

An Assessment of the Challenges and Prospects of Good Urban Governance Practice in Land Administration: the Case of Zalanbessa Town Administration, Tigray Region, Ethiopia

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Abstract: The major purpose of this study is to assess the challenges and prospects of good urban governance practice in land administration in Zalanbessa town administration, Tigray Region, Ethiopia. To do this research the researcher used mixed research approach, which are the quantitative and qualitative methods. Data was collected from primary and secondary sources. Primary data was obtained through questionnaires, interview and focus group discussion. Secondary data involved reviewing some relevant literature form journals, articles, books, magazines, and proceedings. Data collected by survey questionnaire was entered to SPSS (Statistical Package for Social Sciences) for statistical analysis and data collected by focus group discussions and interviews were analyzed using terms and statements and used this for the purpose of triangulation. Hence fore, in this study participation, transparency, accountability, equity and equality, and effectiveness and efficiency which are the main indicators of good governance had used to assess the good governance condition as well as situation in the selected public institutions. The finding of the study revealed that good governance in the study area experience some challenges: petty corruption and rent seeking activities, negligence of some officials and workers of the administrative office, delaying responses onwards some basic issues related to land, lack of institutional capacity and accessibility of information, discrimination, bureaucratic, lack of adequate material and human power, lack of mechanism to ask as well as request the administrative office regarding the mission and vision officials as well leaders run most of the time for getting some political loyalty from their higher bosses either to sustain on their recent power or to get any promotion rather than to work to solve the community problems accounting and considering as a major challenges in Zalanbessa town. To uphold the status of good urban governance at grass root level the key learning points were: engaging the society in various government affairs, improving the level of the general community to participate in agendas related to land issues, the need for arranging different training packages, workshops and seminars on good urban governance in land administration collaboration with governmental and nongovernmental institutions, practicing different elements of good governance based on the institutional service delivery specifically with land administration office, establishing various service standards which consider the main indicators as well as principles of the service delivering related to land administration, and using different mass medias are stated as recommendations.

Keywords: Good Governance, Challenges and Prospects, Land Administration, Participation, Transparency, Accountability, Equity and equality, and effectiveness and efficiency

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I. INTRODUCTION

Ethiopia one of the African countries try to achieve the Millennium Development Goals accepted the importance of good governance and striving as well as fighting to achieve it. However, Ethiopia like any other African country has faced and encountered a number of challenges in democratization and good governance building processes. In order to minimize as well address the visible gaps the government identified and developed a multi-sectoral national capacity building strategy such as land administration institution which advocates the principles of decentralization, regional autonomy and enhance popular participation and to promote good governance by using it's principles like: accountability, participation, transparency, equity and so on (African Governance Report, 2004).

According to Burns and Dalrymple (2008:3), Land is a fundamental resource for the economic development of any country in the world. As FAO (2007) discussed, land is a primary source of guarantee for obtaining credit from institutional and informal providers, and economic development also depends on the security of tenure. In addition to this, land also a significance source of government revenue, particularly at the

local level as fees and taxes are collected from the land. Internationally, land administration as well as governance is simply about the policies, processes, and institutions by which land, property and natural resources are managed. This includes decisions on access to land, land rights, land use and land development (Denninger et al., 2010:2). According to Lyons and Chandra (2001), land administration as well as governance is all about regulatory framework, institutional arrangements, systems and processes that encompass determination, allocation, administration and information concerning land.

In addition to this, as (World Bank, 2009:6) stated, “land administration is basically about determining and implementing sustainable land policies and establishing a strong relationship between people and land. Sound land administration as well as governance is fundamental in achieving sustainable development and poverty reduction.”

According to (Palmer, et al., 2009), stated the benefit of good governance in land administration were to reduce corruption, prevent environmental degradation, increase land tenure and give priority for the poor. In contrast to this, weak land governance causes insecurity of tenure, high transaction, costs, informal land transactions and/or an informal property market, reduced private sector investment, illegal transfer state land, limited local revenues, land conflicts, landlessness and inequitable land distribution, social instability, social exclusion and also standards of unsustainable natural resources management (Wehrmann, 2012).

According to Abuye (2006) cited in Belay (2018), in Ethiopia there is weakness in human resource development and lack of emphasis on building institutional infrastructures with clear responsibilities. As a result, the misuse of the land in Ethiopia is attributed to many factors, which have both policy and technical dimensions. Whilst the technical dimension of the problem has to do with system, data, and technology. The policy dimension of the problem is about the relevance and appropriateness of the prevailing land policy regime (Solomon and Mansberger, 2003).

As (Alemie, 2015:25) revealed that, in Ethiopia under the FDRE, urban land is governed and administrated by the urban land leasehold law which has been amended three times since its first application in 1993. The first urban land leasehold law, proclamation 80/1993 by the Transitional Government of Ethiopia and the second proclamation 272/2002 by FDRE were issued without underlying under urban land policy. Third urban land leasehold law proclamation No. 721/ 2011 was also issued following the acceptance of the first urban land management policy (FDRE 2011). Whereas, good urban governance practice in land administration has not improved. Poor urban governance in land administration is still ongoing (Ibid).

II. STATEMENT OF THE PROBLEM

The importance of good governance as a critical condition for human development can no longer be under estimated. Since the end of 1990s, governance has been a subject of considerable debates and various interpretations by different actors like: governments, international organizations, scholars and the like. For instance, Abdalla (2010) cited in Gebresilassie (2011), has noticed that recently there is an agreement that good governance is important to secure countries long term development and progress even though it is not sufficient in its own. Because, according to the same author it consists of different actors and with different actions that can maximize the society’s needs and aspirations and create a government with a greater accountability, responsiveness, and transparency for public affairs. In this regard Ethiopia after long years’ tradition of highly centralized government and state structure, a decentralized form of government and state structure has been adopted as well as established after 1991. This marked a dramatic change in terms of the tradition of the country’s governance.

According to MoFED (2009), Ethiopia’s guiding strategic framework for the first five year period 2005/06-2009/10 commonly known as a Plan for Accelerated and Sustained Development to End Poverty (PASDEP), programs aimed at strengthening the democratization processes are being taken step by step in the form Civil Service Reform, Justice System Reform, Improved Democratic Governance and Decentralization which resulted significant achievements in the last few years.

Furthermore, as indicated in the second five years plan of growth and transformation (2010/11-2014/15) PASDEP, challenges of good governance in different levels encounters when implementation where capacity constraints among leaders and public servants at different administrative levels. To curb challenges government launched a number of process reengineering and training programs to improve skills and ensure appropriate implication capacity fanatical mobilization inflation problem, rain dependency, under performance of industrial sectors and practices. According to PASDEP leadership management and organization implement mobilization of domestic resources, good governance, industrialization and public sector of instructor implement is taken as solution in the country political and economic growth and stability for this and others same basic question to be answered (Gizaw, 2014).

Based on the African governance survey conducted by the Economic Commission for Africa for 28countries (2004), Ethiopian performance in all indices of measuring good governance has fallen below the sample average which is 53 percent. Moreover, based on IFA Resource Allocation Index (2005), cited in

Tewodros (2015), stated that in the area of public sectors management and institution specifically in land administration office Ethiopia scores 3.1 averages in which 6 points is the highest and 1 is the lowest point. Especially in transparency, accountability and corruption in public sector specifically in land administration office the country score below average, 2.5 points. Mind full of these facts, PASDEP recognizes the need for more efforts to make local authorities more transparent, accountable and efficient in their response to the needs of the people.

On the other hand, according to Zakout et al. (2007) cited in Belay (2018) argue that, good governance in land administration protect property right of individuals and enterprises and the state by establishing such principles as transparency, accountability, rule of law, participation, equity and effectiveness in running land related public sectors. In contrast to this, weak governance resulted where the law is complex, inconsistent, fragmented institutional arrangements, weak institutions, ambiguous laws, and a weak judiciary aggravates the situation (FAO 2007).

Furthermore, Van Dijk and Fransen (2008:18) cited in Dinka(2016:2) in reviewing and testing against evidence obtained through discussion with public and officials in land administration research covered four municipalities Harar, Awash 7 killo, Bonga and Mekelle across the country by the researchers concluded that "... administration of public land by municipal authorities has been poor and that, if the present trend continues, it is difficult to expect the increase of urban development without radical change to the system of land administration".

Finally, despite of the above mentioned various challenges and the other one's like: due to rare academic research works on good governance in Ethiopia generally and no one in the study area specifically the researcher tries to explore some views on assessment of the challenges and prospects of good governance in urban land administration office looks like. This view supported and marked clearly by the Eastern Zone and the District (Wereda's), notify that the prevalence of good urban governance practice in land administration of the study area is not in satisfactory level.

III. OBJECTIVE OF THE STUDY

The main objective of the study was to assess the challenges and prospects of good urban governance in land administration office of Zalanbessa town administration, Tigray Regional State, Ethiopia. However, the specific objectives of the study are:

- To assess the current status as well as situations of good urban governance inland administration process at Zalanbessa town
- To assess the prospects as well as opportunities of good urban governance in land administration process at Zalanbessa town
- To identify the challenges as well as hinders of the practice of good urban governance in land administration process at Zalanbessa town
- To drawn some recommendations and/or learning points based on the major finding to practice good urban governance in land administration in the future

IV. BASIC RESEARCH QUESTIONS

1. To what extent the situation of good urban governance has ensured as well as contributed for land administration processes?
2. What are the main prospects as well as opportunities of good urban governance in land administration?
3. What are the main challenges of good urban governance inland administration?
4. What are the main key learning points to practice good urban governance in the town land administration in the future?

V. CONCEPTUAL FRAMEWORK

According to Adel (2003) cited in Gebresilassie (2011), stated that governance endures that political, social and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development resources. Similarly, Kebbay (2010) cited in Musa (2014), defined governance as a multifaceted situation of institution, systems, structures, processes, procedures, practices, relationships, and leadership behavior in the exercise of social, political, and managerial/administrative authority in the running of a state, public or private affairs.

Furthermore, good governance simply can defined as the responsibility and responsiveness of public officials both elected and appointed and/or the governors, to the electorate and the governed, aspirations of the governed as well as acting as acting in accordance with their dictates. All these entail accountability and transparency by public officers in discharging their duties, responsibilities and obligations (Jega, 2007).Dwipayana (2002) also asserts that good governance is a motivating factor of realization for political governance that that processes the good governance by itself serve as the process of public policy formulation,

implementation of development, the implementation of public administration bureaucracy that run transparently, effectively and efficiency to improve the welfare of the people as well as community. Furthermore, according to Abrahamsen (2000) cited in Lehtinen (2008), confirmed that the previous development models did not work because of the lack of attention to governance issues. In this respect, the good governance model became the buzzword in the 1990s. The doctrine identifies poor governance as the main cause of the African predicament, and the cure for it is the model of good governance. The lack of political legitimacy and consensus are seen as obstacle for improving the conditions and gaining sustainable development.

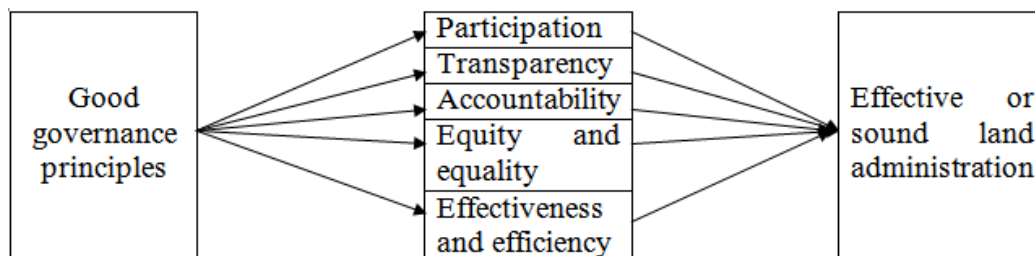


Fig. 1: Source: Food and Agriculture Organization /FAO, 2007

5.1 Review of Existing Literature

The different literature on good governance and public sectors as well as institutions like land administration is very necessary to be reviewed, because similar research topics and works have been done more or less in the past, therefore, this will provide a theoretical base survey of some published and unpublished works that support to this specific study.

According to Madhav (2007) cited in Sarafa (2010) posits that good governance has much to do with the ethical rounding of governance and must be evaluated with reference to specific norms and objectives as may be laid down. It looks at the functioning of the given segment of the society from the point of view its acknowledged stakeholders, beneficiaries and customers. Currently one of the Ethiopia's main national agenda and goal is promoting good governance. For instance, as it has been clearly stated in the country's foreign policy document, eradicating poverty and promoting development, building democracy and ensuring good governance are the main pillars upon which the country's external relations revolves. Accordingly, the country's external relation is designed to be more focused on economic diplomacy which is geared to get development supports. But, "almost all major development institutions today say that promoting good governance is an important part of their agendas" (Gisselquist, 2012). However, unfortunately like many sub-saharan countries, Ethiopia faces some enormous challenges like: corruption and rent seeking behaviors, negligence by some officials and employees of various public sectors, lagging of response and lack of budget are the major challenges (Dinka, 2016). Furthermore, according to Serdar and Varsha (2008) cited in Gebresilassie (2012), stressed in their study that many Ethiopia's wereda as well as town administrations are simply overwhelmed with the high amount of responsibilities and tasks they should implement. These are topped by weak access to quality capacity building programs and a general lack of practical tools and procedures such as related to participatory planning, monitoring and evaluation.

According to (FAO, 2007:16) noted that governance in land administration is becoming an important issue in many countries, as land management, particularly in developing states, where corruption and rent seeking grows increasingly. Corruption and rent seeking are much linked to bad governance in developing countries where control over land rights is used as a means of accumulating dispensing political and economic power and privilege through patronage, nepotism and corruption.

Moreover, (Burn and Dalrymple, 2008:5) states that good governance in land administration aims to protect the property rights of individuals and enterprise as well as of the state by introducing principles such as transparency, accountability, rule of law, equity, participation, effective and efficiencies in to land related administration. In contrast, bad as well as poor governance is also related with growing insecurity in property rights and a high level of bribery and corruption in land related administration activities, especially in the developing countries (Ibid).

Moreover, Burnes and Dalrymple, 2008:1) have noted that "Land administration is often perceived as one of the most corrupt sectors in public sector administration. Land it self considered as a primary source of wealth, often becomes the trading medium and motivation for political issues, economic and power gains, and self-fulfilling interests." McAuslan (2002:27) has also pointed out that "senior politicians and public servants in cities all over the world manipulate and ignore the law and administration relating to land allocation and development so as to line their own pockets and those of their families, friends and political allies".

Land tenure in Ethiopia has undergone dramatic shifts from feudalistic systems under the monarchy of Emperor Haile Selassie (1930-1974) to socialist land policies under the Dergue military government (1974-

1991), to the current system under the new government i.e., Ethiopian People's Revolutionary Democratic Front (EPRDF) who took control in 1991; and in Ethiopia all land is under public as well as state ownership. On the other hand, Ethiopia's federal structure gives its regions autonomy, which has led to a coexistence of different laws and institutions with unclear responsibilities at different levels (World Bank, 2012:79).

5.2 Theoretical Framework

There are different perspectives as well as views in determining the features and/or elements of good governance by the international institutions. For example, according to ADB (Asian Development Bank) good governance characterized in terms of participation, accountability, predictability and transparency. Furthermore, Sachiko and Durwood (2011), stated that good governance considered as openness, accessibility, accountability, predictability and transparency. UNDP (1997) explained that the characteristics and elements developed for the implementation of good governance are: participation, rule of law, transparency, responsiveness, consensus orientation, equality, effectiveness and efficiency. Accountability and followed by strategic vision.

Apart from this, the main data of this study were collected and analyzed using the following concepts as well as elements that more or less taken from the review literature part of this paper and the different researchers developed the following framework. For instance, Dinka, Girma and Ermias (2016), Tewodros (2015) and Shimelis (2018), benchmarks of good urban governance in land administration in Zalanbessa town, namely:

Participation:– It refers that the act of engagement of stakeholders at different levels in decision making processes onwards land issues that affect their demands as well as interests.

Transparency:– This also shows that information is freely available and accessible anywhere and anytime. So that land administration decisions and their enforcements are made honestly and fairly by the office mandated for the sack of the same.

Accountability:– It is the answerability of institutions for their any actions and resulting consequences in implementing land policies. In addition to this, the main indicators of accountability includes: mechanism of reporting, mechanism of declaration of financial statements, mechanism for questioning and appeal mechanism for conflict resolution.

Equity:– It is that refers the way of providing equal opportunity for all to access land and land information without legal impediment as well as procedural difficulties. The indicators of equality: equitable access to land and land related information as well as fair compensation.

Effectiveness and Efficiency:– they regard the quality of processes for managing and controlling land while making the best use of it to meet user needs (especially service levels and costs) without wastage. Some indicators of effectiveness and efficiency include: customer satisfaction, risk of bribery, competency, land conflict resolution mechanisms, land registration systems and time, cost and clarity of procedures to access land and the like.

VI. RESEARCH METHODOLOGY

The main purpose of this section is to present the main research methods used in the paper for the sack of providing and giving an appropriate answer to research objectives and/or questions, describe the full process of data collection tools and analysis.

6.1 Research Design

As it is very clearly showed that under the section one, the study highly focused on assessing the main challenges and prospects of good urban governance practice in land administration in the case of Zalanbessa town.

To accomplish as well as achieve the objectives of the study a descriptive case research design was employed to describe the challenges and prospects of urban good governance practice in land administration and to investigate as well as discover the main challenges involved and faced in the study area.

Regarding the research approach the researcher used in this study is a mixed research one. Qualitative research was typically used to answer the research questions about the complex nature of the phenomenon as well as condition, often with a purposive of describing and understanding the phenomenon from the respondents' point of view. Since the study was more about the perception of the respondents on the administration of urban land, due to this reason the qualitative research is considered as important way because, it helps us to understanding as well as knowing of the complex condition of the study. And this approach was achieved by using semi structured interview and focus group discussion. Quantitative approach was also used in this study paper where it was achieved using the questionnaire. The questionnaires were of two types: open and closed ended which were prepared for the sample respondents of the study area. The questionnaire was prepared for the study participants that was set in English and translated into the local as well as regional language which is Tigrigna language.

6.2 Data Type and Sources

The research was conducted by using descriptive survey type in which all data are relevant to the case was gathered and analyzed. This type of method was used because the study tries to assess the challenges and prospects of good urban land governance on the basis of different good governance principles. The researcher used primary and secondary data as a source of information. The primary data was gathered through questionnaire, semi structured interview and focus group discussions. The document analysis was also used as a source of secondary data which relied on published and unpublished materials such as books, journals, articles, magazines, reports, and related materials.

6.3 Sampling Techniques

Non probability and probability sampling techniques were employed to select samples from the population. The researcher purposely selected the key informants , technical staff of the office, head of urban land development and management office , head of urban investment offices considering them all as valuable providers of the information.

For the probability sampling, the researcher used systematic random sampling to identify respondents from the four kebeles (Aragure, AratKillo, MibrakTsehay and Addis Alem) of Zalanbessa town. If the population contains N ordered element, and sample size of n is required as well as desired for selection the researcher found the ratio of these two numbers, i.e., N/n to get the accurate sampling interval.

6.4 Sample Size Determination

The researcher wanted to have a sample size for households in the study town depend on time and cost to be drawn from a population of Zalanbessa town. As a result, Zalanbessa town has only four kebeles and the study consists of these four kebeles to make representative sample. Firstly, the total sample size was determined from heads of households by using a formula. Secondly, after the total sample size was determined, the sample size for each kebele was determined from the total sample size based on heads of the household size of each kebele to ensure a proportional representation of each.

Then to calculate the sample size, the researcher was selected by using a simplified formula provided by Yemane (1967) to determine the required sample size at 93% confidence level, degree of variability= 0.07 and level of precision or acceptable margin of error=7%. Such determination was made to reconcile manageability with representativeness. First the researcher tried to apply the formula by taking into consideration the number of households in the town in 2010 E.C. totality around 11,200 of which 2536 in Aragure, 2620 in Arat Killo, 3192 in Mibrak Tsehay and 2854 in Addis Alem. The sample was drawn from these given households. The sample size was calculated as the follows:-

$$n = \frac{N}{1 + N(e)^2}$$

Where n = the desired sample size

N = Population size (equal to 11,200)

e = The level of precision or acceptable margin of error (equal to 7% or 0.07)

$$n = \frac{11,200}{1 + 11,200(0.007)^2}$$

$$n = \frac{11,200}{1 + 11,200(0.049)}$$

$$n = \frac{11,200}{1 + 54.88}$$

$$n = \frac{11,200}{55.88}$$

$$\Rightarrow n \approx 200$$

R/N	Name of Kebele	Targeted Population	Share of each kebele from the total population
1	Aragure	2536	45
2	AratKillo	2620	47
3	MibrakTsehay	3191	57
4	Addis Alem	2853	51
5	Total	11,200	200

Table 3.1: Number of representative respondents from each kebeles

Source: Zalanbessa town land administration office and municipality (2018)

6.5 Methods of Data analysis

After the data were collected, it was processed and analyzed by using descriptive techniques such as frequency, percentages and tables. The study mainly used SPSS (statistical package for social science) version 16 and Microsoft excel. A descriptive analysis method was used in the process of renovating the raw data into a form that would make it easy to understand, interpret, and manipulate the data to provide descriptive information. Beside this, to analyze the qualitative data, the researcher produces an interview summary form or a focus group discussion summary form as soon as possible after each interview or focus group discussion was taking place and they were described by triangulation to the data obtained from the questionnaire.

VII. RESULTS AND DISCUSSIONS

Here the results of the study are presented and discussed in line with the research questions and objectives and presented in different parts. The first part focused on the background information of the respondents, the second part presents about the review of related literature, the third one is about the research methodology, the fourth part presents the results and discussions of the study and the fifth part presents conclusion and recommendation.

7.1 Background Information of the Study Respondents

In this section, the socio-demographic characteristics of the participants were presents. The socio-demographic characteristic analyzed includes the age, sex, educational status, and marital status. Tables 1 below summarize this socio-demographic information about the study subjects as well as participants.

Table 1. Background / Demographic Characteristics of the Respondents (

S.N.	Variables	Characteristics	Frequency	Percentage
1	Sex	Male	130	65
		Female	70	35
		Total	200	100
2	Age (years)	26-35	46	23
		36-45	126	63
		46-55	24	12
		56 years and above	4	2
		Total	200	100
3	Educational Status	Illiterate	-	-
		4-8	34	17
		9-12	110	55
		Diploma	36	18
		Degree and above	20	10
		Total	200	100
4	Marital Status	Single	32	16
		Married	168	84
		Divorced	-	-
		Widowed	-	-
		Total	200	100

Source: Survey result, 2018

The first section of the analysis part is concerning the demographic characteristics of the respondents. As it is shown in the above table 1 130 (65%) of the respondents were male whereas the remaining 70 (35%) of the respondents are female. As a result, from the above data one can understand that majority of the respondents were male dominated. Most of the respondents lay in between the age of 36-45 who are an estimate of 126 (63%).

Accordingly, regarding their educational status 34 (17%) of the respondents were more literate between the grade of 4-8, 110 (55%) also found between the grade of 9-12, the rest 36 (18%) and 20 (10%) of the respondents literate that diploma and degree holders respectively. With regards to marital status, 32 (16%) of the respondents were single whereas 168 (84%) are married.

7.2 Participation

Good governance to be prevailed all men and women, majority and minority groups, old aged and youngsters should have a voice in decision making either directly or through legitimate intermediate institutions

that represent their interests. To investigate and check the level of participation in Zalanbessa town, the study respondents were asked to respond the following different questions.

Table 2. Perception of the respondents on participation of the and administration office to the public

S.N.	Item	Description	Frequency	Percent
1	The office prepare community forum in order to enable the community to discuss issues that matters them	Always	4	2
		Sometimes	16	8
		I can't decide	10	5
		Rarely	62	31
		Never	108	54
		Total	200	100
2	The service users' have ever invited to evaluate the service provider office management	Always	8	4
		Sometimes	12	6
		I can't decide	22	11
		Rarely	44	22
		Never	114	57
		Total	200	100
3	The office encourage them to participate in decision making process that concerns the clients as well as service users'	Always	12	6
		Sometimes	24	12
		I can't decide	6	3
		Rarely	40	20
		Never	118	59
		Total	200	100
4	The service users' can easily provided to give their questions, suggestions, comments, for the office	Always	8	4
		Sometimes	18	9
		I can't decide	8	4
		Rarely	60	30
		Never	102	51
		Total	200	100

Source: Survey result, 2018

Accordingly, an estimate of 4 (2%) respondents responded that the office always provides service in a clear way as well as manner and around 16 (8%) replied that the office provides service in a clear way as well as manner sometimes on the other hand about 62 (31%) responded that the office provides service in a clear way as well as manner on rare occasions while as estimate of 108 (54%) replied the office never provides service in a clear way as well as manner. From this survey one can understand that the overwhelming majority of respondents were in between never and rarely. So, the office fails to ensure clearness he community forum for the sack of enhancing and strengthening the general public interests and needs. This becomes one and basic factor as well as obstacle in ensuring good governance in the given public office because, as a result, lack of clearness the office fails to be participant.

The second question requested the respondents to respond whether the service users are invited to evaluate as well as provide feed-back for the office management through a participation manner. As it can be shown in the survey about 8 (4%) respondents replied that the office is more participated always and around 12 (6%) replied that sometimes the office is participatory in service delivery to the service users as well as clients and on the other hand an estimate of 44 (22%) replied that the office is participant on rare occasions and 114 (57%) respondents replied the office never becomes participant on its service delivery. Larger sizes of respondents lay in between never and rarely. From this the researcher perceives that the office lags behind from being participant to the general public.

According to the key informants of interview also there is a problem of serving the community as well as general public in the participation manner.

The third question requested the respondents to respond as well as provide their feedback whether the office is encourage for the general public to involve as well as participate in decision making process. Accordingly, around 12 (6%) of the respondents replied that the office is highly voluntary to invite service users always. And about 24 (12%) of the respondents also replied that the office is a little bit voluntary to invite clients as well as service users sometimes. On the other hand, about 40 (20%) and 118 (59%) of the respondents answered that the office is not such voluntary to participate service users specifically with rarely and never respectively. From this point of view one can understand that the office is not voluntary to invite the clients to participate in any decision making that related with land administration of the town.

The last question raised to know about the office how much is it easily accessible as well as create a chance for service users to provide their questions, comments and/or suggestions in line with the office vision and mission. Accordingly, the result of the study shows that 8 (4%), 18 (9%), 8 (4%), 60 (30%) and 102 (51%) of the respondents answered that the office is always, sometimes, I can't decide, rarely and never respectively. Participants as well as stakeholders participating in the interviews and focus group discussion have also provided the same idea with the survey result participants. Participants of interview said that the main problem of good urban governance that related with land administration in Zalanbessa town is the office leaders and employees have not create any conducive as well as comfortable environment and condition for participating in our issues, specifically in land delivery was not highly accessible to the general public even if sometimes land was delivered without any knowledge, skill and participation of the general public as well as community.

7.3 Transparency

Transparency defined as public access to knowledge of the policies and strategies of government. It is the free flow of information which can be enhanced through the improvement of democratic process. Moreover, transparency is important to assess openness and clarity of information, processes, institutional rules and decisions to community and the general public in land administration. Having this in your mind, transparency onwards the community as well as the general public is one pillars of good governance and then it was clearly stated bellow about the condition as well as situation of transparency in the study area.

Table 3: Perception of respondents on transparency and/or clearness of the office to the general public

S.N.	Item	Description	Frequency	Percent
1	Does the information flow freely and directly accessible to the general public?	Yes	32	16
		No	168	84
		Total	200	100
2	Does the office access periodically about its laws and regulations for the community?	Yes	24	12
		No	176	88
		Total	200	100
3	The transparency level as well as performance of the office for its service process.	Very strong	12	6
		Strong	36	18
		I can't decide	8	4
		Poor	54	27
		Very poor	90	45
	Total	200	100	

Source: Survey result, 2018

As it can be seen from the above table, respondents were asked as well as requested whether there was accessibility of information concerning the land administration of the town. Accordingly, most of the respondents which is around 168 (84%) answered that the information was not freely and directly accessible to the general public. Regarding this issue as well as case some international institutions like UNDP and WB said that information was leads to empowerment. Accordingly, empowerment means that people can make informed decisions based on the information they gain; they will have the knowledge and capacity to participate in any actions which affect them. So, information regarding land should flow freely and directly accessible to those who will be affected by any decisions and enforcement on land. But, in contrary to this, the result of the study shows that information was not accessible to the general public as well as community. As a result, this affected and violated for the decision making process whether directly or indirectly way.

The second question was reflected to know the respondents perception on either the office is assess periodically and continuously. Accordingly, 176 (88%) of the respondents replied as the office was not try to activate some relevant and important information periodically and continuously to the general public as well as community. To this point of view, according to UN-HABITAT (2007) access of information for general public periodically and continuously has been sighted as a best solution to enhancing as well as increasing some incidence of illegal actions like bribery, rent seeking, corruption and so on which related as well as associated with the land resource management. Unfortunately to this idea, the result of this study revealed that the office was not highly voluntary to accessing information for the general public as well as community. From this point of view anyone can understand the public users as well as clients were not getting and/or accessing of information regarding the town land management as well as administration system.

Participants form interview also revealed and raised the same idea that related with the survey data. Accordingly, most of the interviews raised the office has more limited for proving information on land delivery process for the general public. In addition to this, the interviewees also raised sometimes land was highly

delivered for some individuals without any formal schedule and mechanism. Accordingly, this kind of action may create some illegal actions just like rent seeking, petty corruption and nepotism.

The last question asked to know about the performance level of the office in terms of transparency. Accordingly, as it can be shown in the table 3 an estimate of 12 (6%) of the respondents replied that the performance level of the office in the eyes of transparency is very strong and on the other hand around 36 (18%) of the respondents answered that the performance level of the office in terms of transparency is strong and about 8 (4%) responded that they can not decide whether the performance level of the office is strong or poor and around 54 (27%) and 90 (45%) of the respondents replied that the performance level of the office is poor and very poor respectively. From this survey the researcher understands that the office is a little bit poor in terms of its service delivery performance.

7.4 Accountability

Accountability is defined as the process by which actors provide reasons for their actions under the pain of sanctions. It may be administrative, financial, legal and political accountability. Accountability can also divide as vertical and horizontal accountability. Vertical accountability is public officials answer to the general public and they are voted out of office for violating their duties. Horizontal accountability on the other hand refers to the capability of state institutions to check abuses by other public agencies and branches of government. Having this in your mind, in this study focus is given to vertical accountability.

Table 4: Perception of respondents on accountability of the office to the general public

S.N.	Item	Description	Frequency	Percent
1	The general public as well as service users had the chance to review the budget of the given office	Yes	20	10
		No	180	90
		Total	200	100
2	The general public as well as service users were asked irregular payments by officials or personnel of the service provider office to accomplish their tasks in the given office	Yes	144	72
		No	56	28
		Total	200	100
3	How can you rate the office interms of accountability?	Excellent	4	2
		Very good	15	7.5
		Good	28	14
		Poor	92	46
		Very poor	61	30.5
	Total	200	100	

Source: Survey result, 2018

As it is shows by table 4 concerning the service users have ever got the chance as well as opportunity to review the budget of the service provider office (i.e. the land administration) the large number of the respondents 180 (90%) said no. while the rest 20 (10%) of the respondents also said yes. On the other hand, as table 4 displayed of all respondents the majority 144 (72%) replied yes and around 56 (28%) no about the irregular payments for officials of the service providers for the purpose of accomplish their tasks in the office.

With regard to the item as well as description 3, in table 4, concerning the rate of accountability of the office for provide adequate accountability, the great number around 61 (30.5%) and 92 (46%) of the respondents were confirmed that about the rate of accountability of the office is very poor and poor respectively. On the other hand, 28 (14%), 15 (7.5%) and 4 (2%) of the respondents replied that the office in terms of its accountability rate is good, very good and excellent respectively.

The participants of interview have also similar idea from the majority of the respondents of questionnaires. The interviewees argued that there is no accountability of government officials by pointing to political appointees. The interviewees said that there are a lot of problem of good urban governance that related with land administration in the town just like: corruption, rent seeking, delaying some decisions that related to land. Due to this reason, if the people ask and request the government to question a given officials said the interviewees the only measure taken up on he or she is changing the individuals from one place or woreda to another place or woreda.

From this, one can understand that the office accountability level is very low as well as poor.

7.5 Equity and Equality

The fourth core element of good governance for the sack of collecting and analyzing the data is equity and equality. Accordingly, according to UN-HABITAT (2004) cited in Tewodros (2015), equity and equality is the that favors equal and equitable access of resources without discrimination, equal opportunities and

treatments, etc for various sections of the society such as for women, for minorities, for disadvantaged groups etc. As a result, this study was highly focused on women section only.

Table 5. Perception of respondents on equity and equality of the office to the general public

S.N.	Item	Description	Frequency	Percent
1	The office provide equal participation of male and female on decision making	Strongly agree	8	4
		Agree	18	9
		Not decide	24	12
		Disagree	112	56
		Strongly disagree	38	19
		Total	200	100

Source: Survey result, 2018

As one can observed from the above table 5 that the participation of the community as well as general public in terms of aspects towards the office for promoting good urban land administration is around 8 (4%), 18 (9%), 24 (12%), 112 (56%) and 38 (19%) of the respondents answered that strongly agree, agree, not decide, disagree and strongly disagree respectively. Accordingly, this survey result revealed that the level as well as rate of participation between male and female in decision making is not equivalent.

The respondents from interview and focus group discussion also added that as female are more vulnerable part of the general public as well as community they are not playing their role in good urban land governance process of the town, the reason they added is because female are underestimated and they are considered as incapable to hold public office. Hence, it can be concluded that there have challenges of good urban governance with the intension of the level participation of male and female in decision making is not the same in the study area.

7.6 Effectiveness and Efficiency

Effectiveness and efficiency is being the last but not the least core element of good governance frequently used as indicators in good governance measurement. As a yardstick of good governance, effectiveness and efficiency has its own sub-indices which are changed into operational questions and included in the questionnaire of this study.

Table 6. Perception of respondents on effectiveness and efficiency of the office to the general public

S.N.	Item	Description	Frequency	Percent
1	The level as well as rank of the office provides its services to the general public/ community	Very high	20	10
		High	33	16.5
		Medium	18	9
		Low	88	44
		Very low	41	20.5
		Total	200	100
2	The confidence as well as degree of trust of the office users onwards the given office ability and/or capacity	Very high	10	5
		High	14	7
		Medium	10	5
		Low	86	43
		Very low	80	40
		Total	200	100

Source: Survey result, 2018

Regarding about the satisfaction level of the office provides its services to the general public is around 20 (10%) and 33 (16.5%) of the respondents answered that very satisfying and satisfying. Moreover, in line with this question as well as statement around 18 (9%) of the respondents replied that the office was neither high nor low i.e., fairly satisfying. On the other hand, around 88 (44%) and 41 (20.5%) of the respondents answered that dissatisfying and very dissatisfying respectively. From the survey result any one can observed, it can be said that the respondents rated the satisfaction level of the office is looks like as near to dissatisfaction and/or dissatisfying.

As table 6 showed, the second question was solicited to know as well as identify the confidence and/or degree of trust that the respondents have towards the office replied as 10 (5%), 14 (7%), 10 (5%), 86 (43%) and 80 (40%) are very high, high, medium, low and very low respectively.

The participants of focus group discussion forward the ideas, which support the finding of the quantitative data. The discussants said that there is no activity performed in the town without getting approval from the politicians. Due to this reason the respondents believe that the political pressure and bureaucracy are reflected in our day to day life. As the result clearly indicated that the service users as well as clients have no confidence enough over the office.

VIII. CONCLUSIONS AND RECOMMENDATIONS

8.1 Conclusions

Based on the major findings of the study, the following conclusions are drawn:

This study has sought to assess the challenges and prospects of good urban land administration in Zalanbessa town, eastern zone of Tigray, Ethiopia. As a result, this study clearly points out, respondents as well as participants of the study outlined that the challenges of good urban governance in relation to land administration in the town involving: corruption, rent seeking, lack of commitment of officials and experts, absence of mechanism to make municipal officials accountable for their misdeeds and/or misbehaves.

In addition, the fact that they give primacy as well as recognition to show their political loyalty and faithfulness to their boss other than discharging their duties and responsibilities in different cases i.e., leaders have more political competence but not have administration and/or governance skill and knowledge. Moreover, lack of equipment's and resources, shortage and/or scarcity of competent and qualified staff and infra structure main factors that limit an effective land administration in Zalanbessa town.

As per findings of this study, the town land administrative officials were less transparent i.e., the decisions were not more open to the general public. Due to this, there was no enabling environment for the public to have their voice in their governance system.

This study also reveals that, concerning with the efficiency and effectiveness of the office for monitoring and evaluating the town land the research finding come across with very weak and full of complexity as well as bureaucracy performances. Moreover, as far as performance of accountability in the town concerned, still officials and employees are not accountable for their actions and decisions they made.

To sum up, the town achieves some progress in introducing some legal and institutional frameworks conducive for practice of good urban governance in land administration, but, the practice is very challenged by some unethical and unlawfully actions and behaviors like: discrimination especially between rich and poor, bureaucrat skills, and some ethical problems.

8.2 Recommendations

Based on the above major finding to be taken in to account in order to improve the system of land administrative in Zalanbessa town; the researcher has provided some possible recommendations.

- Frequently improving as well as enhancing institutional activities like human resource capacity interms of high qualified and skilled man power
- Motivating and encouraging participation of the town community and other stakeholders on the office decision making process related to land administration issues
- In terms of accountability and transparency the town land administrative officers must be provide their decisions and actions they made so that peoples grumble with regards good urban land administration could be addressed. The administration system has to allow the service users to actively engage in decision making process of their governance aspects.
- Empowering the capacity of the leaders and employees by giving some long and short term training that helps them for providing consistent, real transparent and proportional decision. And the decisions should be made based on the needs and interest of the general community at minimum level.
- Moreover, lack of human power and resources as well as materials has been highly observed in the office. So, this was the main factor for delaying and disappointing some actions and decisions in the town. As result, the concerned body must be allocate adequate human power and what a necessary equipment for the office.
- The office should be creating a conducive and very comfortable work condition by collaborating with governmental and non-governmental sectors as well as organizations.

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