



HAWASSA UNIVERSITY

COLLEGE OF LAW AND GOVERNANCE

SCHOOL OF GOVERNANCE AND DEVELOPMENT STUDIES

**MA THESIS ON: PRACTICES AND CHALLENGES OF URBAN LAND
GOVERNANCE IN SHASHEMENE CITY ADMINISTRATION, OROMIA REGION,
ETHIOPIA**

BY

DIRIBE GUTA BIRATU

ADVISOR: ASFAW GNEFATO (PhD)

MAY, 2024

HAWASSA, ETHIOPIA

THE PRACTICES AND CHALLENGES OF URBAN LAND GOVERNANCE IN
SHASHEMENE CITY ADMINISTRATION, OROMIA REGION, ETHIOPIA

BY
DIRIBE GUTA

ADVISOR
ASFAW GNEFATO (PhD)

A THESIS SUBMITTED TO HAWASSA UNIVERSITY, SCHOOL OF GOVERNANCE
AND DEVELOPMENT STUDIES

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
DEGREE OF THE MASTER OF ART IN DEVELOPMENT MANAGEMENT

HAWASSA, ETHIOPIA
MAY, 2024

HAWASSA UNIVERSITY
SCHOOL OF GRADUATE STUDIES
SCHOOL OF GOVERNANCE AND DEVELOPMENT STUDIES
ADVISOR APPROVAL SHEET

This is to certify the thesis entitled “Assessing the practices and challenges of urban land governance: in case of Shashemene city administration; Oromia region, Ethiopia” submitted in partial fulfillment of the requirements for the degree of Master's with specialization in Development Management, the Graduate Program of the School of Governance and Development Studies, have carried out by **Diribe Guta Biratu** under my supervision. Therefore I recommend that the student was fulfilled the requirements and hence hereby can submit the thesis to the school.

Name of Advisor

Signature

Date

HAWASSA UNIVERSITY
SCHOOL OF GRADUATE STUDIES

EXAMINERS' APPROVAL SHEET

We, the undersigned members of the Board of Examiners of thesis defense by **Diribe Guta** Have read and evaluate his thesis entitled “**Practices and Challenges of Urban Land Governance in Shashemene City Administration, Oromia Region, Ethiopia**” and examined the candidate. This is, therefore, to certify that the thesis has been accepted in partial fulfillment of the requirements for the Masters of Art Degree in Development management.

_____	_____	_____
Name of the Chairperson	Signature	Date
_____	_____	_____
Name of Advisor	Signature	Date
_____	_____	_____
Name of Internal Examiner	Signature	Date
_____	_____	_____
Name of External Examiner	signature	Date
_____	_____	_____
SGS Approval	signature	Date

Final approval and acceptance of the thesis is contingent up on the submission of final copy of the thesis to the School of Graduate Studies (SGS) through the School of Graduate committee of the candidates department.

Stamp of SGS

Date

DECLARATION

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

Name: Diribe Guta

Signature: _____

Date: _____

ACKNOWLEDGEMENTS

First of all I praise the Almighty God, who had provided me indescribable support during the present research work. I would like to thank my advisor Dr. Asfaw Gnefato for your close supervision, consistent encouragement, and limitless guidance at every stage of the study. Their complete support and guidance helped me to complete the research work. I would also like to express my heartfelt to my family for their support and providing me the necessary and important basic conditions for the quality of this study. Finally, my appreciation and thanks go to the respondents and employees of Shashemene Town Land Administration Office from where I received all kinds of resources and support.

Table of contents

ACKNOWLEDGEMENTS	i
LIST OF FIGURE	v
LIST OF TABLE	vi
ABBREVIATIONS AND ACRONOMYS	vii
ABSTRACT	viii
CHAPTER ONE	1
1. INTRODUCTION	1
1.1 BACKGROUND OF THE STUDY	1
1.2 STATEMENT OF THE PROBLEM	3
1.3 RESEARCH OBJECTIVES OF THE STUDY	5
1.3.1. General Objective of the study	5
1.3.2. Specific objectives of the study	5
1.4. KEY RESEARCH QUESTIONS	6
1.5. SCOPE OF THE STUDY	6
1.6. LIMITATIONS OF THE STUDY	6
1.7. SIGNIFICANCE OF THE STUDY	7
1.8. OPERATIONAL DEFINITIONS OF TERMS	7
1.9. ORGANIZATION OF THE STUDY	7
2. LITERATURE REVIEW	9
2.1. CONCEPTUAL LITERATURE REVIEW	9
2.1.1. Concept of Governance	9
2.1.2. Concept of land governance	9
2.1.3. Urban land	10
2.2. THEORETICAL LITERATURE REVIEW	12
2.2.1. Urban land policy and administration in Ethiopia	12
2.2.2. Land lease system in Ethiopia	13
2.2.3. Challenges of governance	14

2.2.4. Challenges of urban land governance	14
2.2.5. Good urban governance	15
2.2.6. Good governance and institutional capacity	16
2.2.8. Good governance principles in land Administration	16
2.3. EMPIRICAL LITERATURE REVIEW	17
2.4. CONCEPTUAL FRAMEWORK OF THE STUDY	19
CHAPTER THREE	20
3. RESEARCH METHODOLOGY	20
3.2. RESEARCH DESIGN	21
3.3. RESEARCH APPROACH	21
3.4 TARGET POPULATION OF THE STUDY	21
3.5 SAMPLING TECHNIQUE AND PROCEDURES	21
3.5.1 SAMPLE SIZE DETERMINATION	22
3.6 SOURCES AND TYPES OF DATA	22
3.7 INSTRUMENTS AND METHODS OF DATA COLLECTION	23
3.7.1 Questionnaire	23
3.7.2 Key informant interview	23
3.7.3. Focus group discussion	23
3.8. METHODS OF DATA ANALYSIS AND PRESENTATION	24
3.9. ETHICAL CONSIDERATION	24
CHAPTER FOUR	25
4. RESULTS AND DISCUSSON	25
4.1 INTRODUCTION	25
4.2 Socio-demographic characteristics of survey respondents	25
4.3. Legal and Policy Framework Governing Urban land in Shashemene City Administration	27
4.4 Key Practices of Urban Land Governance in the Shashemene City Administration	32
4.5 Challenges hindering effective urban governance in Urban Land Governance in Shashemene City Administration	39
4.6. Discussion and Results	48

CHAPTER FIVE	51
5. CONCLUSION AND RECOMMENDATION	51
5.1. Conclusion	51
5.2 Recommendations	53
REFERENCES	56
APPENDICES	61

LIST OF FIGURE

Figure 2.1: Conceptual framework of the study developed by researcher (2024).....	19
Figure 3.1: Shashemene city Map; Source (GIS, 2024)	20
Figure 4.1: the Perception of Residents on Urban Land Governance Challenges.....	40

LIST OF TABLE

Table 3.1: Sample size of each kebeles	22
Table 4.1: Gender distribution of the respondents.....	25
Table 4. 2: Age, educational and Martial Background of the respondents.....	26
Table 4. 3: Perception of respondents on the accessibility of information.....	28
Table 4.4 Needs and Preferences of the Society.....	32
Table 4.5: Evaluation of Effectiveness and Efficiency of SHTLA office.....	37
Table 4.6: The Perception of respondents on Urban Land and the Power of the State.....	41
Table 4. 7 Community Involvements in Land Delivery Process.....	44

ABBREVIATIONS AND ACRONOMYS

ADB	African Development Bank
ECA	Economic Commission of African Exploratory Factor Analysis
EPDRF	Ethiopian people's Democratic Revolutionary Front
FAO	Food and Agriculture Organization
FGD	Focus Group Discussion
GURI	Global Urban Research Institute
IDA	International Development Association
IIAG	Ibrahim Index of African Governance
LIS	Land Information Systems
MDGs	Millennium Development Goals
SHTULAO	Shashemene Town Urban Land Administration Office
SPSS	Statistical Package for the Social Sciences
UGI	Urban Governance Index
UNDP	United Nation Development Program
UH-Habitat	United Nations Human Settlements Programme
UN	United Nations

ABSTRACT

The study was to assess the practices and challenges urban land governance in Shashemene city administration. This study aims to analyze the legal and policy framework governing urban land; to examine the key practices of urban land governance; and to assess the challenges hindering effective urban governance in urban land governance in the Shashemene City Administration. To achieve the objective of the study both probability and non-probability sampling methods were used. The researcher used descriptive research design and mixed (quantitative and qualitative) research approaches. A total of 360 households were selected from three kebeles within the town. Primary data was gathered through focus group discussions, key informant interviews and questionnaires, while secondary data sources were gathered from manual Reports, records pertaining to the land and property registration system, various documents. The researcher setup two focus groups with five members. While, quantitative data were analyzed using descriptive statistics which were supported by the latest version of SPSS 25, whereas, qualitative data were analyzed through narrative. The finding reveal that the study area faced several major challenges including ineffective land administration systems, a lack of transparency low employee participation incapacity and issues with responsiveness and inefficiency additionally administrative technical and capacity issues were identified. Based on the findings of this study, several recommendations are proposed to address the challenges in urban land governance in Shashemene Town. Thus, participation of local residents be increased through inclusive and representative decision-making processes, enhancing the integration among service-rendering departments and offices, thereby promoting a more cohesive and efficient delivery of services, a pro-poor land allocation and management system should be instituted, prioritizing the needs of low-income households and vulnerable populations, strict controlling and evaluation system should be implemented to monitor and assess the performance of employees, ensuring accountability and transparency in their work, adopting a modern cadastral system of land registration, which would enhance the accuracy, efficiency, and transparency of land administration processes.

Key Words: Land, Urban Land, Land governance, Good governance.

CHAPTER ONE

1. INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The world today is facing many complex challenges including adapting to and reducing climate change; rapid urban development; increased demand for natural resources; increased food, water, and lack of energy; increase in natural disasters; and the resolution of violent disputes. Many of these challenges have a clear global dimension: unequal access to land, position insecurity, misuse of land and weak institutions for land management, disputes and etc. Dealing with these challenges is particularly difficult when land management is weak (David, et. al, 2021).

Under the FDRE, Ethiopian Urban land is managed and controlled under the urban land leasehold legislation, which was initially implemented in 1993 and has subsequently undergone three amendments. First adopted in 1993 (including Proclamation Number 80 of 1993, Proclamation Number 272 of 2002, and Proclamation Number 721 of 2011) (Dinka, Girma & Ermias, 2016). All these laws are intended primarily to authorize the efficient and effective use of urban land (Liku, 2021). The FDRE Constitution of 1995, section 40 stipulates that property rights in both urban and rural areas are vested on the state and the people of Ethiopia only. The land is the combined property of the Nations, Nationality and peoples of Ethiopia and may not be sold or acquired through other means of exchange. Ethiopian farmers have the right to seize land free of charge and to be protected from expropriation. It also stipulates that Ethiopian pastoral have the right to free land for design and farming and the right not to be displaced from the land they hold. In addition to discriminating against the right of the Ethiopian, Common wealth, and the People of the States, the government shall protect the right of private investors to use their land and to enjoy a legally recognized payment system. This right shall include the right to separate, or to terminate the property, in which case the right to use his property be revoked, to transfer his title, or the right of compensation (FRDE, 1995)

Baltissen & Betsema (2015, p. 1) argue that “...land governance is essential means for inclusive and sustainable development in developing countries including Africa where

various processes, including those related to urbanization ... increase pressure on land". It is clear from above definition that land governance is the formulation and execution of democratic and sustainable urban land policies, as well as the establishment of a close relationship between the people and land. It protects people's rights to own, utilize, and develop property and land-related properties for both urban residents and rural populations residing in metropolitan centers' surrounding hinterlands (UN-Habitat, 2016, p. 4).

Many portions of the world's cities are under unprecedented tension: continuing expansion of cities and population growth increase demand for urban space for a difference purposes such as housing, vegetation, commerce, infrastructure, and public services. This gets much more difficult when determining which land you own, which parts are private, which belong to our government, and the many sorts of land usage. Such issues are frequent in developing nations' urban centers, including Ethiopia. Such duties are not performed by urban cadasters. Vander (2014), examined the impact of a cadasters system is not ineffective. In this case It is difficult to control the interaction of people and the world. Land management include developing and executing sustainable land policies, as well as building healthy interactions between people and the rest of the world (Shrestha, 2021).

Land management refers to the rules, processes, and systems that govern how land is utilized, owned, and managed. "Land governance affects laws, procedures, and frameworks for decision-making on land acquisition and use, how decisions are made and enforced, and how competing land interests are governed," according to the most generally used definition. It consists of legal, cultural, and religious institutions. It comprises both official organizations like land agencies, courts, and land responsible ministry, as well as informal stakeholders like traditional bodies and informal agencies. It encompasses international, legal, and policy frameworks, as well as conventional and informal social justice practices (Osten, 2021). The goal of urban land management is to produce more sustainable cities that are less polluted by the environment, less health concerns, and experience economic growth. Managing urban land guarantees that land management and management are properly integrated into a common system that shares short-term and long-term ideas (Magigi, 2018).

Land management systems in many developing countries especially in Africa are unable to deal with inefficiencies such as the result of integrated planning, the lack of land records, the underdeveloped and unregistered land registry system, the lack of cadastral maps, and the

illegal sale of public property. Incomplete land laws and procedures, as well as a vague definition of the state of the world and the weaknesses of the justice system are among the land management problems. (Derje, et. al, 2020).

Like most African countries, such as South Africa, Ghana, Kenya, and Nigeria, Ethiopia face several complex challenges in urban centers, notably rapid growing urbanization, climate change, rising resource demand, insecurity in energy and water supplies, and violent conflicts centered around natural resources (Palmer, Fricska & Wehrmann, 2019). Shashemene is a vibrant city in which many socioeconomic activities are taking place and also, where the growth rate of the city is very high and the demand for urban land is growing at an alarming rate (Compass, 2015). As newcomers proliferated in the city; the need for different land management issues is increasing from time to time. Therefore, a clear understanding and application of the concept of urban land management is essential for the effective management of urban land.

1.2 STATEMENT OF THE PROBLEM

Urban land management faces many challenges over the world, especially in many developing countries and in economically changing countries. The concept of sustainable development, which emanates from concerns about overpopulation, pollution, and resource exploitation, reflects the belief that land is a resource that must be maintained for future generations (Henssen, 2021). Land is becoming increasingly scarce as a result of rising urbanization and increased demand for land development. Also, land-related services have been identified as one of the most corrupt service delivery methods (Livang, 2014, P.13). According to Dale and McLaughlin (2020), urban land is a scarce natural resource that is linked to the economic, social, and cultural activities of city dwellers. The development and administration of such scarce resource that need good governance structure to ensure maximum benefits to residents, reduces environmental and social concerns, and increases efficiency of the mobilization of this scarce resource.

Today, the world's population is moving to cities at an alarming rate. Particularly, African, Asian and Latin American cities are characterized by high urban growth like 3.5% of Africa, 2.4% of Asia and 1.7% of Latin America) due to population growth and urbanization (UN 2018). In addition to; the root or oppressive factors such as the lack of adequate rural

infrastructure and the prospect of urban employment are key factors in urban growth and increasing the demand for urban land. This also calls for the effective management and governance of urban land.

Different research studies have been done on urban land governance. For instance a study by Berhanu and Rohan (2011), in examining Ethiopian urban governance shows that land management are often weak and surrounded by a growing number of vulnerabilities and threats. The study reveals the several problems in relation to land governance. These include: discrimination, corruption in land service delivery systems, rent seeking, lack of skilled manpower, the lack of a responsible institution at the state and regional level and lack of basic urban policy.

According to the research of Alemie (2015), there is a lack of accountability, lack of openness, minimal involvement in decision-making, and lack of accountability in sound urban land governance. The study of Dube (2013), further demonstrate that the obstacles to urban land governance include the antiquated land information management system, unofficial property acquisition, corruption, land speculation, and conflicts pertaining to land. Furthermore, the researcher found that Ethiopia's land administration was inadequate and surrounded by several dangers and vulnerabilities.

In addition to the above-mentioned studies, the thesis report Gudian (2021), on the issues of slums in Addis Ababa shows that weak governance and poor urban management are considered to be a major contributor to the increase in slums, informal sector and land grabbing. And many other studies conducted in the urban area produce similar and related results confirm that challenges in urban land administration mostly came from government failurity in implementing good governance principle.

However, the study did not address the challenges of urban land management and community participation in urban land governance. To manage cities in the land sector, one must understand that the role of society in this sector that can contribute to its success; since, urban governance is a sum of many ways namely; individuals and institutions, both public and private, organize and manage the city's general affairs (Tesfaye, 2018).

Urbanization in Shashemene City Administration has led to unprecedented growth, presenting a host of challenges in managing and governing urban land effectively. Despite the increasing importance of robust land governance mechanisms, there is a pressing need to address the inadequacies and challenges inherent in the current system. One of the fundamental problems facing Shashemene City urban land governance is the apparent presence of corruption and instances of land grabbing, fraudulent land transactions, bribery, and favoritism in land allocation processes, undermining public trust and exacerbating social disparities (kebede, 2017). Those and others problem motivate the researcher to undertake this study.

Therefore, this study was attempted to identify the extent to which the practices and challenges of urban land governance arising from the integrated sources of society and its impact on the satisfaction of the residents in Shashemene City administration.

1.3 RESEARCH OBJECTIVES OF THE STUDY

1.3.1. General Objective of the study

The main objective of the study was to assess the practices and challenges that hamper urban land governance practices in the case of Shashemene city administration.

1.3.2. Specific objectives of the study

The specific objectives of the research included:

1. To analyze the legal and policy framework governing urban land in Shashemene City Administration;
2. To examine the key practices of urban land governance in the Shashemene City Administration;
3. To assess challenges hindering effective urban governance in urban land governance in the Shashemene City Administration

1.4. KEY RESEARCH QUESTIONS

This study answered the following basic research questions to attain the objectives of the study;

1. What is the legal and policy framework governing urban land in the Shashemene city Administration?
2. What are the key practices of urban land governance in the Shashemene City Administration?
3. What are the main challenges that hindered the urban land governance in the Shashemene City Administration?

1.5. SCOPE OF THE STUDY

The study was focused on assessing the practices and challenges of urban land governance in Shashemene land administration office on three kebeles those are Bulchana, Burka Gudina and Abosto. To achieve the objectives of the study, the researcher was limited on transparency, participation, effectiveness and efficiency and responsiveness principles of good governance in order to assess the overall practices of urban land governance. The study was covered the time of one year from 2015- 2016 duration. In terms of the methodological scope of the research, the study was delimited to use of mixed research approach that qualitative and quantitative research.

1.6. LIMITATIONS OF THE STUDY

Throughout the process of conducting the study, the researcher was faced many challenges. The challenge in studying this urban land governance the researcher faced challenges like; lack time, problem of budget, local context variability, interdisciplinary nature, and stakeholder bias, influence of political factors, resource constraints, and subjectivity in perception. Getting reliable data also another limitation faced researcher due to the unwillingness of households selected for this study. To overcome these challenges during the study, the researcher used time properly and other resources effectively to get the expect information and to achieve the objective of the study and convincing the respondents

1.7. SIGNIFICANCE OF THE STUDY

This research is significant for several reasons. First, it contributes to the academic discourse on urbanization and governance and study can be help as a secondary data for professionals and other individuals who want to conduct in-depth research in similar areas the findings of the study have been expected to inform policy decisions, guiding the formulation of effective urban land governance strategies. Also, the study was practical implications for the residents of Shashemene town, aiming to foster a more sustainable, inclusive, and resilient urban environment. Additionally study was generates vital information on the challenges and the practices of urban land governance and that hinder the effective practices of land governance in Shashemene town.

1.8. OPERATIONAL DEFINITIONS OF TERMS

Governance: refers to the mechanism whereby all aspects of political, social and economic aspects are governed or exercised.

Households: collectively all the family members who live in one house.

Land: the natural area inhabited and owned by households and government which help them for investment, construction of houses, urban agriculture, etc.

Land development: Implementing utilities, infrastructure and construction planning for renewal and change of existing land use.

Land Governance: Decision making regarding to land access, use and security of land

Land Registration: is the recording of right in land through deed and a title.

1.9. ORGANIZATION OF THE STUDY

This thesis consisted five chapters. The first chapter was deals about introduction, background of the study, statement of the problem, objective of the study, scope of the study, significance of the study, limitation of the study, operational terms and organization of paper. The second chapter comprised numerous literature review and research assessments. Those include conceptual literature review, theoretical literature review, empirical literature review

and conceptual framework of the study. Chapter three focus on research method, methodology and design. The fourth chapter deals with data analysis, presentation and interpretation. Finally, the fifth chapter presented major finding, conclusion, and recommendations.

CHAPTER TWO

2. LITERATURE REVIEW

2.1. CONCEPTUAL LITERATURE REVIEW

2.1.1. Concept of Governance

Most dictionaries use the terms "government" and "governance" interchangeably, signifying the exercise of power within an organization, institution, or state. The institution in charge of exerting that authority is known as the government. Authority is most easily defined as lawful power. Power is the capacity to influence others' conduct; authority is the right to do so. Authority is founded on an obligation to comply, not compulsion or manipulation. Procedures specify how problems are placed on the agenda, who makes choices, how those decisions are carried out, and how disagreements and grievances are resolved. Focusing on the processes emphasizes the relevance of the various ways in which the characters might interact: discussion, collaboration, conflict, single unity, negotiation, consensus, departure, and so on (David, et. al, 2015).

The governance paradigm outlines a dynamic system because interactions can switch between modes. In the institutional perspective, governance refers to the laws and structures that regulate and mediate relationships, decision-making and law enforcement. As noted above, the laws and structure of land ownership (tenure) can be formal (e.g. laws, regulations, governed by parliaments, courts and municipal councils) as well as informal or customary (e.g., senior councils, forums, support, etc.) or a combination. The concept of governance fits well with this multidisciplinary institutional framework. This is important because the legal system in some countries does not effectively recognize or incorporate cultural institutions. By its emphasis on authority, governance considers political and power significance. Politics and power relations have a profound effect on understanding the situation, and on developing mechanisms for change. Finally, governance is not ideologically neutral (Ibid).

2.1.2. Concept of land governance

Urbanization raises demand for land because urban regions have more land users and land interests than rural places. These new interests place significant strain and problems on urban

property, necessitating a well-planned choice to balance these disparate interests (Alemie, 2015). According to Burns and Dalrymple (2010 “that weak institution and the high land values lead to corruption actions and informal settlement.” According to (Yiadom, 2012) urban regulations are frequently subject to continual modification because actors are ignorant, confused and entrusting.

According to the FAO’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 administration (FAO, 2007, pp.40, 1). Yet this is a theme on which there is much agreement in principle in much of the literature. The level of global governance can be positive or negative, positive or negative. In order to determinewhether dominance is effective or weak, one must look at processes and outcomes (David, 2015).

In addition, Burns and Dalrymple (2012) noted that current urban relocation and social services related to the provision of housing, services, infrastructure, waste management are linked to urban land and recognize that urban land governance improves the lives of urban poor and appropriately supports achievement of sustainable national or national development.

2.1.3. Urban land

Urban land is part of the land found in an urban area. It can also be described as a plant of all human activities performed in urban areas and very rare due to rapid urban growth and the natural increase in urban population that needs proper management. Urban land is made up of only a small part of the world, but it is an important part because it is where about half the world's population lives and where more than half of the world's economic activities take place (Derje and Belew, 2022, p.11).

Urban land management can be defined as an urban land administration system that deals with the efficient allocation and use of land in order to promote orderly and efficient urban growth (David and Giles, 2013). According to a recent FAO framework for a framework for "doing good" regarding good governance in land administration and land administration, "it has recently been recognized that a modern land administration project should include a focus

on improving governance." It is therefore not surprising that "there is little comparison of good governance in land administration and land administration" (FAO, 2012, pp.40, 1). To date, this has been the subject of much legal agreement on the number of books.

The FAO states that weak governance is often associated with two main types of corruption, state-owned kidnapping and administrative corruption. The preceding ones include high-level corruption, the transfer of economic resources from government to private interests, and the state being "captivated" by individuals, families, families or commercial interests, who may direct government policy for their own benefit. The latter is about the misuse of office by independent officials who use their power to enrich themselves. Officials want bribes to speed up the process that will bring results that benefit brokers. The uncertain policy environment encourages this and "the poor definitely lose out as they have less resources to bribe corrupt officials" (FAO 2012, p.13-FAO 2007, p.14).

Governance is a critical issue in the current thinking of DFID (2015), and is the subject matter, not surprisingly, in the literature. There is widespread agreement that good governance is essential, albeit often in short supply, and is a factor in equity and transparency. The various wish lists, which are usually included, are then produced with no one to choose from, but which can be difficult to apply in any practical situation. Common sense management can be defined as a series of political, organizational and administrative processes in which communities express their interests, their input is made, decisions are made and implemented, and decision-makers Global governance in the traditional sense can freely defined as a set of political, organizational and administrative processes in which communities express their interests, their input is taken, decisions are made and implemented, and decision-makers are responsible for the management, development and management of land rights and services and the delivery of international services. Governance includes the analysis of both legal and informal players involved in decision-making, decision-making and legal and regulatory structures that have been established to reach and implement the decision (Burns, 2012)

Urbanization increases the demand for land more land users and land interests are more involved in cities than in rural areas. New interests place significant pressures and challenges on the urban world that require well-planned decisions to meet these diverse interests. (Burns, and Dalrymple, 2013) suggested that weak institutions and high world values lead to corrupt

practices and slums. Related to this, (Tesfaye, 2020) argues that urban laws are often subject to continuous change, as characters are misrepresented, organized, or trusted (Burns, et. al, 2011). This indicates that the functions of the institution and the organization responsible for dealing with interpersonal issues are divided. Thus, integrating good governance into policy making is the basis for addressing the above challenges. This is because the application of the concept of good governance creates a platform that encourages different players to participate, various interests are discussed and opposed and cooperation during policy implementation and implementation to be strengthened.

2.2. THEORETICAL LITERATURE REVIEW

2.2.1. Urban land policy and administration in Ethiopia

Every society values the role of land in social, political, environmental, and economic dimensions. It also influences a country's level of urbanization, economic development, and social stability. The land is located at the center of human culture and institutions, making it essential for the direct and indirect production of all products and services. The land's primary characteristic is its fixed supply and immobility. As a result, land property rights are critical for economic growth and poverty reduction. According to Deininger (2023), in order to provide incentives for investment and sustainable resource management, as well as to facilitate the low-cost transfer of land and finance access, the right to land must be safeguarded and well-defined in the country. Thus, examining urban land policy is critical for evaluating urban land management.

Land policy is a formal official proclamation that outlines the government's goals and strategies for land usage, administration, and distribution. It also highlights the political changes made by the government and people regarding the distribution of power and property interests. The land policy seeks to achieve fairness, encourage investment, reassure land developers, and promote cultural and environmental sustainability. It is used not just to promote security and social stability, but also as a basis for economic progress. To make land policy successful, numerous institutional structures are required to facilitate the growth of land administration operations and land information management. Theoretical and empirical data show that urban land policy is complicated and vary among nations (Doebelej, 2017).

The fundamental dispute over urban land policy centers on the question of private versus public ownership of property. Deininger and Chamorro (2021) asserted that private ownership of property is well-thought-out and compelling; nonetheless, the actual incidence demonstrates an unenthusiastic. In contrast, public land ownership became popular in many former communist nations during the 1960s and 1970s (Bourassa, 2014, Nega, 2015). Many nations' experiences show that state ownership of land, on the other hand, is characterized by resource underutilization, mismanagement, and corruption. The land rent will rise according to the growth in demand for more land. One of the distinguishing characteristics of land demand is the exclusive determinant of land value, which manipulates the effective administration of land based on its worth, the amount of money paid on a regular basis for the exclusive rights to land and other resources. The economic rental charge serves as the community's foundation revenue and has no influence on the economy's productive capacity. Land rent collected by the community improves efficiency and equality in land administration (Deininger, 2013).

2.2.2. Land lease system in Ethiopia

Currently, the land is described in the constitution as state-owned. The FDRE constitution grants the state and people of Ethiopia the right to possess both urban and rural property, facilitating land purchase through a leasehold system. The land leasing system is critical for achieving effective land use planning, attracting investment and investors, and recovering land from the leaseholder when needed. Holding property as public ownership is advantageous when land value grows; it is easy to assign land to the community and extra usage in the future. Many proclamations and rules have been enacted in Ethiopia to evaluate the value of urban land and encourage investment in corporate, residential, and other sectors. Many studies have been undertaken on Ethiopian land policy (Zemen, 2013; Zelalem, 2014), identifying gaps, inconsistencies, and ambiguity in urban land leasing legislation, as well as limits and problems that prevent their successful implementation. Almost all of these studies rely on qualitative data and document reviews, which provide opportunities for argument because they are qualitative and subject to individual opinion.

2.2.3. Challenges of governance

Despite its seemingly universal acceptance, the concept of governance especially as supported by Western financial institutions and various banks has faced significant challenges to blame. Michael de Vries (2015) argues that the word “good governance” is misused by so many references that it is almost impossible to achieve good governance. At the same time, many governments are also embroiled in a conflict of interest between trying to do the right thing and doing the urgent need in the right way. It is not clear whether improving governance will lead to less social and administrative problems Vries, 2013) "It does not appear that improving governance will lead to a reduction in public administration problems," he said. Innovative approaches may provide short-term solutions to major administrative shortages, but do not provide long-term solutions to them (Tesfaye, 2018).

Grindle, (2002) pointed out that the good governance agenda was not as well directed at policy as it was ad-hoc, “unreasonably long” and did not agree with the issues of succession and historical progress. In line with related lines, Andrew (2018) noted that existing models of effective government “seem to tell developing countries that the system to be developed will be developed” and that the “one-way model” of governance ignores institutional differences across - controlled states.

2.2.4. Challenges of urban land governance

Urbanization raises demand for land because urban regions have more land users and land interests than rural places. These new interests place significant strain and problems on urban property, necessitating a well-planned choice to balance these disparate interests (Alemie, 2015). According to Burns and Dalrymple (2010), "that weak institution and the high land values lead to corruption actions and informal settlement." According to Yiadom (2012), urban regulations are frequently subject to continual modification because actors are ignorant, confused, or entrusting. There are various challenges that impact urban land management performance across the world. Payne (2020) identified five main obstacles impacting urban land management performance, including security of tenure and regulatory hurdles. Land use planning, the political economy of land, and the advent of the liberals will all be addressed. Population expansion, globalization, and climate change have increased demand for urban property, yet market forces have driven prices to levels that many people cannot afford.

Despite the fact that traditional methods of managing urban expansion have failed to meet the needs of predominantly low-income migrants and indigenous urban populations, urbanization has been the engine of economic progress.

Governance in the urban land executive is crucial in many places, since land management, particularly in developing countries, becomes more susceptible to mismanagement. Corruption, whether little or large, is linked to bad governance in impoverished countries, where controlling political and economic power and privilege through deception is viewed (FAO, 2017). Weak urban land governance is also associated with increased property rights insecurity and bribery and corruption in urban land management activities, particularly in developing nations. In Ethiopia, the practice of urban land governance is unsatisfactory.

According to empirical investigations, the characteristics of good governance are not adequately applied in urban land offices. Gebrihet and Pillay (2021) argue that municipalities have not effectively implemented strong urban governance practices based on good governance principles (transparency, accountability, engagement, and the rule of law). As a result, land and development offices lack key features of good governance, including participation, transparency, accountability, justice, efficiency, and effectiveness (Melese, 2016; Tesfaye, 2018). Customers are unsatisfied with urban land management offices due to weak governance practices. Municipal land management has become ineffective and inefficient due to a lack of strong governance implementation (Belay, 2014).

2.2.5. Good urban governance

Urban governance is an essential extension of governance theory. Its concept arose from the early 1990s work of the GURI (Global Urban Research Institute). The GURI's goal was to particularize the notion of governance in an urban environment by focusing on the local level. Taking up the idea of governance, Tekle (2021) reveal that the GURI created an urban governance framework that includes aspects that are typically thought to exist outside of the public policy process. Thus, illegal operators, informal sector groups, and social movements were added, recognizing these aspects are still important in the development of third-world cities and have a considerable effect on the urban landscape (McCarey, 2010).

According to the United Nations Human Settlements Program, (2021) urban governance is defined as follows: Therefore, the term “government” refers to a political entity to drive policy-making, while the term “administration” refers to all the responsibility and authority for political and administrative purposes of society. The twenty-first century will be the first in world history in which more than half of people will live in cities World Urbanization Prospects Revision (2017). Even Sub-Saharan Africa is over 50% urban. The Institute of Internal Auditors (2012) urban cultures are far more difficult to administer than rural civilizations. People in rural communities can cultivate their own food, making them less vulnerable to price increases for basic goods.

2.2.6. Good governance and institutional capacity

In the context of good governance power refers to the ability of the governing body, the legislative, the executive, and the judiciary to carry out their statutory tasks or activities in a competent and effective manner (ECA, 2005). Politicians offer broad aims and strategic directions, but good institutional frameworks can shape political leaders' perspectives. The democracy desires well-funded institutions, particularly civil service unions. The United Nations Development Programme (UNDP) defines institutional capacity as the ability of individuals and organizations or organizational units to execute functions effectively, efficiently, and effectively.

The definitions set by the UNDP have three important and significant implications; first; indicates that volume does not work but is part of an ongoing process; second; ensures that human resources and their use are essential to skills development; and the third; it requires a situation in which the organizations under which they operate will have significant considerations in skills development strategies. Therefore, in this case it can be said that a functional institution is one that can help programs to promote good governance.

2.2.8. Good governance principles in land Administration

This section tries to establish good governance concepts within the land administration and management system. To date, a number of organizations and researchers have formulated their own good governance principles. Universal Governance Indicators classify good governance concepts into six categories: voice and accountability, political stability and

nonviolence, good governance, governance quality, rule of law, and corruption control (Kaufmann, Kraay, & Mastruzzi, 2015). The Ibrahim Index of African Governance (IIAG, 2014) categorizes good governance principles into four broad categories: security and the rule of law, participation and human rights, long-term economic opportunity, and human development. Meanwhile, the Urban Governance Index (UGI) defines governance principles as efficiency, fairness, accountability, participation, and security (UN-Habitat, 2015)

In addition, the UN Development Program defines good governance principles as participation, rule of law, openness, responsiveness, agreement, equality and inclusiveness, efficiency and effectiveness, and accountability (UNDP, 2017). With regard to certain emphasis on a particular land administration system, choosing the goal of good governance has a different significance. For example, a land administration program aimed at authorizing economic development and growth has a higher significance of good governance than a program designed to advance the poor (Doe, 2023). Therefore, under the campaign to alleviate customer service problems, five goals have been identified to represent the most influential people depending on the summary of existing good governance principles from different indicators and guidelines. Each of the principles mentioned has a profound effect on urban governance, and its delays may have a devastating effect on the land and its users.

2.3. EMPIRICAL LITERATURE REVIEW

Different study undertaken on land management initiatives using good governance concepts was undertaken by a few researchers in various locations of Ethiopia. Strengthening good governance in Ethiopian Urban Land Management: A Case Study of Hawassa was undertaken by Takele, Kwame, and Melese (2014 p.2). The primary goal of this study was to examine the land redistribution process in the city of Hawassa within the framework of fundamental administrative principles to ensure that the procedures follow or do not follow good governance principle. The study was a type of descriptive research in which information concerning the topics under discussion was presented. The data used was generated, in particular, through additional related study, as well as by direct interaction with land administration officials and the collection of secondary data. The authors provided a summary of each of the factors evaluated under the study's five management principles.

Another study by Birhanu (2015, pp.22-23) in his doctoral dissertation on the urban cadastre of urban land management: A socioeconomic analysis in Ethiopia. Research has been used a variety of methods including literature reviews and case studies with four different research objectives such as, exploring urban land management at different levels of Ethiopia, exploring the development of Ethiopian urban areas in support of urban land tenure in the three ruling states, develop an integrated conceptual model to further understand urban land governance and develop and evaluate the social and local environment for urban land governance and evaluation by case studies. The results of the study revealed that there was insecurity of settlements, improper distribution of land, informal settlements supporting the informal land market, lack of access to adequate information, weak local government capacity, secrecy and demand for housing (Berhanu, 2015).

Another descriptive research analysis conducted by Mhrtay (2015), the effectiveness of Good Governance in Land Administration at Local/ Woreda level: The case of Neader Adet Woreda, Tigray region, Ethiopia. The purpose of the study was to evaluate the effectiveness of good governance in terms of transparency and responsiveness to the management of the Neader Adet woreda land. This research shows that efforts are being made to improve service delivery; however, the lack of transparency in the ward management of the world in relation to the response has continued to be disappointing (Mhrtay, 2015).

Berhanu, Jaap and Rohan (2015), conducted a study on Ethiopia Urban Land Management (2002-2011). The study aims to assess land tenure in several Ethiopian cities between 2002-2011 using proclamation 272/2002 and identifying key areas of focus for the declaration 721/2011. A descriptive research methodology and experimental story research has been used in many cities. Case study data were analyzed using the SWOT method. The results show that land and land management state of governance in Ethiopia from 2002-2011. SWOT analysis reveals that land management and land management were poor and tied to a growing number of vulnerabilities and threats. Overall, the SWOT analysis helped to identify distinctive shortcomings in land management and land management in case studies (Birhanu, et. al, 2015).

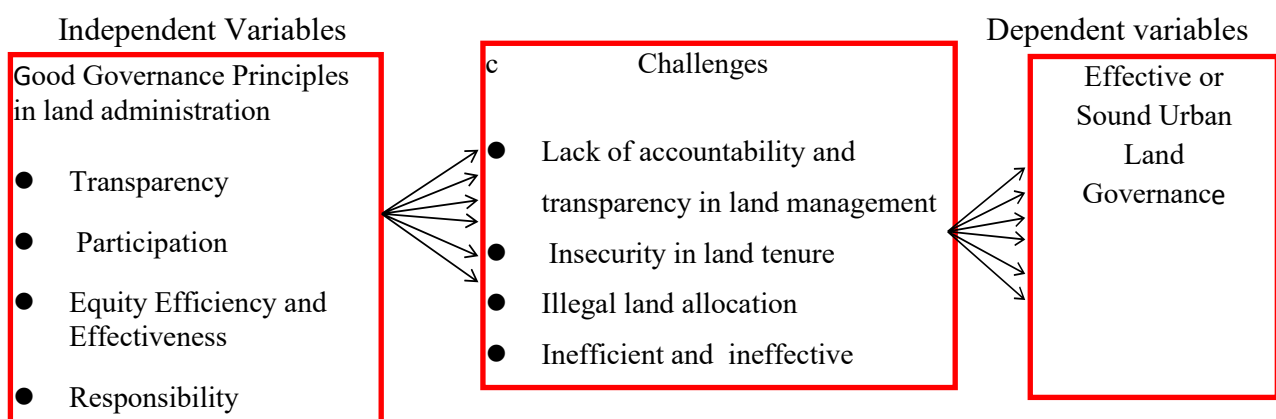
In Ethiopia land is a major social and economic asset. The institutions and people who ruled the world played a vital role in the history of Ethiopia. Three states in Ethiopia; Imperial, Dictatorial and EFDR are well known for their policy and global reforms. The pre-1975 land

tenure system commonly referred to as the monarchy varied in nature. The nature of the land ownership system includes private, state, church, kinship and other forms. The emperor made extensive land grants for members of the royal family, members of the elite, members of the armed forces and the police, senior government officials and civil servants, and prominent businessmen. The three most important immediate consequences of land privatization were the removal of large numbers of farmers, the proliferation of emergency landlords and the dismissal of herdsmen. These were the most important barriers to global development (Melkamu and Shewakena, 2020, p.2).

2.4. CONCEPTUAL FRAMEWORK OF THE STUDY

According to Wael, Babette and Petteri (2020), the existence of effective land management practices is critical to achieving sustainable economic development and eradicating existing urban poverty due to mismanagement and rapid urban growth. It also improves security of land ownership, reduces land disputes and makes citizens feel more secure and gain more confidence in their facilities, reduces transaction costs and exploitation and increases private sector investment. Raising the level of good governance will increase the level of services provided to the public and as a result, the sense of ownership and public trust in government increases. In contrast, fragile land domination contributes to: unequal and undivided land allocation, limited real estate income, reduces private sector investment, informal land business or informal land market and uncertainty over tenure.

Figure 2.1: Conceptual framework of the study developed by researcher (2024)



Source: literature review and own result (2024)

CHAPTER THREE

3. RESEARCH METHODOLOGY

Shashamane city is in Southern Ethiopia, located in the Oromia Region. It is one of the Ethiopia newly emerging town situated on a route used for migration and trade connecting Kenya to Ethiopia. Since its establishment, it has been known as a business Center and attracted many temporary and permanent immigrants. Shashamane town is bordered by Arsi Negelle in the North, Hawassa in the South, Alabakulito in West, and Dodola in the East (Dube, 2013).

In the 2007 Census, the population was 100,454, with 50,654 males and 49,800 women, but it is expected to be 208,368 by mid-2022. A majority of the population professed Ethiopian Orthodox Christianity, with 43.44% identifying this belief, while 31.15% identified as Muslim, 23.53% as Protestant, and 1.3% as Catholic. The town is well-known for its Rastafarian community. The town administration has worked hard in recent years to expedite growth and meet the demands of its inhabitants. Shashamane is one of the rapidly urbanizing urban centers in the Oromia Regional States (survey census, 2007).

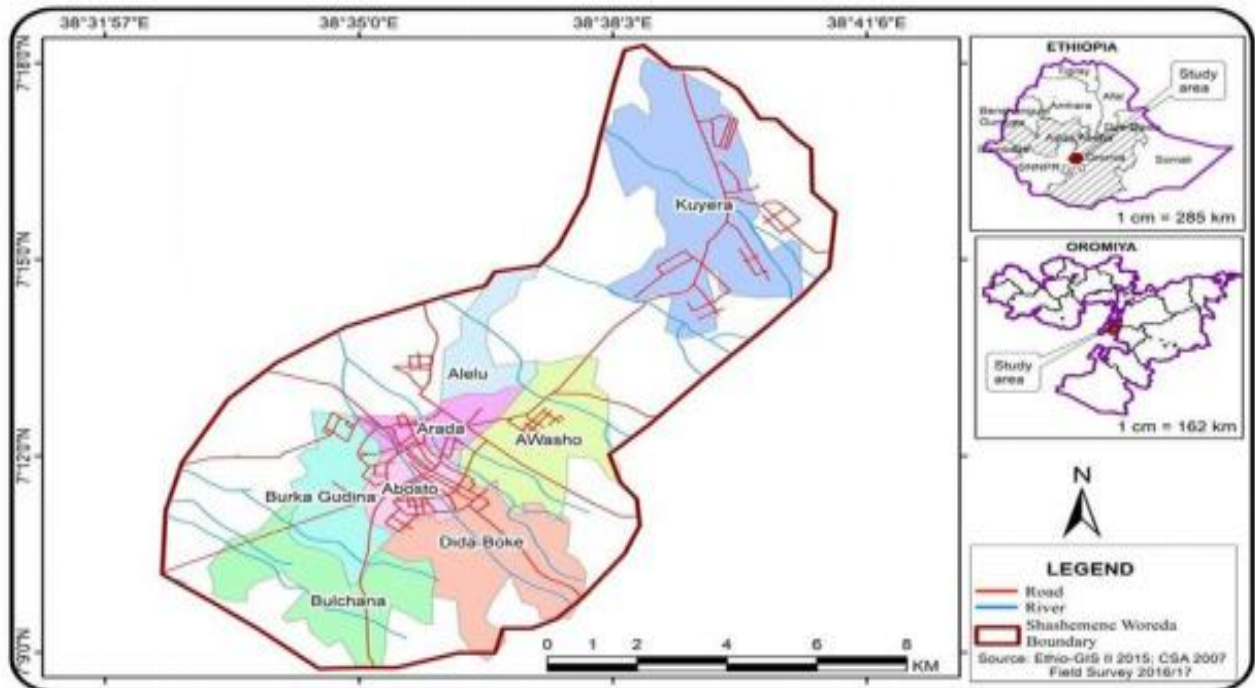


Figure 3.1: Shashemene city Map; Source (GIS, 2024)

3.2. RESEARCH DESIGN

Research design implies the way the study is planned and conducted, the problem procedures and techniques employed to answer the research questions as (Schumacher, 2014) In this study, the researcher employed descriptive research approach since it aimed to describe the existing state of good governance implementation in land administration in the municipality under consideration. It indicated what the reality or what genuinely existed within a context, such as present practices, advances, and situations of different elements of the research, and it is extensively employed in social science streams (Bryman, 2021).

3.3. RESEARCH APPROACH

In order to obtain reliable, complete and adequate data, the researcher used mixed research method both qualitative and quantitative for answering the questions raised. The rationale behind the use of quantitative method is to understand the perception of residents and employees about the practice and challenges of land governance and its relationship with customer's satisfaction. On the other hand, the qualitative data was obtained from government officials and service users through interviews to complete the needed information.

3.4 TARGET POPULATION OF THE STUDY

The target population of the study was the residents of Shashemene city Administration and the staff of the Land Development Office. Shashemene city administration consists of 17 kebeles in its jurisdiction. From these, the researcher was deliberately taken four kebeles, namely; Abosto kebele which has 4,464 Households (HH's), Arada (3,384 HH's), Buchana (3,372 HH's), and Burka Gudina 3,780 totally 15,108 residents (survey census, 2007). The Researcher selected these four kebeles because those were kebeles most densely occupied by the residents rather than other commercial activities and also land holding mechanisms was largely high informal land transaction and comparatively those kebeles was more urbanized than other.

3.5 SAMPLING TECHNIQUE AND PROCEDURES

The sample respondents were selected by using a systematic sampling procedure. The researcher used both probability and non-probability sampling designs. The questionnaire's

respondents were selected using probability sampling. Non-probability sampling was used to choose key informants for interviews and participants in focus group discussions who were purposely selected.

3.5.1 SAMPLE SIZE DETERMINATION

The sample size was determined by applying Yamane (1967) formula with a confidence level of 95% and in the following equations:

Where n =desired sample size

N = total population $N=15,108$

e =level of significance $e= 0.5$

$$n= N/1+N (e)^2;$$

$$n= 15,108 /1+ 15,108 (0.05)$$

$$n=360$$

Table 3.1: Sample size of each kebeles

Name of kebeles	Total household of each kebeles	Sample size determination	Sample from each kebeles
Bulchana	3,480	$3,480 \times 390 / 15,108$	90
Abosto	4,464	$4,464 \times 390 / 15,108$	104
Arada	3,384	$3,384 \times 390 / 15,108$	99
Burqa Gudina	3,780	$3,780 \times 390 / 15,108$	115
Total	15,108		360

Source: own survey result (2024)

3.6 SOURCES AND TYPES OF DATA

Both qualitative and quantitative types of data were used. Regarding the data source the researcher was used primary and secondary sources of data. The primary data sources was collected from Shashemene town residents, head of Shashemene City Land Management officials and secondary data sources was collected from written materials including books,

journals, land and property record document, government policy and strategic documents related to the study.

3.7 INSTRUMENTS AND METHODS OF DATA COLLECTION

As mentioned above, the target population in the study was city dwellers and employees of Shashemene City Land Administration Office. The data source for the study was both primary and secondary sources. Primary data was collected using a structured questionnaire, a semi-structured interview and focus group discussions. The instruments (tools) for data collection used by the researcher and how they are used are stated as follow.

3.7.1 Questionnaire

The researcher used a semi-structured questionnaire to collect data from sample respondents and the question translated in to local language Afaan Oromoo for easy understanding of respondents. The part of the questionnaire was designed to gather demographic information on respondents, their perceive on implementation of good urban land governance principles related to urban land management and challenges of urban land governance. Response choices to these parts of the questionnaire include a five-point Likert scale: Strongly disagree (5), disagree (4), Neutral (3), Agree (2), and strongly Agree (1). Open-ended questions to collect qualitative data on challenges in managing urban land were included in part last part of the questionnaire.

3.7.2 Key informant interview

The type of interview employed in the study was semi structured interview; this helps the researcher to identify specific information and to get needed information. The researcher was deliberately select six key individuals based on their background and work experience. The interview was conducted with members of the community and different officials found in Government officials working in urban land management and development offices in town administrations. In order to select key informants, the researcher was apply a judgmental sampling technique. The researcher was conducted face to face interview and via mobile.

3.7.3. Focus group discussion

The researcher organized two focus group discussions with the residents in the selected

samples kebeles. The numbers of individuals that participate in each focus group discussion were five and they selected purposefully.

3.8. METHODS OF DATA ANALYSIS AND PRESENTATION

Collected data was coded, categorized, tabulated, and sorted by different method. The quantitative data after processing converted into percentages. It's result were presented in the form of a table and chart. In analyzing basic data, 25 versions of the SPSS were used. For simple measurement, percentages, tables, charts, descriptive definitions and frequency was employed. The information obtained from the qualitative data was combined and presented with narrative explanation. Bulk quantitative data was analyzed and presented with statistical tool such as percentages and statistics to facilitate the presentation of the findings.

3.9. ETHICAL CONSIDERATION

This study was considering ethical issues in the formulation and clarification of the topic, design, access and use of data analysis and report of results in an ethical manner. Starting with the paper was considering an existing code of conduct for international research. If permission is required, this is remedy with the assistance of the university department office although sufficient efforts have made to obtain authorization from relevant participants in the study; information about the entire study section was available. The integrity of all study participants has intentionally verified along with other research procedures make clear. Data was stored for analysis during an acceptable time. Copyright, Privacy and Interest of Participants was respected well.

CHAPTER FOUR

4. RESULTS AND DISCUSSION

4.1 INTRODUCTION

This chapter deals with a detailed presentation, analysis, discuss and presentation the data collected from sample respondents through questionnaires, focus group discussions, key informant interview and from written document. The collected data was analyzed and from written documents and interpreted using the SPSS 25 software. The data had presented in tables and analyzed using amount of numbers, percentages and descriptive statements. The respondents were divided in to households and officials that were treated using questionnaires, FGD and interviews. The total questionnaires being distributed for those households were 360 from which 339 were collected. The rest 21 respondents did not fill and return the questionnaires. Furthermore, interview was conducted with six (6) key urban land sector officials. The interview was successfully conducted with the intended officials. And also two FGD were arranged with residents from sampled kebeles by having five (5) participants in each group.

4.2 Socio-demographic characteristics of survey respondents

The profile of respondents' analyses here mainly focused on demographic information. It covers the personal data of respondents such as, sex, age composition, education status and marital status. The following subsequent was reveal the total demographic characteristics of the respondents. The analysis was based on 339 respondents.

Table 4.2: Gender distribution of the respondents

Gender	Frequency	percent%
Males	222	65.5
Females	117	34.5
Total	339	100.0

Source: Own Survey Result (2024)

Table 4.1 above depicts the gender distribution of the respondents. Accordingly, about 222 (65.5%) of the respondents were males and the rest 117 (34.5%) are females. This showed that the majority of the respondents are males. In other words there is male's dominance over

females on the land ownership in the Shashemene Town Administration.

Table 4. 2: Age, educational and Martial Background of the respondents

Category		Frequency	Percent
Age	18-25	23	6.8
	26-35	97	28.6
	36-45	102	30.1
	46-55	67	19.8
	above 56	50	14.7
	Total	339	100.0
Education Level			
	High School	128	37.8
	Diploma	108	20.1
	Degree	98	14.7
	Master Degree	17	5.0
	Total	339	100.0
Marital status	Single	7	2.1
	Married	287	84.7
	Divorced	19	5.6
	Widowed	26	7.7
	Total	339	100.0

Source: Own Survey Result (2024)

Table 4.2 above illustrates that most of the respondent's age 102 (30.1%) is between 36 and 45 years old and 97 (28.6%) of respondents have the age ranged from 26-35 years. Also, about 67 (19.8%) of the respondents have the age ranged from 46-55 years, 50 (14.7%) of respondents are above 56 aged and 23 (6.8%) of the respondents are with the age range between 18-25 years. The majority of the respondents fall under the age group of 36-45 and 26-35. Thus, it can be implied that the randomly selected respondents were matured enough for good understanding to response the question..

With regard to the educational qualification, as it is depicted from Table 4.2 the majority of the respondents 128 (37.8%) were high school completed, about 108 (24.1%) were diploma holders, 98 (14.7%) respondents are first degree holders, 17 (5.0%) have masters holders. This indicates that most of the respondents are educated and this further enhances the quality of expected responses that ultimately increase the quality of the study. This result it implies

that the most of the residents in the Shashemene town are almost educated; in turn which had contributed the researcher with adequate data.

As it is shown in Table 4.2 above, most of the respondents 287 (84.7%) were married but about 19 (5.6%) of the respondents were divorced from their marriage, around 7 (2.1%) of the respondents were singles and 26 (7.7%) were widowed. Thus, the majority of the respondents were married, it can be implied that the randomly selected respondents were matured enough which can ensure the value of the study. It is a general fact maturity has a positive impact in bringing good governance in any institution. In general, the result portrays as that the majority of the respondents in the Shashemene town are married that helped the researcher obtain reliable results during the collection of data from matured respondents.

4.3. Legal and Policy Framework Governing Urban land in Shashemene City Administration

Accessibility of Information

Land administration is an essential public service and a critical public administrative entity in most countries. As a result, the land sector must embrace global trends toward justice and transparency, as well as work to establish solid and transparent administrative processes (UN Habitat, 2013). As a result, transparency is an essential component of a successful land management. It supports democracy's transparency through reporting and feedback, as well as transparent processes and procedures. It is a management style in which almost all decisions are made openly (Enemark and Williamson, 2003). As a result, transparency is one of the key elements of effective governance that fosters confidence among service delivery institutions.

The following analysis and presentation focuses on the following topics: information accessibility, decision-making transparency of the office, and clarity on the administration of land-related matters. Effective central or local development is facilitated by transparency for both the community and the government. Government decisions and actions should be easily available to the local people in a particular location. Whether or not the community is involved in a decision made by the government, it may have an oppressive effect on the governed. It must thus be made available to the public at a suitable time and location by the regulating body.

Table 4. 3: Perception of respondents on the accessibility of information

Perception	Responses	Frequency	Percent
Information flows freely and directly among those who will be affected by decisions made by the office of land administration	Strongly Disagree	100	29.5
	Disagree	173	51.0
	Neutral	29	8.6
	Agree	21	6.2
	Strongly Agree	16	4.7
	Total	339	100.0
The land acquisition process is transparent to all parties involved	Strongly Disagree	13	3.8
Procedures for acquiring land is access for public	Disagree	54	15.9
	Neutral	40	11.8
	Agree	164	48.4
	Strongly Agree	68	20.1
	Total	339	100.0
The size of land allocated for public is clear to all	Strongly Disagree	23	6.8
	Disagree	38	11.2
	Neutral	59	17.4
	Agree	181	53.4
	Strongly Agree	38	11.2
	Total	339	100.0
Everyone knows when the public will be able to access the land.	Strongly Disagree	82	24.2
	Disagree	131	38.6
	Neutral	53	15.6
	Agree	48	14.2
	Strongly Agree	25	7.4
	Total	339	100.0

Source: Own survey result (2024)

Transparency, which is the core ingredient of good governance, here means clarity and accessibility of the laws, openness of the land delivery processes, accessibility of the land market information and free and open flow of information service from land administration office to service users. Table 4.3 above most likely addresses information accessibility on

land and whether or not information is available to individuals who impacted by a decision. Consequently, of the total respondents, 173(51.0%) disagree, 100(29.5%) replied strongly disagree, 29 (8.6%) respond neutral stance, and the remaining 21 (6.2%) and 16 (4.7%) of the selected respondents said that they agree and strongly agree, respectively. Here, the majority of respondents were disagreed with the Shashemene town's urban governing system's openness. This suggests that the land management office in Shashemene Town lacks of transparency with regard to the town's citizens. The information, decision and associated matters are unclear to the community.

Participants in the FGD said that they were unable to get the information on the same time. The information was unavailable to the general public and, in particular, to individuals who will be impacted by decisions, according to the results of the questionnaire and the focus group discussions. The results of the questionnaire survey are further supported by key informants, who state that decisions on land and land-related property were communicated to respondents and relevant entities. Nevertheless, it is challenging to determine whether the appropriate information was shared at the appropriate moment. Participants in the FGD probably agree that there was unclear information on the land administrator's decision. Thus, lack of key information in land administration is a major obstacle for a further efficiency increase as suggested by MoUDHC (2021).

Hence, in the study area there are a problem especially on the information of the size of the land and reserved areas for different purpose. On the hand there is inconsistency in determining who should get what because, the decision was made by administration solely. If decisions are made in a way that involves participation of community, if it possible to identify who get what. However, the results obtained from questionnaire survey and FGD participants indicate that decision is not open to all stakeholders in the study area concerning ULA.

The clarity of procedures in land administration will help customers to easily identify the steps that they pass to acquire land and this will remove the ups and downs in getting land related service. Procedures for acquiring land must be clear and open to all stakeholders (UN Habitat, 2012). By taking the above concept as a base; the clarity of the procedures for acquiring land was one of the questions raised to assess the clarity of the office in its activities for the whole community in the study area. Accordingly, the Table 4.3 reveals that

out of the total respondents, about 164 (48.4%) and 68 (20.1%) of the respondents are disagree and strongly disagree respectively, while 54 (15.9%) of the respondents agree, about 13(3.8%) of the sampled respondents strongly agree and the remaining 40 (11.8%) of sampled respondents replied neutral on the clarity of the procedures for acquiring land. In connection with the clarity of ULA, (Arko et. Al, 2020) argues that the procedures for acquiring land must be clear and open to all stakeholders.

Likely the result of the survey shows that most of the responses indicated the procedures for acquiring land were not clear to all residents of the town. In general the Shashemene town land administration office had less made procedures of the land acquisition to the whole public in the town.

To know the office's clarity concerning the size of land to be allocated by the municipality; data collected on whether the size of land to be allocated is clear or not shows that; the majority 181 (53.4%) of the respondents replied that they agree, 38(11.2%) of them strongly agree, 59(17.4%) of the respondents remain neutral and the remaining 38 (11.2%) and 23 (6.8%) of the respondents said disagree and strongly disagree, respectively on the size of land to be allocated.

FGD participants and key informants also confirmed the same as that the presence of clear information on the size of land prepared for allocation. Thus, based on the above data we can understand that there is an understanding among the respondents on size of the land to be allocated. Thus, the residents of Shashemene town have clear and known information about the land that is allocated to them.

From this result we can conclude that the residents in the town can complain and ask the officials if any problem occur in the allocation of residential and other related lands. This is not to mean that they can get what they need. Even if it is clear to them; the decision is by the willing of the officials. Some information which the researcher extracted FGD portrays that the officials sell, distribute and allocate land resource as they wish to whom they have close relations relatively or through other means.

The result of the survey as shown in Table 4.3 on the time for land allocation, among the total sampled respondents, about 131(38.6%), and 82(24.2%) of them replied disagree and

strongly disagree respectively, 48(14.2%) agree, 25(4.1%) of respondents stated strongly agree and the rest 53(15.6%) of the respondents replied that they take the position of neutrality. As a result, Table 4.3 shows that not all parties were aware of the exact timing of the land distribution. When the same question was asked to FGD participants in an effort to cross-check the validity of the data gathered through questionnaires, they responded that land had occasionally been distributed on an irregular timetable while nobody was aware of it. The debate above suggests that there is a lack of information available to the public on the municipality's timetable for allocating land. The practice of good governance may be severely impacted by maladministration, which can arise from the lack of a periodic time for land allotment.

The practice of good governance in urban land administration is made simpler by having clear rules regarding land acquisition, the amount of land to be assigned, and the time frame for doing so. Survey results from household respondents, FGD participants, and key informants indicate that everyone was aware of the office's land acquisition methods and the amount of land that would be allotted. But the period for allocating land isn't consistent and obvious to everyone. Sometimes land is distributed haphazardly without following a set plan, which allows for fraud in the research area.

Institutions Responsiveness to the Demands of the Society

The Shashemene Town Land Administration Office conducts an inadequate job of putting the urban land governance idea of responsiveness into practice. The results of the study also show that the demands and needs of the local community were not taken into consideration, which decreased community trust in the administration and discouraged participation in the general management of urban property. Once again, the needs and preferences of the community are not adequately taken into account in the implementation of urban land management. Examples include the lopsided resettlement program, the disproportionate allocation of infrastructure, and the enactment of rules and regulations without first addressing the local community.

4.4 Key Practices of Urban Land Governance in the Shashemene City Administration

Table 4.4 Needs and Preferences of the Society

Perception	Response	Frequency	Percent
Urban Land administration office assess needs and preferences of stakeholders	Strongly Disagree	75	22.1
	Disagree	143	42.2
	Neutral	60	17.7
	Agree	40	11.8
	Strongly Agree	21	6.2
	Total	339	100.0
Decisions are implemented accordance with stakeholder needs and preferences	Strongly Disagree	73	21.5
	Disagree	194	57.2
	Neutral	43	12.7
	Agree	16	4.7
	Strongly Agree	13	3.8
	Total	339	100.0
The stakeholders get response on time	Strongly Disagree	80	23.6
	Disagree	147	43.4
	Neutral	58	17.1
	Agree	36	10.6
	Strongly Agree	18	5.3
	Total	339	100.0
There are responsive officers in urban land administration.	Strongly Disagree	53	15.6
	Disagree	188	55.5
	Neutral	53	15.6
	Agree	32	9.4
	Strongly Agree	13	3.8
	Total	339	100.0
Reason behind unresponsiveness of ULA Officers	They did not get to their office on time	48	14.2
	They did not give appropriate response	84	24.8
	They did not give response on time	158	46.6
	They are not willing to serve the people	49	14.5
	Total	339	100.0
Does the office have suggestion box?	Yes	219	64.6
	No	120	35.4
	Total	339	100.0

Source: own survey result (2024)

Adisalem (2015), asserts that as societal expectations and requirements are ever-changing, it is imperative to adopt a methodical and ongoing strategy to comprehending and meeting public requests. The information gathered from the office's assessment of the requirements and preferences of various stakeholders is shown in table above. In light of this, 143 (42.2%) of the respondents disagree, 75 (22.1%) of them strongly disagree, 40 (11.8%) of the sampled respondents agree, 21 (6.2%) of the sampled respondents strongly agree, and the remaining 60 (17.7%) of the respondents take a neutral stance regarding the office of urban land administration's assessment of the needs and preferences of stakeholders. It is evident from the data presented in Table 4.4 that there is a diverse range of opinions among the stakeholders, regarding the office's assessment of their needs and preferences. The difference of opinions emphasizes the difficulty in controlling public expectations and the significance of a sophisticated strategy for engaging stakeholders. Moving forward, the office of urban land administration will need to make sure that the concerns raised by those who disagree or strongly disagree are taken into account and addressed, while also utilizing the support of those who agree or strongly agree. The office can endeavor to create consensus and build good connections with the community by responding to stakeholder comments in a fair and inclusive manner.

It is important to know the needs and preferences of the society to give priority for which society gives more attention. The results of the survey, suggest that the land administration office does not have a good understanding of the needs and preferences of the town's citizens. Any governance system's level of excellent governance may be evaluated by extent to which client satisfied and how many appointments make. Prioritizing the needs and desires of the community is a fundamental aspect of successful government, as the public depends on it existence.

key informants also state that there is a lack of information on the needs and preferences of the community. In addition, there was disagreement among the FGD participants about this issue and the lack of assessment of stakeholder needs and preferences. It follows that the office does not include community needs and preferences into its plans and initiatives. In light of this, citizens will lose faith in the administration and will not engage in the general governance of land management if their needs and preferences are not recognized and

investigated, particularly with regard to the distribution of infrastructure. Thus, the finding of survey reveals that there is an existence of problem in assessing the needs and preferences of the public by the Shashemene town urban land administration office.

The above table also describes the implementation of decision in the office accordingly, that from total respondents, 194 (57.2%) of respondents disagree, 73 (21.5%) of them strongly disagree, 16 (4.7%) of sampled respondents replied that they agree, 13 (3.8%) of them strongly agree and the remaining 43 (12.7%) of sampled respondents said neutral. This indicates that the significant number of the respondents replied that the implementation of decision in the office is not according to the needs and preferences of the society rather it is to officials will and preferences. However, a plan or policy is good based on its implementation; even very fascinating plans effectiveness depends up on its implementation. Participants of focus group discussion also presents that they were not satisfied with the exclusion of their needs and preferences since the office makes plans and projects by undermining the real needs and preferences of the society.

The above table deals with the responsiveness of the office and it discloses how the office gives a timely and appropriate response to the demands of the society. Thus, respondents were asked whether the office gives appropriate and timely response to the demands of the public. As Table 4.4 results revealed that, 147 (43.4%) of respondents disagree, 80(23.6%) of them strongly disagree, 36(10.6%) of the respondents replied agree, only 18 (5.3%) of the sampled respondent strongly agree and the rest 58 (17.1%) of respondents replied that they are neutral on the appropriateness and timely responses given by Shashemene Town Land Administration Office. According to this result, this study concluded that the office is not responsible for the residents of the town. There is no timely responses for the community; i.e., there is delaying in giving services to the community. According to some justification of the respondents the officials even not want to hear what they say to them. They abandon clients going to the office and close the office to go for coffee relaxation.

The Participants focus group discussion said they presented their needs to the office, but the office failed to respond to them on time and did not take them into consideration. This leads one to conclusion that the society was not receiving an immediate and appropriate answer to their demands, and the majority of the residents were not happy with the Shashemene Town Land Office's response. An institution's responsiveness may be assessed by looking at how

quickly it responds to society, but this isn't the only thing to consider; the appropriateness of response is also an essential consideration. However, in the study area the office was not giving appropriate and timely response to the demands of society. Based on data obtained from FGD participants to get holding right on land related property service for example, after buying a house it may took up to 1-3 years by average.

The above Table 4.4 depicts that out of the total respondents the majority 188 (55.5%) of the respondents answered disagree, 53 (15.6%) of them said strongly disagree, 32 (9.4%) of the respondents replied that they agree, 13 (3.8%) of the sampled respondent strongly agree and the rest 53 (15.6%) of respondents replied as neutral on the responsiveness of the officers in urban land administration from this we can understand the majority respondents do not believe that there were no responsive servants.

According to household respondents and FGD participants, one of the employee's biggest issues was their inability to provide pertinent answers and their lateness in arriving at work. It is therefore impossible to provide a fast and suitable answer if they fail to arrive at their workplace on time, fail to respond appropriately to client needs, and, on top of that, show no motivation to assist their customers. This suggests that there are unresponsive staff members at the workplace because; the office did not provide proper and sufficient solution for society, the society as a whole lacked confidence on it. Apart from the issues already mentioned, the respondents provided further details in response to a linked question, stating that another issue is clients who come to the office requesting services and then try to collect rent.

The discussion with FGD participants also confirms the absence of responsive employees in Shashemene Town Land Administration Office. Mainly the reason of the unresponsiveness of the office employees is in punctuality according to the responses the researcher collected. Here besides this question; the respondents were asked to specify if they have any other reason for unresponsiveness of the officials. They revealed that there are practices of rent seeking, inconsistent attitude, and disfavoring customers and closing the door while they are in the office.

Table 4.4 portrays that, about 219 (64.6%) of the respondents have the opinion that the office has a suggestion box while the rest 120 (33%) of sampled respondents said "No". In addition, the researcher observes the presence of suggestion box during field survey. The study result

indicates that the office has a suggestion box. But the difference up on the response of the respondents may come from the critical observation of the respondents, level of individual respondent's familiarity with office working environment i.e. the more you close, the more you identify. Some respondents justified that although the suggestion box in the interance of the office it is nonfunctional. Whatever the client write the complaint and suggestion for them they do not open and read it. It is there only for display and political purposes.

The key informants and FGD participants also support the above idea, they mentioned about the presence of suggestion box in the office premises. The key informants explained the most important problem that have been witnessing about the issue of suggestion box. Improper usage and lack of awareness from the customers' side about the suggestion box were some of the problems. As per the study result, majority of the customer never use this box either due to lack of awareness or could not find out the location of the suggestion box. In contrary to this, some of the customers put unnecessary information up on the individuals (employees) in connection with their personal cases which are out of working place, opined by key informants.

FGD participants have corroborated the presence of a suggestion box, yet it appears that no one attempts to utilize it based on their discussions. They express two main reasons for this reluctance: first, uncertainty regarding whether the office considers suggestions seriously; second, apprehension about reporting malpractices, fearing potential denial of appropriate service as a consequence. Consequently, clients opt to remain silent and refrain from using the suggestion box.

Effectiveness and Efficiency in Urban Land Administration

According to FAO (2007), successful land administration hinges on having capable and motivated personnel. However, the SHTLAO faces a critical shortage of both material and human resources, impairing its ability to deliver services efficiently. The challenges of undertaking municipal activities without an adequate workforce and relying on manual processes pose significant obstacles to promoting good governance principles in land administration. Moreover, the study findings indicate low level of service provision and institutional efficiency due to the lack of automated or computerized tools for land measurement.

Table 4.5: Evaluation of Effectiveness and Efficiency of SHTLA office

perception	Response	Frequency	Percent
Employees of ULA office are competent on their work.	Strongly Disagree	67	19.8
	Disagree	193	56.9
	Neutral	37	10.9
	Agree	28	8.3
	Strongly Agree	14	4.1
	Total	339	100.0
Residents of the Shashemene town satisfy with its service especially on land allocation.	Strongly Disagree	73	21.5
	Disagree	173	51.0
	Neutral	37	10.9
	Agree	31	9.1
	Strongly Agree	25	7.4
	Total	339	100.0
There is fast and simple land registration in Shashemene Town municipality	Strongly Disagree	67	19.8
	Disagree	179	52.8
	Neutral	45	13.3
	Agree	26	7.7
	Strongly Agree	22	6.5
	Total	339	100.0
There is accurate, integrated and computerized land information in the office of ULDM.	Strongly Disagree	98	28.9
	Disagree	159	46.9
	Neutral	38	11.2
	Agree	22	6.5
	Strongly Agree	22	6.5
	Total	339	100.0

Source: own survey result (2024)

Household respondents expressed dissatisfaction with the competency of workers, with 56.9% strong disagrees and 19.8% disagree conversely, only 8.3% agree and 4.1% strongly agree, while 10.9% remained neutral. We understand from above table, Shashemene Town Land Administration Office falls short of meeting customer expectations regarding land allocation. The office is characterized by inefficient staff delivering low-quality service, operating with inadequate human and material resources, and lacking clear knowledge of residents' land parcels in the study area.

According to the responses provided above, it is clear that the Shashemene town land administration office lacks qualified staff members, which has a significant impact on the

organization's attempts to apply good governance in the urban land administration procedure. Some have even reasoned that employees are incompetent and incapable because they are hired based on patronage not by merit, which is set in human resource management, and they are not well trained and have not followed all the necessary steps of staffing to serve clients adequately.

Regarding to residents satisfaction with the service delivery of the land administration office, the findings of the study as they were responded by household respondents and FGD participants are shown in Table 4.5. of the total respondents, 173 (51.0%) and 73 (21.7%) of them stated that they disagree and strongly disagree respectively, on the issue of client satisfaction with the land governance of Shashemene town. While 31 (9.1%) and 25 (7.4%) of the respondents replied that they agree and strongly agree, respectively, and 37 (10.9%) remained neutral on the issue. Here, the majority of the respondents disagree with the satisfaction with the services provided by the land administration office of Shashemene town.

Table 4.5 indicates that the professionals or experts in town land administration practice provided subpar service within the land administration office. Participants in focus group discussions FGD and key informants have also noted the issue mentioned above. According to their comments and conversation, the municipality's ability to manage the city's land and land-related properties was inadequate. In another words, it is the reflection of ineffective and inefficient land administration practice in the study area. These in general implies that the town's land governance system lacks the practice of the good governance from which community of the town enjoy adequate services. The office is not exercising their administrative activities in a satisfactory manner.

As it is clearly shown in Table 4.5; from the total respondents, 179 (52.8%) and 67 (19.8%) responded disagree and strongly disagree respectively. While 45 (13.3%) of the respondents replied neutral and the rest 26 (7.7%) and 22 (6.5%) of the respondents responded agree and strongly agree respectively on the land registration system of the municipality. Because most respondents disagreed or strongly disagreed, it can be assumed that the town does not have quick and easy procedures for registering land. The existence of the land registration makes the land governance easy and simple for the office.

FGD participants and key informants also confirmed about the presence of problem as discussed under above section. Based on the information provided above, it is clear that the

municipality does not have a sophisticated and up-to-date system for registering land and properties. Instead, it maintains a manual record system or just records information and documents it. As a result, the survey's findings indicate that the study area lacked quick and easy land registration systems.

In Table 4.5 above; household respondents were asked about the accuracy, integrity and computerized land information in the study area. Of the total respondents, 159 (46.9%) and 98 (28.9%) of the respondents disagree and strongly disagree respectively, 38 (11.2%) of the respondents replied by saying neutral, 22 (6.5%) and 22 (6.5%) of the respondents replied by saying agree and strongly agree respectively.

In addition to the above survey result, key informants identify the major problems related to land information of the office, including absence of well documented land data of landholders with their title deeds, a lack of full information from the previously recorded parcel of land and lack of municipal data management. They said these are because of the lack of enough financial capacity to modernize the land registration system, which in turn affects the land governance of the town directly and indirectly.

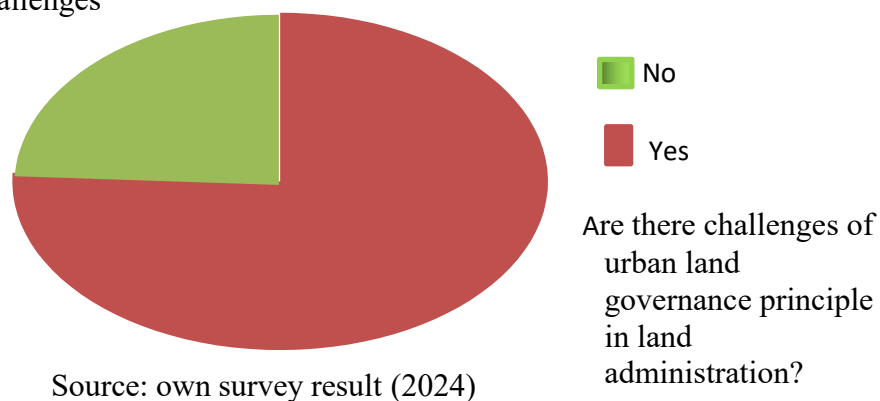
FGD participants have also confirmed that there were gaps in the registration system. Cadastral certificates sometimes fail to show the reality on the ground and enforce stakeholders to come back to the office and fix the problem in the data. According to Burns and Dalrymple (2008) a lack of accurate and up-to date data is a critical bottleneck. The content, quality, accuracy, scale, compatibility, data processing models, and use of the data can be reviewed by visiting key land institutions and municipalities. Such a review should determine the quality of the data, whether it is well-structured and up-to-date, and how it is used (UN Habitat, 2012). The land governance system of Shashemene town lacks a modernized and computerized system of land registration.

4.5 Challenges hindering effective urban governance in Urban Land Governance in Shashemene City Administration

This section addresses the issues that impact urban land administration as a whole. It was asked of respondents what obstacles might be impeding the management of urban land in the research area. Consequently, the challenges that have been raised by the respondents impact various aspects of good governance in general as well as responsiveness, equality, rule of law,

and participation. Since the transparency, participation, efficacy, efficiency, rule of law, and equality principles of good governance were the main focus of the researcher, it is important to identify the obstacles that prevent their implementation in the study area.

Figure 4.1: the Perception of Residents on Urban Land Governance Challenges



As shown in pie chart 4.1 above; respondents were asked whether there are problems that challenge transparency, participation, effectiveness and efficiency as well as responsiveness in the administration of urban land in the study area. Majority of the respondents, 257 (75.8%) replied “Yes” that there were problems that influence effective implementation of the principles of good governance in general. The rest 82 (24.2%) respondents replayed that “No”. thus, the study results stated that corruption, negligence and ineffective implementation of rules and regulation were the major challenges to get effective service delivery.

From above the researcher understand clearly that managing urban land in the study area faced major challenges. The most frequently noted problems here are favoritism, rent-seeking or corrupt officials, exclusion of particular community groups, unequal treatment, and other similar issues that act as impediments to the efficient application of good governance principles.

All the responses from the questionnaire, interview and focus group discussion participants pointed out different problems from different angles. From the major challenges, problem of urban land administration was identified. Lack of clear standardization of land for different purposes like residential, investment, industrial etc., Informal land acquisition and transaction in the town, Inadequacy of human resources, absence of transparent and responsible staffs, Higher officials do not want the lease system to be transparent due to the existence of

systematic chains with land dealers and investors, exclusion of the poor by the system of land lease in land acquisition process due to corruption practice and Provision of land and land related services in a traditional file and archive management system. The prevalence of these problems indirectly leads the society to the informal settlement acquisition of the land in the town. Due to these the most of the land held in the town is seized illegally and it lacks a basic infrastructure needed for the dwellers of the area.

Table 4.6: The Perception of respondents on Urban Land and the Power of the State

perception	Response	Frequency	Percent
Urban land sector is controlled by the powerful to exploit the state's power for their purposes	Strongly Disagree	28	8.3
	Disagree	33	9.7
	Neutral	47	13.9
	Agree	163	48.1
	Strongly Agree	68	20.1
	Total	339	100.0
Officials are using their influence in favor of the family, political associates and friends.	Strongly Disagree	60	17.7
	Disagree	162	47.8
	Neutral	59	17.4
	Agree	36	10.6
	Strongly Agree	22	6.5
	Total	339	100.0
Negligence act is seen in the urban land sector	Strongly Disagree	18	5.3
	Disagree	50	14.7
	Neutral	41	12.1
	Agree	166	49.0
	Strongly Agree	64	18.9
	Total	339	100.0
All the residents in the town are treated equally in land distribution process?	Strongly Disagree	61	18.0
	Disagree	132	38.9
	Neutral	76	22.4
	Agree	38	11.2
	Strongly Agree	32	9.4
	Total	339	100.0

Source: Own survey result (2022)

As shown in Table 4.6 above, respondents were asked to rank how they feel that powerful people dominate the urban land sector in order to utilize the state's authority for their own objectives. As a result, 33 (9.7%) and 28 (8.3%) respondents said they disagreed and strongly

disagreed, while 163 (48.1%) and 68 (20.1%) said they agreed and strongly agreed, and 47 (13.9%) said they were neutral or uncertain. According to this result, the majority of respondents replied that certain strong and important persons exploited the land in Shashemene town for their own private benefit.

In summary, the vast majority of respondents acknowledged that the elite socially, and economically powerful controlled the urban land sector and used the state's authority for their own purposes. This suggests that decisions made in the urban land sector are almost entirely dictated by the will and wishes of these powerful individuals on the other hand the justice of the land and the land user are mistreated and covered because of the economic and social power of a few people in the city.

As indicated in Table 4.6 below, the respondents were asked to rate their perception that the negligence act is not seen in the urban land sector. Accordingly, 50 (14.7%) and 18 (5.3%) respondents replied to disagree and strongly disagree, respectively, while 166 (49.0%) and 64 (18.9%) respondents agreed and strongly agreed, and 41 (12.1%) respondents replied neutral. Thus, from Table 4.6, it can be stated that the majority of respondents confirmed that the negligence action was seen in the urban land sector.

Generally speaking, according to the responses from FGD, the town land administration office is showing more and more negligence in serving the residents of the town. As they said the officials could less provide the services asked by the town residents, the reason for their negligence is that they had experienced a different range of corruption and rent-seeking from the service seekers of the town for simple kind of service. The respondent clarified that corruption can take many different forms, including anything from simple launch invitations to large-scale financial charges, as well as simple friendless. Those who do not meet these requirements or who visit the office empty-handed are unable to receive the services they require from the Shashemene Town Land Administration Office because they are unable to offer the aforementioned benefits to rent seekers. This implies that the office is not adhering to the principles of good governance, as the equity principle has not been taken into consideration, nor have the opinions of the various stakeholders.

As it is shown in the table 4.6 above; the respondents were asked to give their view on the equal treatment of the residents in the land administration process, the majority 132(38.9%)

and 61(18.0%) of the respondents responded as disagree and strongly disagree respectively; while 38(11.2%) and 32(9.4%) of the respondents replied as agree and strongly agree respectively; and the remaining 76(22.4) of the respondents replied neutral. The majority of the respondents had not agreed on the equal treatment of the residents in the town. According to the table above one can understand that there is no equal treatment of the residents in the land distribution process in the Shashemene town land governance. The reason for the unequal treatment that had replied by respondents is described in the following.

In relation to the question raised about the equal treatment in Table 4.6 that the residents were asked how do you think residents treatment in the urban land governance? The residents responded there is the prioritization of those officials are in relation with them; they also replied there is favoring relatives and the rest responded there is the illegal land transfer through rent seeking in the town. According to the table above; one can conclude that there is the prioritizing of friends in the Shashemene town urban land governance; even there is another form of maltreatment. Rent-seeking favoring relatives and those connected to them are just two of the numerous reasons why town residents are not treated equally the other factors listed above also play a significant role in the community's unequal treatment

Participation of the Residents in land delivery process

Participation allows all stakeholders to take part in the process of ensuring good governance and it enable to build democratic processes that could be the solution for many problems. Participation is also one of the principles of the good governance that get together all the concerning stakeholders at a common consensus and goal.

Table 4. 7 Community Involvements in Land Delivery Process

Questions	Responses	Frequency	Percent
Community members are involved in the land delivery process	Strongly Disagree	75	22.1
	Disagree	121	35.7
	Neutral	62	18.3
	Agree	49	14.5
	Strongly Agree	32	9.4
	Total	339	100.0
Community members participate in planning	Strongly Disagree	63	18.6
	Disagree	160	47.2

	Neutral	51	15.0
	Strongly Agree	24	7.1
	Total	339	100.0
What do you think the advantage of community participation in the overall urban land administration?	Improve good governance	132	38.9
	Increase stakeholder's confidence	74	21.8
	Reduce uncertainty	62	18.3
	Strengthen loyalty between stakeholders and ULA office	71	20.9
	Total	339	100.0
Different sections of the society are represented and involved in decisionmaking.	Strongly Disagree	62	18.3
	Disagree	122	36.0
	Neutral	68	20.1
	Agree	54	15.9
	Strongly Agree	33	9.7
	Total	339	100.0
Community members are well involved in dispute resolution on land	Strongly Disagree	75	22.1
	Disagree	107	31.6
	Neutral	73	21.5
	Agree	52	15.3
	Strongly Agree	32	9.4
	Total	339	100.0
The land administration office encourages the overall participation of the society	Strongly Disagree	61	18.0
	Disagree	122	36.0
	Neutral	71	20.9
	Agree	51	15.0
	Strongly Agree	34	10.0
	Total	339	100.0

Source: own survey result (2024)

As indicated in the above Table 4.6 regarding the involvement of Community members in the land delivery process; the majority of the respondents 121 (35.7%) disagree, 75 (22.1%) of them strongly disagree, 49(14.5%) of sampled respondents replied that they agree, while 32(9.4%) of the respondents strongly agree and the rest 62 (18.3%) of the respondents choose neutrality. The majority of key informants also affirm the lack of community engagement in the land delivery process. Most likely, FGD participants identified a weakness on the same

problem. Based on these findings, we assume that the majority of individuals, did not participate when the land was delivered, therefore it was delivered without the active participation of society.

According to the report, Shashemene land administration office failed to apply the principle of participation in daily land and property administration in the city. As a result, community members' engagement in the land delivery process, the office's planning and relations with the community, and community member feedback and engagement were all insufficient. Household respondents and FGD participants reported little or no representation and participation of community members in land and property administration in the research region. Every choice and action affecting urban property has an impact on the town's community life, whether directly or indirectly. Thus, because it effects them, officials should consider include Shashemene town residents in the implementation of land governance choices.

Participation of the local community in land administration was assessed whether they participate in planning or not. Data displayed in Table 4.6 shows; 160 (47.2%) of the respondents replied that they disagree, 63(18.2%) of sampled respondents strongly disagree, 51(15.0%) of them replied neutral and the rest 41(12.1%) and 24(7.1%) of the respondents agree and strongly agree up on the participation of community on planning. According to this result Shashemene town residents had not participated in the land related governance planning.

From the above result the researcher understand that, the residents were not participating in urban land planning. This question was also raised for the key informants; accordingly, they said that people may not participate in the final design of the plans. What has been done is that, the needs and preferences of the society will be assessed and taken as an input to the land administration office. However, as observed above; the needs and preferences of local community were not assessed and taken in to account during implementation However, the land administration office was not participating the residents of the town. Since their decision influences the whole life of the community it is not good to plan without the participation of the public. The FGD participants said that since the land, land governance, and governance is for the merit of the general public; any decision, action, implementation, planning and the

related issues should involve the community. Community need what the governing entity is doing on the behalf of the governed should be with the involvement of the society.

According to (Palmer et. al, 2009), the purpose of participation is to engage stakeholders at various levels in decision making processes and achieve broad consensus. In addition to this, the quality of governance in land administration is measured by the participation and involvement of the public in the overall administration of urban land. With regard to advantage of community participation in urban land administration, the sampled respondents in the above table replied as follows: 132(38.9%) of the respondents said that it improves good governance, 74(21.8%) of them said that it increase stakeholders confidence, 62(18.3%) of them said it reduces uncertainty and finally 71(20.9%) of them believed that it strengthens the loyalty between stakeholders and Urban land administration office.

From this, it can be stated that most of the respondents have had an opinion that the advantage of participating in the administration of urban land is to improve good governance and to increase stakeholders' confidence. However, this does not mean that the value of other alternatives was minimal. When people participate they will present their needs and preferences and different ideas and decisions will make up on these needs and preferences. So, everybody will be abiding by the decisions given in meetings or conferences.

Therefore, the purpose of participation is to engage stakeholders at various levels in decision making processes and achieve broad consensus. This increases the quality of decision making, reduces uncertainty, increases stakeholders' confidence and strengthens loyalty between stakeholders and urban land administration officials. The residents were asked to add the advantages of the community participation if any else; accordingly they had listed as follows; it makes community to feel cooperation, strengthen the bond of community, fasten the development of the town, give common spirit of growth and it incorporates the marginalized group of the society in the decision making processes. This in turn strengthens the relationship between government and the public. It eases the information flow between government and the governed; because the constant and lastly it helps government entities identifying the need and preferences of the society easily.

From the total respondents in the table above, the majority 122(36.0%) of the respondents replied disagree, 62(18.3%) of them strongly disagree, 68(20.1%) of them replied neutral,

54(15.9%) of sampled respondents agree and 33(9.7%) of the respondents replied that they strongly agree. These data obviously indicates that different sections of the society were not participating in decision making process. As the majority of the respondents replied to the question asked above in the table; the Shashemene town residents do not take part in the decision making processes.

Key informants interview describe the above issue. Different section of the society includes community, civil society, religious institution and individuals. According to the key interview explanation these all the sections are not participating in the decision making processes in land governance office in case it's difficult to engage all community in decision making. Likely, key informants also argued that the sole decision makers in urban land administration were government officials' not the local community. Participation of different sections of society in decision making will help to identify the interests of different sections of the society and up on that it will be helpful to make decisions that will mediate these interests.

The participation of different section of society is necessary to include their needs and preferences in planning and different programs on land and decision making process. It also t government and the community to interact their views to the common spirit and common understanding. In order to identify the involvement of community members in resolving dispute, the respondents were requested to respond whether they participate in resolving disputes or not. The participation of local community in decision making was also assessed and involved.

Table 4.7 above shows that; from total respondents 107(31.6%) of respondents disagree with idea of the participation of community members in conflict resolution. While 75(22.1%) of respondents strongly disagree, 52(15.3%) of them agree, 32(9.4%) of sampled respondents strongly agree and the rest 73(21.5%) of respondents responded that neutral with the participation of community in dispute resolution. The findings of the survey indicate that there is little space for community members in settling conflicts over land and land-related property. That implies here is no space for community members in resolving disputes which occurs on land and land related property.

From the above result the researcher understand that there is low level of initiation to encourage participation of the public in the overall administration of urban land. In general,

the office did not encourage the participation of customers in Urban Land Administration. The FGD participants also explained that, the office did not encourage them to participate in the overall governance. For example they have presented that in a plan which is used to be prepared by the town council; there were no community participation. The same plans will be forwarded to them after it has been approved by the council in a condition that cannot be redesigned. And projects are also done without the involvement of the society.

In addition to the above FGD and survey questionnaire results, the key informants said that, the office tries to encourage participation of the public in the overall administration through meetings and conferences. But they have accepted what is raised by the residents concerning plans and projects which are designed by the town council. The above result justify the office did not encourage society to participate in the overall land administration and there was no participation of society in the administration of urban land in the study area. Hence, if the society did not participate, there will be no room to assess the needs and preferences of the society and its incorporation in to plans and projects is also questionable.

4.6. Discussion and Finding

Ethiopia has faced several obstacles in the development of effective urban land governance. As the researcher began an assessment of the challenges and practices of urban land governance in Shashemene town. This study has produced significant results. Additionally, the researcher sought to extrapolate findings from sampled households to the broader population of study area. Employing both qualitative and quantitative data analysis methods, the study aimed to fulfill its objectives by scrutinizing survey data and providing explanations to address research questions. The major findings of the study, with its objectives, are summarized below.

Transparency is one of the core principles of good governance which enhance trust between the service delivering institution and customers in accelerating effective urban land administration. Regarding this principle the various questions were raised. Accordingly access to transparency in Shashemene Town Land Administration Office; accessibility of information, openness of the office on its decisions and clarity on administration of urban land related questions were analyzed in this chapter and the major results from the analysis were presented here: Based on the result of key informants, FGD participants and Shashemnene Town Residents response; SHTLAO perform its daily activity as usual- no

clear and uniform standardization in their daily activities, procedures for acquiring land and size of land to be allocated by the office are vague to all of the residents, but at time for land allocation is not uniform and clear to all, information were not freely and directly flow to those who will be affected by decisions and actions of the office. Decisions made by the office were not open for community in the case study area. From this result we can understand, there is lack of transparency at SHTLAO in serving their clients and the services given is not people oriented.

With regard to the responsiveness, Shashemene Town Land Administration Office in land governance performs poorly and the result of the study reveals that there is no trend on assessment of needs and preferences of the society in the study area. The responsiveness of an organization/office can be tested by how the office/organization responds to the demands of the society timely and appropriately on time the residents of the society need to be served. However, in the study area the office is not giving appropriate and timely response to the demands of community. In addition to this, employees of SHTLAO were not responsive to their clients by different reasons; like due to failure to come to their job on time (non-punctuality), varying behavior of officers from client to client, unwillingness to serve the society and lack of appropriate response to the customers while even they are in the office. The clients have the right to claim and complain whenever they are dissatisfied with the service given by the office; however, in the study area even there were absence of effective compliant handling systems.

In assessing the effectiveness and efficiency of urban land administration, Shashemene town administration Office has identified significant shortcomings. The study's findings reveal that the day-to-day operations of the municipality are hindered by incompetent personnel. Moreover, there is a notable deficiency in automated or computerized resources, resulting in diminished levels of customer satisfaction. Additionally, the municipality lacks a clearly defined urban boundary for its land development and management endeavors, leading to uncertainty regarding vacant and occupied land within its jurisdiction. Furthermore, the city administration lacks comprehensive knowledge of land ownership among residents, compounded by a weak land registration system and the absence of accurate, integrated, and computerized land information.

The other component from the good governance principle which the researcher focused on the principle of equity. With regard to this principle the response raised from the residents of the Shashemene town reveals that; in the land governance system all the residents in the town could not get equal treatment. As the principles' definition it is necessary to have equal treatment and to be heard all the section of the society equally. However; the realities on the ground do not show similar. As the response portray that; town land administration office favor those that have close relation with them, economically, politically and socially powerful group of the society influence the whole society and exploit land resource for the individual use only.

The other component is participation. Participation represents a fundamental principle of good governance, facilitating the involvement of various segments of society in governance processes. By enabling the engagement of all stakeholders, participation contributes to the cultivation of effective governance mechanisms and the advancement of democratic practices, which are instrumental in addressing numerous societal challenges. This study elucidates that Shashemene Town Land Administration Office has encountered shortcomings in the implementation of participatory principles within its daily operations related to land and property administration. Consequently, the engagement of community members in aspects such as land delivery processes, planning initiatives, and interactions with the office regarding service provision, consultation, and representation has been deemed unsatisfactory. The survey findings indicate minimal or inadequate representation and consultation of community members in the administration of land and related property, as well as a deficiency in fostering residents' participation in urban land governance.

There are various problems that challenge urban land governance in delivering quality service to the stakeholders. Based on the study result, there were different problems that challenge the daily activities of Shashemene town urban land administration Office. Hence, problems such as, lack of resources, lack of qualified or competent staff, incongruity between master plan and local development plan, lack of institutional capacity and technology, bureaucratic procedures, lack of coordination, corruption, abuse of power and mismanagement were the major challenges encountered office.

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATION

5.1. Conclusion

This study aimed to evaluate the practices and challenges of urban land governance in the Shashemene Town Land Administration Office. The assessment was conducted using the perception of good governance principles, specifically transparency, responsiveness, efficiency, effectiveness, equity, as well as participation principles of good governance.

There are various problems that challenge urban land governance in delivering quality service to stakeholders. Based on the study results, there were different problems that challenged the daily activities of shashemene town urban land administration office, such as lack of resources lack of qualified or competent staff incongruity between master plan and local development plan; lack of institutional capacity and technology bureaucratic procedures lack of coordination corruption abuse of power and mismanagement were the major issues encountered in the office.

Based on the findings from the data presented and analyzed in chapter four, the result of the analysis shows that urban land governance in the study area was mostly weak and surrounded by a growing number of challenges Overall, the findings of the analyses helped to examine the different shortcomings in the land administration in the study area. The day-to-day activities and services related to land and land-related property were not transparent and not clear to the community, and the office was unresponsive to the demands of the public and failed to handle customers effectively. Active participation of the urban community in the urban land administration system plays a pivotal role in ensuring town development. However, in the study area, the involvement of the local community in land and land-related issues was notably limited.

The efficient and effective practice of urban land administration faced several hurdles, including the presence of incompetent workers, inadequate material and human resources, low levels of customer satisfaction, improper management of urban land, deficiencies in the land registration system, and the prevalence of informal land transactions. These challenges culminate in an inefficient and ineffective urban land administration.

The government principles believe in participating in common affairs that may have a certain

level of influence on the life of the community. However, the reality that the study revealed from the actual ground in the Shashemene town focus group and key informants at any time and any issue local communities in the town could not participate local communities in land related affair as the researcher got some information from the residents of the town focus group and key informants at any time and any issue local communities in the town could not take place in the decision processes. This kind of the challenges has been considered as bottleneck to practice the principles of the good governance in the town.

According to the findings above, the negligence act is also one kind of problem that has been seen in the Shashemene town land administration office. The dwellers of the town are disappointed in the services, given the equality principle. Another issue in the finding above is that the office workers as well as officials did not treat all the residents equally because they sought different ranges of corruption from the clients to receive. From client to client, the mode of treatment is different this in another way affecting the execution of good governance principles and the public had not trusted on the office workers and the officials. The other thing discovered was that the illegal seizing of public land, which may hamper the legal transfer of the land for urban development. This is also considered a drawback for the basic and proper development of urban infrastructure.

Lastly, the finding put that there is no competent and capable staff in the office of the Shashemene Town Land Administration to serve public well, implement, and execute policies and strategies properly. Besides to this the office lacks computerized and modernized system of land registration to ease land governance and as well as to make land information accessible to the residents simply.

Overall, the Urban Land Governance encounters various administrative, institutional, technical, and capacity-related difficulties in performing its day-to-day activities. Addressing these issues is essential for enhancing the functionality and efficacy of urban land administration processes. The analysis of urban land governance in Shashemene Town shows both achievements and challenges in managing land and related matters. Despite attempts to effectively administer urban land, there are ongoing challenges such as limited resources, lack of community involvement, and systemic problems like improper land management and informal transactions. Overcoming these obstacles will require collaboration between local authorities, community members, and relevant organizations to improve transparency,

accountability, and efficiency in urban land governance. By addressing these issues directly, Shashemene Town can progress towards more sustainable and fair urban development.

5.2 Recommendations

Based on the analysis and major findings the following recommendations were forwarded to different levels of decision makers, potential researchers in the area. The study found that there was no transparency (openness) or lack information from SHTLAO in serving its customers. Therefore, it is important to improve transparency in the urban land administration for effective and efficient service delivery. The actions suggested with regard are the followings:

📌 Transparency should be ensured by making citizens' participation and engagements in the service delivery so it can makes easy the service delivery process. Publicizing information on notice board at a regular base and using website, television radio, newspaper preparing meetings and conferences.

📌 Rules and regulation related with land allocation must be clear to all stakeholders before the allocation of the land and there should be an agreement on it. Time for land allocation must be clearly informed to the society by giving prior information/announcements about the meetings and preparing and circulating notices, banners and brochures, newspaper distributing to the society.

As the study revealed, in applying the principle of responsiveness, Shashemene town administration office depicts the poor performance. Therefore, corrective measurements should have to be taken in to account including the following possible suggestions:

📌 To better serve the needs of the community, it is important to have a dedicated system for receiving and addressing customer complaints. This could take the form of a physical suggestion box, an online feedback form, or regular town hall meetings where residents can voice their concerns directly to the land administration office. By actively soliciting and responding to community input, the office can identify areas for improvement and make adjustments accordingly.

✚ Beyond just addressing complaints, the land administration office should proactively seek to understand the broader needs and preferences of the local community. This could involve conducting surveys, holding focus groups, or engaging community leaders to get a more holistic sense of the issues that matter most to residents. The findings from this assessment should then be directly incorporated into the office's planning and implementation processes.

✚ Based on the findings, it seems the land administration office has fallen short in meaningfully involving the community in its day-to-day operations and decision-making processes. To address this, the office should make a concerted effort to increase community participation at all stages- from land delivery and planning to ongoing interactions and consultations. By empowering residents to have a voice in the management of their local land resources, the office can build greater trust and legitimacy within the community.

✚ Overall, by prioritizing community feedback, needs assessment, employee accountability, and participatory governance, the urban land administration office can work to improve its service delivery and better meet the evolving demands of the local population.

✚ The Shashemene Town Land Administration Office (SHTLAO) should provide more opportunities for the community to be involved in developing policies, plans, and charters related to land management. This could include holding public forums, forming advisory committees with community representatives, and soliciting feedback on proposed initiatives.

✚ In addition to policy development, the (SHTLAO) should also seek to increase community participation in the day-to-day operations of land administration. This could involve giving residents a more direct role in land allocation, distribution, and conflict resolution processes. By empowering the community to be active stakeholders, the Shashemene town land administration office can build greater trust and legitimacy in its land management practices.

✚ The Shashemene Town Land Administration Office should provide more opportunities for the community to be involved in developing policies, plans, and charters related to land management. This could include holding public forums, forming advisory committees with community representatives, and soliciting feedback on proposed initiatives. By actively engaging residents in the policymaker process, the study area can ensure that the community's needs and priorities are reflected in the office's strategic direction.

✚ In addition to policy development, the Shashemene Town Land Administration office should also seek to increase community participation in the day-to-day operations of land administration. This could involve giving residents a more direct role in land allocation, distribution, and conflict resolution processes. By empowering the community to be active stakeholders, the office can build greater trust and legitimacy in its land management practices.

✚ To facilitate greater community involvement, the Shashemene land administration office should develop clear and appropriate methods for mobilizing all relevant stakeholders around urban land management issues. This could include establishing regular communication channels, hosting town hall meetings, and making key decisions and information publicly accessible. By increasing transparency and accessibility, the office can create an environment that encourages active participation from diverse segments of the population.

REFERENCES

- Adisalem, (2016). The Performance of Good Governance on Land Administration at Local Woreda Level : The Case of Naeder Adet Woreda , Tigray Region , Ethiopia. September 2015. <https://doi.org/10.14662/IJPSD2015.046>
- Alemie and Zevenbergen. (2015). Assessing Urban Land Governance in Ethiopian Cities. (2002 – 2011): Lessons for the 2011 Urban Land Management Policy Implementation. May 2015, 7477.
- Andrew.M.(2018). Good Governance Agenda: Beyond indicators without of Theory“ Oxford Development Studies,1-36.
- Baltissen F. & G. Betsema (2015). Linking Land Governance and Food Security in Africa: Outcomes from Uganda, Ghana, & Ethiopia Reflection Paper
- Berhanu.M.(2015). urban cadastre for urban land governance: A socio-political analysis in Ethiopia.Addis Ababa.
- Berhanu, K. Alemie, J. Zevenbergen, Rohan Bennett. (2015). Assessing land governance in Ethiopian cities (2012-2018. lessons for the implementation of the 2011urbanlandmanagementpolicy,1/22.
- Birhanu G. and Feyisa. (2019). The application of good governance principles in land development and management in context, the land tenure system pre-1975 -1991 and post-1991.
- Birhanu, J. a. (2015).Assessing Land Governance in Ethiopian Cities (2002 2011): Lessons for the implementation of the 2011urban Land.
- Burns,T. K. Dalrymple. (2008).Conceptual framework for governance in land Administration. FIG Working Week - Integrating generations. Stockholm, Sweden (International Federation of Surveyors FIG)
- Cohen, John M. and Peter H.Koehn. (1978). Rural and Urban Land Reform in Ethiopia,.

University of Wisconsin-Madison: Land Tenure Center (LTC).

David and Giles. (1996). Urban management and land; A framework for Reforming Urban land policies In Developing Countries."United State of America.

David Palmer, Szilard Fricska, Babette Wehrmann. (2019). Towards improved land governance .Land Tenure Working Paper 11,3.

Deininger, K. and Chamorro. C. (2002) Investment and Income Effects of Land: The Case of Nicaragua. World Bank Policy Research Working Paper No. 2752

Derje,T.Adigeh, H.Belew Dagne.(2020).Urban Land Management Practices and Challenges:. International Journal of Scientific & Engineering Research,1-12.

Dube, E. E. (2013). Urban Planning & Land Management Challenges In Emerging Towns of Ethiopia: Journal of Urban and Environmental Engineering,1-10.

ECA.(2005).African Governance Report: Addis Ababa, Ethiopia, ECAFAO Studies on Land Tenure and Rural Development, Land administration.Rome:No3, Ethiopia,C.(2007).Population and housing census."Ethiopia,2007.

FAO.(2007). Good Governance in Land Tenure and Administration. Food &Agriculture Organization of the UN (FAO),3-10.

Dagnachew Adugna and Liku Workalemahu, (2021).challenges to practice Good Governance in Urban Land Management American Journal of Geographic Information System,1-15.

FRDE.(1995).The Constitution of Federal Democratic Republic of Ethiopia, Proclamation No74/2004. Addis Ababa, Ethiopia.

Gudian S. (2019). The Factors Contributing For Expansion of Informal Settlements:
Addis Ababa.

Gregoire and Valentine (2008). Sampling strategies for natural resources and the environment.

- Grindle, M.S. (2002). Good Enough Governance: Good governance agenda, 1-54.
- Grindle, M. S. (2005). Good Enough Governance revised A Report for DFID with reference to the Governance Target Strategy Paper, 2001. Harvard: Harvard University.
- Holger Magel and Babette Wehrmann. (2002). Applying Good Governance to Urban Land Management - Why and How? FIG XXII International Congress (pp. 1-15). Washington, D.C. USA: FIG press.
- Konrad-Adenauer-Stiftung. (2011). Concepts and principles of democratic governance and Accountability. A guide for peer educators, European Union, Uganda Office 51a Prince Charles Drive Kampala.
- Magigi, W. (2008). Improving Urban Land Governance with Emphasis on Integrating Agriculture Based Livelihoods In Spatial Land use Planning Practis in Tanzania. Freiburg in Breisgau, Germany: Freiburg press-work.
- Mc Carnney, P. (2003). Confronting Critical Disjuncture in the Good Governance
- Mc Laughlin, D. (1999)., land Administration. London: Oxford University press.
- Mhrtay. (2015). The performance of Good governance on Land Administration at Local/ Wored level: The case of Neader Adet Wored a, Tigray Region, Ethiopia. Neader Adet.
- Nourie, Z. (2019). Approaches to Urban Land Use Governance: Conservation or Housing Development? Albuquerque, New Mexico.
- Qian, L. (2004). Evaluating land administration system from the perspectives of good governance Kathmandu Valley, the Netherlands.
- Shrestha, R. (2019). Understanding urban land governance through "Action Space": Implications for access to land for Low-Income housing in managing Informal Settlements. The Netherlands: ITC Printing.

- Takele, K. (2014). Strengthening Good Governance In urban Land Management in Ethiopia
A case-Study of Hawassa.
- Tesfaye, D. (2018). Challenges and practices of good urban land governance, Addis Abebe.
- Udo, H. Cordula O. (2012). SDC Agriculture and Food Security Network - Land Governance
Focus Area.Land Governance,1-16.
- UNDP), UN. (1997). Core elements of good governance. New York .UNDP,
U.N.(1998).Core elements of good governance, New York.
- UN-HABITAT, (2002). United Nations Human Settlements Programme. The Global
Campaign
on Urban Governance, (p.14).Nairobi,Kenya.
- UN-Habitat. (2016).Urban Governance Index: Conceptual Foundation and Field Test.
Nairobi:UN-Habitat.
- United Nations, Department of Economic and Social Affairs, Population Division. (2018).
World Urbanization Prospects
- Vander, M. (2014). Rapid urbanization and slum up grading: What can land surveyor do?
Survey Review.
- Vries, M .(2013).The Challenge of Good Governance. The Innovation Journal :The Public
Sector Innovation.
- Yiadom, (2016). Urban land management system revision in Tigray region.
- World Bank. (2019). Sustainable Urbanization: A Framework for Action. Washington, DC:
World Bank

Zakout W. Wehrmann, B. and Torhonen.M.P. (2006). Good Governance in Land Administration, Principles and Good practices. Washington DC:World Bank and FAO.

HAWASSA UNIVERSITY
COLLEGE OF LAW AND GOVERNANCE
SCHOOL OF GOVERNANCE AND DEVELOPMENT STUDIES

APPENDICES

APPENDIX-I

Household Survey Questionnaire:

Dear respondents;

This questionnaire aimed to gather information concerning the practices and challenges of urban land governance (land administration) system and its consequence on service quality in Shashamenene city administration land development and management office. The information collected will be used for the purpose of this study in partial fulfillment of the requirements for Master's degree in Development Management.

The information that you will provide me is very crucial for successful achievement of this study. Please, try to answer all items carefully. The researcher declares that the information you 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; 0946697571 or email; diribeguta000@gmail.com).

General Direction:

Encircle the number of your choice

You can choose more than one alternative in multiple choice parts **except for**

Likert Scale

Thank you for your cooperation!!!

Part I: - Background of the Respondents

1. Age in years:

1. 18-25 2. 26-35 3. 36-45 4. 46 - 55 5. 56 and above

2. Gender: - 1. Male 2. Female

3. Educational Status: 1. High school 2. Diploma 3. Degree

4. What is your marital status? 1. Single 2. Married 3. Divorced 4. Widowed

Part II: -Questions Pertaining to legal and policy framework urban land governance

Encircle the number you choice 1=strongly disagree 2=disagree 3=neutral 4= agree 5=strongly agree.

No	Measurement factors	1	2	3	4	5
----	---------------------	---	---	---	---	---

- | | | | | | | |
|---|--|--|--|--|--|--|
| 1 | Urban land policies enable citizens to scrutinize the transparency of the land service delivery | | | | | |
| 2 | Decisions are taken and enforced in accordance to the rules and regulations | | | | | |
| 3 | The time and framework for land allocation to the public is clear to all. | | | | | |
| 4 | Information flow freely and directly to those who will be affected by decisions in the office of land administration | | | | | |
| 5 | The land acquisition process is transparent to all parties involved | | | | | |
| 6 | The size of land to be allocated is clear to all. | | | | | |

A. Questions Pertaining to Responsiveness in Urban Land Administration office.

No	Measurement factors	1	2	3	4	5
1	The office of urban land administration assess the need and preference of the stakeholders					
2	Implementation of decision is according to the needs and preferences of stakeholders.					
3	Everyone knows when the public will be able to access the land.					
4	There is appropriate and timely response to the stakeholders.					
5	There are responsive officers in urban land administration.					

B. Stakeholders' participation in the urban land policy making process

No	Measurement factors	1	2	3	4	5
1	Community members are involved in the land delivery process					
2	What do you think the advantage of community participation in the overall urban land administration?					
3	Different sections of the society are represented and involved in decision making.					
4	Community members are well involved in dispute resolution on land related issue					
5	The land administration office encourages the overall participation of the society					

Part III: Questions Pertaining to key practices of urban land governance effective and efficiency of urban land administration

No	Measurement factors	1	2	3	4	5
1	Negligence act is do not seen in the urban land sector					
2	Public complaint is solved on time in urban land administration.					
3	Customers of the ULA satisfy with its service especially on land allocation.					
4	There is fast and simple land registration in Shashemene city administration					
5	There is accurate, integrated and computerized land information in the office of ULDM.					
6	Does the office have suggestion box?	Yes		No		
7	Public complaint is solved on time in urban administration					

Part IV: Challenges in the Administration of Urban Land in study area:

No	Measurement factors	1	2	3	4	5
1	Urban land sector is controlled by powerful states power to exploit their purposes					
2	Officials are using their influence in favor of the family, political associates and friends					
3	All the residents in the town are treated equally in land distribution process					
4	The land administration office encourages the overall participation of the society					
5	Are there problems that challenges land administration?	Yes		No		

**SEMI-STRUCTURED INTERVIEW SCHEDULE FOR
KEY INFORMANTS APPENDIX-II**

Date of the interview _____

Name of the organization represent _____

Position of the respondent _____

1. How is your office transparent regarding the provision of information to the public on land issues?
2. Is that information accessible to the public?
3. How do you evaluate the participation of the people in the overall governance of the land administration?
4. How do you see the responsiveness of your institution to the needs and demands of society?
5. Do you think, there are problems in land governance in terms of transparency, responsiveness, participation, effectiveness, and efficiency? "If yes," please explain.
6. Is there a coincidence of problems due to incompetent staff?
7. Is there any computerized system for land registration?
8. What are the major challenges of urban land governance in Shashemene Town Urban Land Administration?

APPENDIXES-III

FOCUS GROUP DISCUSSION POINTS

Discussion Date _____

1. How do you see the office of land governance in terms of transparency?
2. Do you think that the extent to which the institutions rules and regulations, land information and land allocation are open and accessible to community members?
3. Did you think that decision-making processes are open to community members?
4. How was the urban land governance office responsive to the public?
5. Is a public complaint on land issue solved on the specified time frame?
6. Is the institution responsive to the needs and demands of the society in land and land issues?
7. How do you see the participation of the people in the land governance process?
8. Do you believe that people are represented and participated in planning, decision making, land allocation and conflict resolution?
9. What are the challenges that the office faces in land governance?
10. Any suggestion you want to add on the land governance?