness was whether customers and employees were satisfied in land delivery process in the sub-city. The frequency of the rank that customers surveyed for this study chosen were third rank on average and second rank for employee of the office. In addition to average response analysis, percentage of the frequency of the response of the surveyed customers and employee of the office has confirmed that, most of the employees of the office >40% has chosen third rank and more than 50% of the employee has chosen third rank.

Regarding the question of capacity building as one of the elements of measures of effectiveness, the customers of the office have been chosen as third rank and second rank to the statement for employees of the office. One can conclude as there were drawbacks regarding capacity building in the study area based on the information from respondents. On the other hand, on average customers of the office have been chosen as third rank and first rank to the bureaucratic delay. This implies that providing services as per the capacity building in the office was poor in the sub-city.

4.4.4. The Extent of Efficiency in the Sub-city

Table 9: The descriptive analysis extent of efficiency in the sub-city office

| Efficiency | Items | Respondents | Rank | | | | Mean | S.D | p-value |
			1st %	2nd %	3rd %	4th %			
How do you think the services performing in the best possible manner in land administration in your sub city? Please give multiple answers	Short and simple land registrati	Employees	17.8	40.9	39.3	1.53	2.91	5.5	**0.058**
		Customers	-	60.4	-	40.9	3.85	3.8	
	Simple land ownership land ownership transfer system	Employees	24.1	39.7	34.4	4.1	3.05	0.5	0.084
		Customers	1.7%	24.2	29.8	44.3	3.92	4.3	
	Provide services as per delivery standards	Employees	17.8	40.9	39.3	1.53	3.01	3.6	0.147
		Customers	-	40.9	60.4	-	3.07	4.02	
	Officials and workers perform this duties without bribes	Employees	24.1	39.7	34.4	4.1	2.88	3.3	0.074
		Customers	1.7	24.2	29.8	44.3	3.29	6.5	
	Overall mean	Employees					3.08		
		Customers					3.53		
		3.25							

Note: first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4

Efficiency is another vital element of good governance frequently used as indicator in good governance measurement. As an indicator of good governance, efficiency can be seen from one statement, which address the short and simple land registration system, simple land ownership transfer system, provide services as per delivery standards and officials perform their duties without bribes.

As Table 7above depicts, the response from surveyed respondents clearly indicated therespondents have no perception on the short and simple land registration system and simple land- ownership transfer system respectively because they replayed as poor (third rank).Moreover, respondents have seen, officials were not performing their duties without seeking bribes to the statement as based on the rank they choice. According to the results, officers of the office to some extent perceived that service users were satisfied regarding the provision of services as per delivery standards. However, according to customers of the office, it was also poor in this study area.

Response regarding efficiency of the land administration from both employees and customers of the Sech-duna sub-city was also described using percentage in Table 7 above. According to the result of the analysis, most of the customers (>50%) and employees (>40%) agreed as the efficiency of the land administration was at third and second level respectively.

In general, the overall mean value of good governance principle of efficiency was 3.25.this clearly shows on average the response from surveyed employees and customers of the urban land administration office was third rank. Thus, according to the analysis result shown in table above, the services performing in the poor manner in the sub city which did not receive a favorable opinion from respondents.

In line with this finding, some scholars conducted studies on impacts of inefficient urban land administration. According to Berhanu Demissie (2014), land dispute is one of the problems of inefficient urban land administration. It means, disagreement over possession or it is control of land between two or more entitles. It usually occurs in town's municipal level due to ineffective and inefficient land administration practices, absence of cadastral land recording system and also by malpractice & corruption problems of those municipal officials.

4.4.5. The extent of transparency in the sub-city

Table 10: The deceptive analysis on extent of transparency of land management in the sub-city

Items	Transparency measures	Respondents	Rank				Mean	S.D	
			1st %	2nd %	3rd %	4th %			
How do you think the openness of servings in land administration in your sub city level	Free access to information about land	Employees	1.8	59.2	27.9	1.53	2.84	2.5	0.069
		Customers	7.3	16.1	21.4	55.1	3.46	0.8	
	Open process of changing land	Employees	1.5	50.2	19.4	19.9	2.54	1.6	0.781
		Customers	6.5	2.83	30.9	59.2	3.58	0.3	
	Accessibility of land market information to	Employees	8.2	55.1	16.1	20.5	2.58	1.6	0.074
		Customers	1.8	1.53	27.9	59.2	3.49	2.02	
	Newly created related laws, directives,	Employees	7.3	21.4	16.1	55.1	2.81	1.3	0.12
		Customers	1.5	19.9	19.4	50.2	3.48	0.5	
	Average rank	Employees				2.74			
		Customers				3.5			
	Overall mean								
		3.12							

Note: first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4

Openness of the democratic process by transparency promotes through reporting and feedback, clear processes & procedures, and the behavior & action of those holding decision making power. It is a method of management where nearly all decision making is carried out publicly. To pay raise transparency, managers actively introduce greater disclosure, clearness, and accurateness into their interactions. They require for land information as a basis for planning, development and control of land resources. Continuing expansion of production in the industrialized world exerts increasing pressure on scarce natural resources (Gerhard Larsson, 2000).

In this study, both percentage and average response analysis described in Table 8 clearly shown that, most of surveyed employees were replayed free access to information about land policy was at lower stage because their average rank response were third and >40% as the percentage analysis indicates. As the result confirms, Most of the customers of the urban land administration office have chosen fourth rank because the percentage of the response of customers was more than half for entire measures of transparency. In addition to this, the response of both customers and employees of the office were not statistically different (p>0.05) as the result of F-test confirms.

This clearly indicates the existence of huge gap related with transparency of the urban land administration. In general, based on the responses of both customers and employees of the office, there were gaps to be filled by government or other stockholders because they have chosen lower rank (third and fourth) regarding open process of changing land uses type, accessibility of land m arket information to all, and newly created related laws, directives, codes etc… to the public.

In line with this finding, as the World Bank's eight (8) principles developed as a Conceptual Framework for good land governance in 2008 (Burns and Dalrymple 2008:7). The principles include fairness and equity, market justified land management control, transparency, good land information, clear procedure in land disposition, recognition of social land rights, and market based valuation of land and good land disputes settlement system should be at higher level.

4.4.6. The extent of accountability in the sub-city

As it is known, to be accountable is to be responsible for the requirement of people's need and to promote and apply the principle of good governance. More than this, it creates a sense of trust among the community in which we are living with. Therefore, in order to enhance and ensure the future to be sustained, everybody should be concerned and give much attention to the accountability and in turn fight against malpractices and corruption through active collaboration of all citizens. Unless it is easy to prognosticate as it will bring poor governance and poor economic development of the town or institution of the study area

A stated by Mohit Bhatatacharya (2008), accountability is both answerability and enforceability. Accountability is giving an account of public official to inform about the explain what they are doing ,while enforceability's the capacity of accounting agency to impose sanctions on power

holed that have violated their public duties . the objective of accountability is controlling the abuse of bureaucratic power and discretion as an assurance that performance wellbeing accordance with standards and quality.

Table 11: response analysis on accountability of land management in the sub-city

Item	Accountability measures	Respondents	Rank				Mean	S.D	p-value
			1st %	2nd %	3rd %	4th %			
What looks like the answerability of land administration in the sub city	Availability of code of conduct for staff	Employees	59.2	20.9	17.8	1.53	2.54	2.5	
		Customers	40.1	-	59.9	-	3.46	0.8	
	Performance evaluation of employees	Employees	24.1	39.8	34.3	4.1	2.54	1.65 0.5	
		Customers	59.2	20.9	17.8	1.53	3.58	0.3	
	Employees motivation based on their performance	Employees	40.1	-	59.9	-	2.58	1.6	
		Customers	24.1	39.8	34.3	4.1	3.49	2.02	
	Answerability of officials for the effect of their decision	Employees	59.2	20.9	17.8	1.53	2.81	1.3	
		Customers	40.1	-	59.9	-	3.34	0.5	
	Overall mean	Employees							
		Customers	**3.04**						

Note: first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4

Accountability is one of the elements of good governance. It is answerability, responsibility, liability, and the anticipation of account-giving. Accountability cannot exist without proper accounting practices. Within any organization, the principles and practices of accountability aim

to improve sustainable economy. In this study, based on the basic elements of the accountability, surveyed respondents were asked their response were analyzed and depicted in Table 9 above.

As it is known, to be accountable is to be responsible for the requirement of people's need and to promote and apply the principle of good governance. More than this, it creates a sense of trust among the community in which we are living with.

According to the information obtained from respondents, elements of the accountability such as Availability of code of conduct for staff; Performance evaluation of employees; Employees motivation based on their performance; Answerability of officials for the effect of their decision were ranked as second for employees of the office and third for responses from customers of the office. In general, the overall mean of the response from both customers of the office and officials has depicted as there were poor accountability in the Sech-dunal urban land administration office since the overall average were 3.04. In line with this finding Pienaar, Gerrit, (2009assessed the challenges and prospects of good urban governance practice in land administration on basis of five good urban governance principles: participation, transparency, accountability, equity, effectiveness and efficiency. These principles were selected for the following critical reasons: local applicability, the day to day face of local administrative agencies and clients who are serviced by the urban land administrative office and the dimensions selected were found to be common in urban land administration at most local levels in that they involve issues of land delivery in urban areas.

4.4.5. The extent of equity in the sub-city
Table 12: The extent of equity in the study area

Equity	Items	Respondents	Rank				Mean	S.D	p-value
			1st %	2nd %	3rd %	4th %			
Is there a way of providing equal opportunity for all inland administration in your sub-city	Employee impartiality in providing services	Employees	59.9	20.9	17.8	1.53	2.94	2.58	
		Customers	20.2	59.9	20.1	-	3.85	1.16	
	Fair compensation paid to all resident those who are losing their land holdings	Employees	24.1	39.8	34.3	4.1	2.54	0.81	
		Customers	13.8	74.5	5.6	6.1	3.14	0.62	
	Providing reasonable cost for services delivered	Employees	59.9	20.9	17.8	1.53	2.86	0.31	
		Customers	20.2	59.9	20.1	-	3.56	1.63	
	Equal access to land information without discrimination	Employees	24.1	39.8	34.3	4.1	2.74	2.02	
		Customers	13.8	74.5	5.6	6.1	3.68	1.34	
	Grand mean	Employees							
		Customers							

Note: *first rank coded as 1, second rank coded as 2, third rank as 3, and fourth rank as 4*

Since equity is a way of providing equal opportunity for all to access land and land information without legal impediment or procedural difficulties. The indicators of equity include: equitable access to land and land information as well as fair compensation.As it is indicated in Table 10 above, concerning employee impartiality in providing servicesin the office of sub-city, on average the customers of the office have been chosen third rank while employees of the office ranked second on average. Thus, one can conclude that there were gap in the urban land management office of the sub-city related impartiality.

Concerning fair compensations paid to all residents those who are losing their land holdings in the study area were analyzed and described in Table 10 above. As the response of the surveyed individuals depicts, it was on average ranked as the third and second for customers of the office and employees respectively. In general, providing reasonable cost for services delivered and

equal access to land information without discrimination were also problems seen in the sub-city urban land resource management office as the analyses of the responses from surveyed respondents has confirmed. So, this implies that the equity dimension shows that the office provides its service in equitably.

Scholars pointed out the impact of poor land administration in their studies. Among them Pienaar, Gerrit, (2009) concluded that it is obvious that appropriate establishment and accomplishment of good governance principles may solve many of the problems encountered in land administration. Besides, the existence of poor land administration leads Indigenous farmers, the poor, women and other vulnerable groups in the society to be affected adversely.

According to (FAO, 2007), which was conducted on challenges of the poor practices of good governance. The main challenge and problems of good governance are absence of transparency on the part of the administration, existence of poor democratic culture, poor tolerance among the among the employees, poor capacities, lack of mutual understanding and lack of conducive environment to implement good governance properly. Moreover, in the public land sector, bad governance is linked to: weak institutional frameworks governing security of tenure, inadequate, incoherent and improperly-enforced legal provisions, a lack of transparency, inequity, a lack of accountability, and institutional irresponsiveness to the plight of land users

Figure 1: Graphical illustration of the overall mean rank of the customers of the Sech-duna sub-city
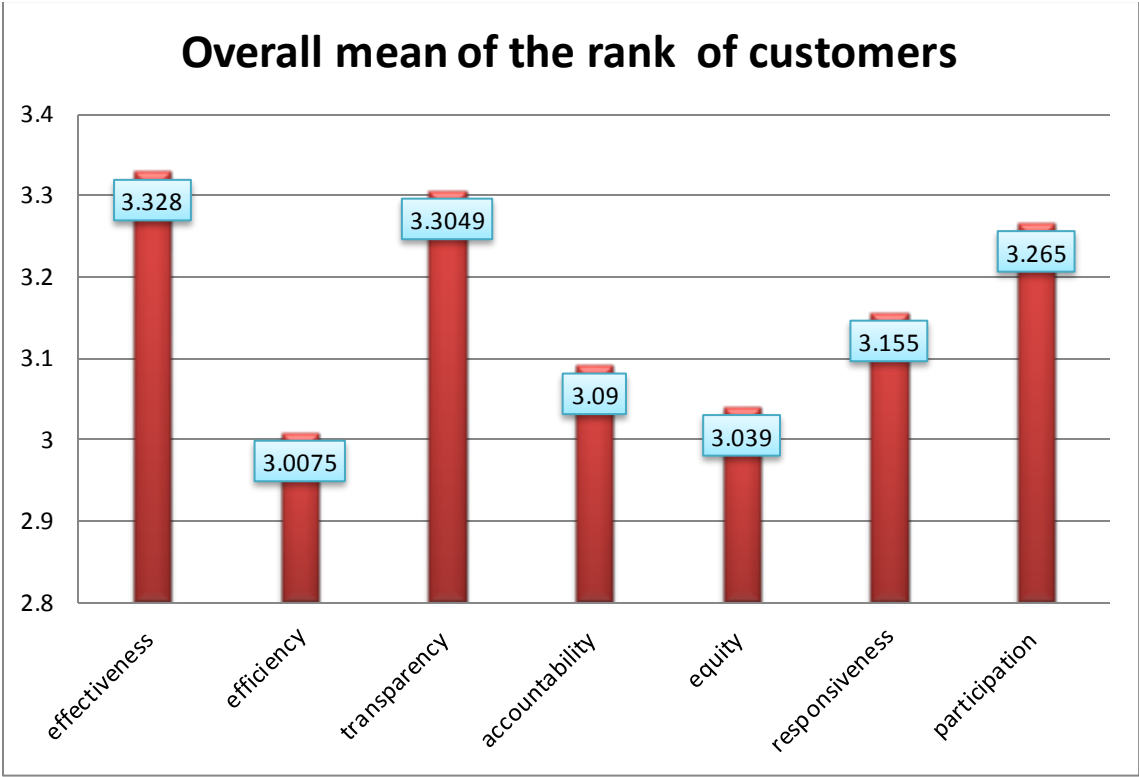
The overall mean of the seven measurements of the good governance were plotted. From the graph, it can be clearly seen that on average good governance were at the third rank. As individual measures shown effectiveness, efficiency, transparency, accountability, equity, responsiveness and participation were 3.328, 3.00075, 3.309, 3.039, 3.155 and 3.265 respectively.

4.4. Correlation between considered factors

Table 12: Correlation between considered factors

	Participation	Responsiveness	Effectiveness	Efficiency	Transparency	Accountability	Equity
Participation	1						
Responsiveness	γ =0.215 p-value 0.000**	1					
Effectiveness	γ =0.14 p-value 0.012*	γ =0.163 p-value 0.000**	1				
Efficiency	γ =0.412 p-value 0.001**	γ =0.065 p-value 0.0014**	γ =0.54 p-value 0.025	1			
Transparency	γ =0.21 p-value 0.125	γ =0.546 p-value 0.000**	γ =0.21 p-value 0.000**	γ =0.36 p-value 0.001**	1		
Accountability	γ =0.045 p-value 0.000**	γ =0.012 p-value 0.014*	γ =0.01 p-value 0.321	γ =0.541 p-value 0.000**	γ =0.314 p-value 0.021*	1	
Equity	γ =0.421 p-value 0.001**	γ =0.512 p-value 0.000**	γ =0.41 p-value 0.012*	γ =0.154 p-value 0.321	γ =0.621 p-value 0.000**	γ =0.341 p-value 0.000**	**1**

Note: *"**" stated as significant correlation at 99% confidence interval and "*" at 95% confidence interval*

A correlation analysis with Pearson"s correlation coefficient (r) was concluded on all variables in this study to explore the relationship between variables.

To interpret the strengths of relationship between variables, the guidelines suggested by Field (2005) were followed, mainly for their simplicity. Pearson correlation coefficients were computed for each relationship between the good governance dimensions and the overall good governance.

The Pearson correlation coefficient shows that all the seven good governance principles significantly and positively correlated with general practice of good governance assessment. Dimensions of customer effectiveness and accountability have the highest correlation with overall good Governance ($r=0.920$ & $r=0.910$) respectively and next to this transparency and efficiency have the next highest correlation with over all Good Governance ($r=0.897$ & $r=0.862$) respectively. The rest dimensions show poor association with overall good governance.

4.5. The Result of Interview

Selected customers were interviewed about the overall good governance and related drawbacks in the land administration of the Sech-duna sub city. Interviewers were asked if   Respondents they think that there were clear, fair and transparent rules and regulations, free access to information to land in the sub-city land administration. Almost all of the interviewed customers' of the office pointed out that, most of the officers' need monetary incentives for every activity of serving their customers. Without this incentive, they act to hide information from their customers and never serve them properly and it was adversely getting free access to information to land in the Sech-Duna sub-city. Moreover, some of the interviewed respondents pointed out that, in addition to monetary incentives, officers also need some portion of land as an incentive and these results in discrimination of land information and other services they need from the office. Generally, there were bureaucratic procedures in serving customers, poor access to land information, lack of integrated and computerized land   information   and   successful implementation of land policies in the sub city as the responses of interviewers.

CHAPTER FIVE

CONCLUSIOS AND RECOMMENDATIONS

Introduction

This chapter tried to summarize the study findings and to provide possible recommendations in order to solve the problems of urban land resource management in the study area. The first section of this chapter is presents the conclusion part and based on these summarized findings recommendations are given last.

5.1. Conclusions

In this study, among third framework which was devised by FAO in 2007 (twelve good governance principles including efficiency, responsiveness, competence, transparency, consistency, accountability, equality, sustainability, participation, security, integrity of land officials, and locally responsive land administration system) some of them were used to measure the practice of land administration in Sechduna sub-city and the result of the analysis of information from surveyed respondents were concluded as follows.

- ✓ Regarding the accountability of the urban land administration in Sech-Duna sub-city, surveyed respondents replayed as it was at lower level based on the selected elements of accountability such as, answerability of officials for the effect of their decision, employee
  s motivation based on their performance, performance evaluation of employees, availability of code of conduct for staff.

- ✓ One of the indicators of good governance in urban land administration is Participation. In this study, one of the measures of participation such as Consultation and feedback incorporated, were used and based on the data gathered from surveyed respondents, it was at the lower rank and it needs more effort yet.

- ✓ One can also simply understand based on the result of response analysis there were gap concerning participation in the office level based on the response on Customers involvement, involvement in land delivery, participation of citizens at sub- city level. It is obvious that for the urban land administration to be efficient there should be short and

simple land registration system at the land administration office level. However, the response from the surveyed respondents for this study elaborated as there was drawback with this regard in the study area. Other measures of efficient land administration based on information from the surveyed respondents have confirmed that there were poor provision services as per delivery standards. Moreover, there were also draw backs related with officials and workers performing their duties without bribes in their office. Thus, it can be concluded as urban land administration office of Sechduna sub-city was not efficient enough for the customers.

✓ In order to understand the extent of transparency in the Sechduna sub-city urban land administration some basic elements of transparency such as free access to information about land policy, open process of changing land uses type, accessibility of land market, information to all, newly created related laws, codes directives, codes etc… to the public were used and the response from the surveyed respondents clearly showed at it was poor in the in the office.

✓ Moreover, the response from surveyed respondents (employees and customers) on information access were clearly showed the existence of poor land information in the study area.

✓ The Pearson correlation coefficient shows that all the seven good governance principles significantly and positively correlated with each other.

5.2. Recommendations

Based on the findings listed above the followings are major suggestions to overcome challenges related with good governance in land administration in Sech-duna sub-city.

- ✓ In order to improve and guarantee the future to be sustained, everybody should be concerned and give much attention to the accountability and in turn fight against malpractices and corruption through active collaboration of all citizens. If not it is easy to prognosticate as it will bring poor governance and poor economic development of the town or institution of the study area.

- ✓ To make sure the improved good governance and participatory democracy, there should be commitment to work hard so as to ensure good governance with the aim of making it in reality.

- ✓ In order to diminish lack of good governance and rent seeking the ethics promotion office should be established at least in the sub- city level.

- ✓ To bring efficient and effective public services, the sub-city and Municipality administrations should create greater transparency and accountability in political and public bodies.

- ✓ To fill the gap of implementation and practice of good governance, the sub-city and Municipality administration has to take measures by monitoring the progress of good governance achievements. Identifying the gaps between the policy and legal provisions as well as actual practice and reporting to the policy makers or the concerned bodies.

- ✓ Identifying the capacity needs and reporting to the concerned bodies

- ✓ Sharing experiences and the best practices from those who are performing good governance effectively and efficiently.

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Appendixes

Communalities

	Initial	Extraction
Availability of land information	1.000	.450
promote provision of substitute land document	1.000	.417
Responsible bodies are competent in	1.000	.573
managing legal matters	1.000	.708
Competent availability of personnel	1.000	.529

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
Availability of land information	.507	.439
promote provision of substitute land document	.561	-.319
Responsible bodies are competent in	.754	.068
managing legal matters	-.445	.714
Competent availability of personnel	-.351	-.637

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Communalities

	Initial	Extraction

Fast and simple land registration	1.000	.736
Separate "front-office" and "back office	1.000	.749
One-stop-shop	1.000	.610
The office has standardize service quality	1.000	.610

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component	
	1	2
Fast and simple land registration	.357	-.780
Separate "front-office" and "back office	.861	.083
One-stop-shop	.711	.322
The office has standardize service quality	-.028	.781

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Communalities

	Initial	Extraction
Open process of land use type	1.000	.727
Open and detail service procedure	1.000	.708
Easy and understandable instructions of services	1.000	.513
Communicating newly enacted related laws, directives, charters, orders, codes…	1.000	.551

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component	
	1	2
Open process of land use type	.842	-.136
Open and detail service procedure	-.175	.823
Easy and understandable instructions of services	-.272	-.663
Communicating newly enacted related laws, directives, charters, orders, codes…	.734	.107

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Communalities

	Initial	Extraction
land activities carried out informed to the customers	1.000	.413
Proper accounting system	1.000	.656
Regular evaluation performance of employees	1.000	.713
Answerability of officials for the effect of their decision	1.000	.831

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component	
	1	2
land activities carried out informed to the customers	.639	.066
Proper accounting system	.740	-.329

Regular evaluation performance of employees	-.667	-.517
Answerability of officials for the effect of their decision	-.160	.897

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Communalities

	Initial	Extraction
Compensation paid to displaced community members fairly	1.000	.771
Land distribution equally among all the people	1.000	.561
Employees impartiality on providing services	1.000	.673
Fair cost for the delivered service	1.000	.582

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
Compensation paid to displaced community members fairly	.428	.767
Land distribution equally among all the people	.530	-.529
Employees impartiality on providing services	.767	.290
Fair cost for the delivered service	-.632	.428

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Component Matrix^a

	Component	
	1	2
Show genuine interest in solving problems up on request	.222	.790
Fulfill the necessary things to get service from the office.	.814	.091
Respect the rules and regulations of the office	.150	-.650
responsible for there is proper service delivery in land administration	.711	-.213

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Component Matrix^a

	Component	
	1	2
Involving in maintaining good governance system	.273	-.827
Movement of people in the land delivery process	-.862	.112
Involvement in comments on services	.379	.741
Participation on democratic and education	.771	.053

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Dearrespondent!

This questionnaire is part of my research project which is designed to gather data regarding on the practices and challenges in Application of good governance principles for urban land development and management in SachDuna sub city of Hossana city Administration.as an employment a service. The information obtained will be used to compete a study in partial fulfillment of the requirements for Masters degree in public management. Therefore, your genuine response to questions will have significant contribution for the success of this research. Your responses will be kept confidential and will only be used for this study. Notice: you do not need to write your name on this questionnaire. Kindly put your answer in rank from the given alternative answer. If you have any inequity, please, do not hesitate to contact me and I am available as per your convenience (Tel; 0977774549) or e-mail; deginuto2019@ gmail.com

Thank you very much for your time and cooperation!

Part I:Background Information

1.What is your current Job position?---

2.Since when are you working in this organization?

3. Below one year   1-5 year ☐   6-10 year ☐   >10 year ☐

4.Sex: Male ☐ ale   ☐

5.Age: 20-25 ☐   26-30 ☐ 31-35 ☐ 36-40 ☐   >40

6.Education level: Below high school   High school completed   Diploma   Degree

 Master

□   □   □   □

Part II: good urban governance related questions choose on and above answer from the given alternative and rank your answer on the space provide.

No	Questions	Answers	Rank
1	Participation How is your participation in the sub city land administration practices? Please give multiple answer)	1. Consultation and feedback incorporated 2. Participation of citizens at sub city level 3. Involvement in land delivery 4. Customers involvement	
2	Responsiveness How do you think the service in land administration in your sub city (please multiple answer	1. Solving problems up on request 2. Evaluation of good governance o practice 3. Evaluation on over all service quality 4. Customer satisfied with the services	
3	Effectiveness How do you think the service out come in land administration in your sub city (please give multiple answers)	1. Satisfied in land delivery process 2. Capacity building 3. Financial provision 4. Bureaucratic delay	
4	Efficiency How do you think the	1. Short and simple land registration	

	services performing in the best possible manner in land administration in your sub city? Please give multiple answers	system 2. Simple land ownership land ownership transfer system 3. Provide services as per delivery standards 4. Officials and workers perform this duties without bribes	
5	Transparency How do you think the openness of servings in land administration in your sub city level (please give multiple answer)	1. Free access to information about land policy 2. Open process of changing land uses type 3. Accessibility of land market information to all 4. Newly created related laws, directives, codes etc… to the public	
6	Accountability What looks like the answerability of land administration in	1. Availability of code of conduct for staff 2.Performance evaluation of	

	the sub city (please give multiple answers)	employees 3.Employees motivation based on their performance 4. Answerability of officials for the effect of their decision	
7	Equity Is there a way of providing equal opportunity for all inland administration in your sub-city(please, give multiple answer)	1. Employee impartiality in providing services 2. Fair compensations paid to all residents those who are losing their land holdings 3. Providing reasonable cost for services delivered 4. Equal access to land information without discrimination	

Appendix II interviews for employees

1.   Does the sub city land development and management office have competent and capable staff to provide effective services?

2. Did the office provide its service as indicated on the service delivery standard in your sub-city administration?

3. Dose the procedures, rules and regulations are clear and understandable to all?

4. Is there any customer participation on formulation and updating of plans and policies in your sub city land administration?

5. Is there a mechanism for evaluating of performance, questioning and explaining and conflict resolution in land services in your sub city land administration?

6.Does the sub city land administration has a mechanism to solving problems up on request, evaluating good governance practices on over all service quality?

7. Dose the Customers has equal access to housing land, land information and other services without discrimination?

JimmaUniversty
College of Business and Economics
Department of Management Public Management (MPM)
Questionnaire to be filled by customers

Dear respondents;

This questionnaire is meant to collect information regarding the practices and challenges of governance principles for urban land development and management (land administration) system and its consequence on service quality in SachDuna Sub-City of Hossana land development and management office. The information obtained will be used to complete a study in partial fulfillment of the requirements for Master's degree in public management and policy.

The information you would provide me is highly essential for successful completion of the study. Please, answer all items objectively. The researcher assures you that information provided will be kept confidential and be used only for an academic purpose. Note:- choose one and more answer from the given alternatives answers with the given space provided and rank your answer. If you have any inquiry, please do not hesitate to contact me and I am available as per your convenience (Tel; 0977774549 or e-mail; deginuto2019@gmail.com).

Part I:-Background Information

1.Age: 20-25 ☐ 26-30 ☐ 31- 36 ☐ 40> 41 ☐

2. Gender: Male ☐ Female ☐

3.Educational level: Below High school ☐ high school competed ☐ Diploma ☐

Degree Master's ☐

4.The status of your tenure ownership: Documented owner ☐ un documented

owner ☐

Part II: urban land governance related questions: Choose one and above answer from the given alternatives and put your answer on the space provided by rank.

No	Question	Answer	Rank
1.	Effectiveness How do you think the successful implementation of services in the sub city land administrative (please, give multiple answer).	1. Availability of land information 2. promote provision of substitute land document 3. Responsible bodies are competent in managing legal matters 4. Competent availability of personnel	
2.	Efficiency How is the fast and simple processes of service providing in the sub city land administration(please, give multiple answer)	1. Fast and simple land registration 2. Separate "front-office" and "back office". 3. "One-stop-shop ""service provision 4. The office has standardize service	

65

		quality	
3.	Transparency Do you think that the process of service provision has done in an open manner? (please, give multiple answer	1. Open process of land use type 2. Open and detail service procedure 3. Easy and understandable instructions of services 4. Communicating newly enacted related laws, directives, charters, orders, codes… etc to the public	
4.	Accountability Are there mechanisms for questioning and explaining the ongoing activities in the sub city land administration? (please, give multiple answer)	1. 1. land activities carried out informed to the customers 2. 2. Proper accounting system 3. Regular evaluation performance of employees 4. Answerability of officials for the effect of their decision	

5	Equity Do you think that there is the same access to service and receive the same service standards in the sub city land administration (please, give multiple answer)	1. Compensation paid to displaced community members fairly 2. Land distribution equally among all the people 3. Employees impartiality on providing services 4. Fair cost for the delivered service	
6	Responsiveness How do you think the services in the sub city land administration(please, give multiple answer)	1. Show genuine interest in solving problems up on request 2. Fulfill the necessary things to get service from the office. 3. Respect the rules and regulations of the office 4. responsible for there is proper service delivery in land administration	
7	Participation How is your	1. Involving in maintaining good	

	participation in the sub-city land administration practice (please give multiple answer)	governance system 2. Movement of people in the land delivery process 3. Involvement in comments on services 4. Participation on democratic and education	

Interview questions for customers

1. Do you think that there is clear, fair and transparent rules and regulations, free access to information to land in the sub-city land administration?

2. Are there simple procedures and fast processing services in the sub- city land administration?

3. Do you believe that there is supporting of informal settlers and equal access to land information to all in the sub-city land administration?

4. How do you think the implementation of uniform services standards that are monitored, codes of conduct for staff (as well as mechanisms of sanctions) and incentive such as awards for outstanding employees?

5. Is there any customer participation on formulation and updating of plans and policies in the sub-city level of land administration?

6. Does the sub-city land administration have accurate, integrated and computerized land information and successful implementation of land policies?

7. Is there interest of participation in solving problems and evaluation of overall services quality in the sub-city land administration?

age of the respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	28	16.2	16.3	16.3
	26-30	92	53.2	53.5	69.8
	31- 36	46	26.6	26.7	96.5
	> 40	6	3.5	3.5	100.0
	Total	172	99.4	100.0	
Missing	System	1	.6		
Total		173	100.0		

age of the respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	28	16.2	16.2	16.2
	26-30	92	53.2	53.2	69.4
	31- 36	47	27.2	27.2	96.5
	40> 41	6	3.5	3.5	100.0
	Total	173	100.0	100.0	

Educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	high school graduate	52	30.1	30.2	30.2
	Cerficate	61	35.3	35.5	65.7
	Deiploma	28	16.2	16.3	82.0
	degeree and above	31	17.9	18.0	100.0
	Total	172	99.4	100.0	
Missing	System	1	.6		
Total		173	100.0		

Availability of land information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	1	2.5	2.5	2.5
	second rank	7	17.5	17.5	20.0
	third rank	7	17.5	17.5	37.5
	fourth rank	25	62.5	62.5	100.0
	Total	40	100.0	100.0	

promote provision of substitute land document

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	11	27.5	27.5	27.5
	second rank	11	27.5	27.5	55.0
	third rank	7	17.5	17.5	72.5
	fourth rank	11	27.5	27.5	100.0
	Total	40	100.0	100.0	

Competent availability of personnel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	4	10.0	10.0	10.0
	third rank	9	22.5	22.5	32.5
	fourth rank	27	67.5	67.5	100.0
	Total	40	100.0	100.0	

Fast and simple land registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	12	30.0	30.0	30.0
	fourth rank	28	70.0	70.0	100.0
	Total	40	100.0	100.0	

Separate "front-office" and "back office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	5	12.5	12.5	12.5
	second rank	9	22.5	22.5	35.0
	fourth rank	26	65.0	65.0	100.0
	Total	40	100.0	100.0	

One-stop-shop

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	2	5.0	5.0	5.0
	second rank	7	17.5	17.5	22.5
	third rank	8	20.0	20.0	42.5
	fourth rank	23	57.5	57.5	100.0
	Total	40	100.0	100.0	

The office has standardize service quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	10	25.0	25.0	25.0
	second rank	11	27.5	27.5	52.5
	third rank	9	22.5	22.5	75.0
	fourth rank	10	25.0	25.0	100.0
	Total	40	100.0	100.0	

Open and detail service procedure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	10	25.0	25.0	25.0
	second rank	8	20.0	20.0	45.0

		Frequency	Percent	Valid Percent	Cumulative Percent
	third rank	10	25.0	25.0	70.0
	fourth rank	12	30.0	30.0	100.0
	Total	40	100.0	100.0	

Open and detail service procedure

		Frequency	Percent	Valid Percent	Cumulative Percent
	first rank	10	25.0	25.0	25.0
	second rank	8	20.0	20.0	45.0
Valid	third rank	10	25.0	25.0	70.0
	fourth rank	12	30.0	30.0	100.0
	Total	40	100.0	100.0	

land activities carried out informed to the customers

		Frequency	Percent	Valid Percent	Cumulative Percent
	first rank	10	25.0	25.0	25.0
	second rank	11	27.5	27.5	52.5
Valid	third rank	8	20.0	20.0	72.5
	fourth rank	11	27.5	27.5	100.0
	Total	40	100.0	100.0	

Proper accounting system

		Frequency	Percent	Valid Percent	Cumulative Percent
	first rank	1	2.5	2.5	2.5
	second rank	3	7.5	7.5	10.0
Valid	third rank	6	15.0	15.0	25.0
	fourth rank	30	75.0	75.0	100.0
	Total	40	100.0	100.0	

Regular evaluation performance of employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	8	20.0	20.0	20.0
	second rank	9	22.5	22.5	42.5
	third rank	10	25.0	25.0	67.5
	fourth rank	13	32.5	32.5	100.0
	Total	40	100.0	100.0	

Compensation paid to displaced community members fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	1	2.5	2.5	2.5
	second rank	7	17.5	17.5	20.0
	third rank	9	22.5	22.5	42.5
	fourth rank	23	57.5	57.5	100.0
	Total	40	100.0	100.0	

Land distribution equally among all the people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	10	25.0	25.0	25.0
	second rank	10	25.0	25.0	50.0
	third rank	8	20.0	20.0	70.0
	fourth rank	12	30.0	30.0	100.0
	Total	40	100.0	100.0	

Employees impartiality on providing services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	2	5.0	5.0	5.0
	second rank	3	7.5	7.5	12.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	third rank	5	12.5	12.5	25.0
	fourth rank	30	75.0	75.0	100.0
	Total	40	100.0	100.0	

Fair cost for the delivered service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	8	20.0	20.0	20.0
	second rank	9	22.5	22.5	42.5
	third rank	10	25.0	25.0	67.5
	fourth rank	13	32.5	32.5	100.0
	Total	40	100.0	100.0	

Fulfill the necessary things to get service from the office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	9	22.5	22.5	22.5
	third rank	1	2.5	2.5	25.0
	fourth rank	30	75.0	75.0	100.0
	Total	40	100.0	100.0	

Respect the rules and regulations of the office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	second rank	7	17.5	17.5	17.5
	third rank	9	22.5	22.5	40.0
	fourth rank	24	60.0	60.0	100.0
	Total	40	100.0	100.0	

responsible for there is proper service delivery in land administration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	10	25.0	25.0	25.0
	second rank	10	25.0	25.0	50.0
	third rank	9	22.5	22.5	72.5
	fourth rank	11	27.5	27.5	100.0
	Total	40	100.0	100.0	

Involving in maintaining good governance system

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	1	2.5	2.5	2.5
	second rank	3	7.5	7.5	10.0
	third rank	5	12.5	12.5	22.5
	fourth rank	31	77.5	77.5	100.0
	Total	40	100.0	100.0	

Participation on democratic and education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	first rank	9	22.5	22.5	22.5
	third rank	1	2.5	2.5	25.0
	fourth rank	30	75.0	75.0	100.0
	Total	40	100.0	100.0	

Educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	high school graduate	9	22.5	22.5	22.5
	cerficate	12	30.0	30.0	52.5
	deiploma	7	17.5	17.5	70.0
	degeree and above	12	30.0	30.0	100.0

		40	100.0	100.0	
Total		40	100.0	100.0	

Case Processing Summary

		N	%
	Valid	20	84.1
Cases	Excluded[a]	1	15.9
	Total	21	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.833	29

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Availability of land information	174	1.00	4.00	3.3966	.75891
promote provision of substitute land document	174	1.00	4.00	2.4425	1.17519
Responsible bodies are competent in	174	1.00	4.00	3.5345	.87116
managing legal matters	174	1.00	4.00	2.7529	1.10274
Competent availability of personnel	174	1.00	4.00	3.5805	.79148
Fast and simple land registration	174	.00	4.00	3.0920	1.39886
Separate "front-office" and "back office	174	1.00	4.00	3.1437	1.19103
One-stop-shop	173	1.00	4.00	3.3757	.77975
The office has standardize service quality	173	1.00	4.00	2.4451	1.16820
Open process of land use type	173	1.00	4.00	3.5260	.88637

Open and detail service procedure	173	1.00	4.00	2.7457	1.11232
Easy and understandable instructions of services	173	1.00	4.00	3.5723	.78632
Communicating newly enacted related laws, directives, charters, orders, codes…	173	1.00	4.00	3.3815	.76562
land activities carried out informed to the customers	173	1.00	4.00	2.4509	1.17343
Proper accounting system	173	1.00	4.00	3.5434	.85224
Regular evaluation performance of employees	173	1.00	4.00	2.7688	1.10167
Answerability of officials for the effect of their decision	173	1.00	4.00	3.5896	.76956
Compensation paid to displaced community members fairly	173	1.00	4.00	3.3931	.75971
Land distribution equally among all the people	172	1.00	4.00	2.4535	1.17635
Employees impartiality on providing services	172	1.00	4.00	3.5407	.86759
Fair cost for the delivered service	172	1.00	4.00	2.7616	1.10084
Show genuine interest in solving problems up on request	172	1.00	4.00	3.5930	.77048
Fulfill the necessary things to get service from the office.	172	1.00	4.00	3.1744	1.33939
Respect the rules and regulations of the office	172	2.00	4.00	3.4070	.73949
responsible for there is proper service delivery in land administration	172	1.00	4.00	2.4477	1.17112
Involving in maintaining good governance system	172	1.00	4.00	3.5581	.84611
Movement of people in the land delivery process	172	1.00	4.00	2.7733	1.10331

	N	Minimum	Maximum	Mean	Std. Deviation
Involvement in comments on services	172	1.00	4.00	3.5814	.77934
Participation on democratic and education	172	1.00	4.00	3.1744	1.33939
age of the respondent	172	1.00	4.00	2.1744	.73655
sex of the respondent	172	1.00	3.00	1.2151	.43957
Educational level	172	1.00	4.00	2.2209	1.06953
The status of your tenure ownership	172	1.00	3.00	1.6802	.49212
Valid N (listwise)	172				

age of the respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	28	16.2	16.3	16.3
	26-30	92	53.2	53.5	69.8
	31- 36	46	26.6	26.7	96.5
	> 40	6	3.5	3.5	100.0
	Total	172	99.4	100.0	
Missing	System	1	.6		
Total		173	100.0		

age of the respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	28	16.2	16.2	16.2
	26-30	92	53.2	53.2	69.4
	31- 36	47	27.2	27.2	96.5
	40> 41	6	3.5	3.5	100.0
	Total	173	100.0	100.0	

Educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	high school graduate	52	30.1	30.2	30.2
	Cerficate	61	35.3	35.5	65.7
	Deiploma	28	16.2	16.3	82.0
	degeree and above	31	17.9	18.0	100.0
	Total	172	99.4	100.0	
Missing	System	1	.6		
Total		173	100.0		