



Kotebe University Education
College of Business and technology
Department of Land Management and Tenure

Landholding Registration Process, Status and
Challenge in Addis Ababa City Administration
The Case of Kirkos Sub City

By: - Fisehatsion

Submitted to Dr.Bogale Teferi

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Department of Land Management and Tenure

Landholding Registration Process, Status and Challenges in Addis Ababa
City Administration: The Case of Kirkos Sub City

By: Fisehatsion Worku

Advisor: - Dr. Bogle Teferi

A Thesis Submitted in Partial Fulfillment of the Requirements for the
Award of a Master's Degree in Land Management and tenure

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Addis Ababa, Ethiopia

DECLARATION

I Fisehatsion Worku, Registration Number/I.D. Number PGW/25764/14 do hereby declare that this Thesis is my original work and that it has not been submitted partially; or in full, by any other person for an award of a degree in any other university/institution.

Name of Participant..... Signature.....

Date.....

This Thesis has been submitted for examination with my approval as College supervisor.

Name of Advisor.....Signature.....

Date.....

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The undersigned certify that they have read and hereby recommend to Kotebe University Education to accept the Thesis submitted by Fisehatsion worku, and entitled “Landholding Registration Process, Status and Challenges in Addis Ababa City Administration: The Case of Kirkos Sub City”, in partial fulfillment of the requirements for the award of a Master’s Degree in Land Management and Tenure.

Name of SupervisorSignature.....

Date.....

Name of Internal Examiner Signature.....

Date.....

Name of External ExaminerSignature.....

Date.....

Name of Head of DepartmentSignature.....

Date.....

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LIST OF ABBREVIATION AND ACRONYMS

AACA	Addis Ababa City Administration
AACACADIS	Addis Ababa City Administration Cadastral Information System
AACGLRIA	Addis Ababa City Government Landholding Registration and Information Agency
ACR	Automated Cadastral Registers
GCP	Ground Control Points
GIS	Geographic Information System
IFS	International Federation of Surveyors
LHRIA	Landholding Registration and Information agency
LTR	Land Tenure Registration
RECS	Real Estate Cadaster System
RPRS	Real Property Registration System
SMIS	Surveying and Mapping Information System
UN	United Nation
UNECA	United Nations Economic Commission for Africa

ABSTRACT

Land registration is a complex process, which involves technical, political, financial, and institutional aspect that influences each other. The main objective of the study is to evaluate the landholding registration process, status, and challenges in Addis Ababa city administration in the case of kirkos sub-city. The study design was a descriptive study. Data were collected from primary and secondary sources. Primary data were obtained through questionnaires from 245 selected respondents using a stratified random sampling technique and 32 purposively selected office respondents, through key informant interviews and field observation. Secondary data involved reviewing relevant published and unpublished reports, operation manuals, and other relevant documents. Data collected through the survey questionnaire was entered into SPSS for statistical analysis, and data collected through interviews were analyzed using the narrative description method. This study found that the existing landholding registration office in Kirkos sub-city is characterized by the inefficient implementation of landholding adjudication and registration processes and it is not productive as expected as in the strategic plan of the sub-city. It also identified several challenges including, among others, inadequate support of higher officials, poor institutional integration, overlapping and unnecessary processes, limitation of the system, and high delay and quality problem of adjudication for subsequent registration. Amendment of rules and regulations, structural change, and evaluating service delivery were corrective measures taken at federal, city, and sub-city levels respectively to solve landholding registration problems. But not effective and efficient to overcome the identified factors that affects the implementation of landholding registration. So, the government should be building up the landholders' trust in the landholding registration process, and here should be controlling and monitoring mechanisms for the progress of landholding registration implementation.

Keyword: *Landholding, Adjudication, Land Registration, Cadaster*

CHAPTER ONE

1. INTRODUCTION

This chapter presents background information on the subject of the research that covers statements of the problem research, objectives, the scope of the study, and the significance of the study, description of the study area, organization of the thesis and the main concepts reviewed, and how they relate.

1.1 Background of the study

Human beings are subject to rights and duties from birth to death. Rights of a person may be patrimonial / those rights which have pecuniary value/ or non-patrimonial/ those rights which have no pecuniary value/ in nature and property right is the widest right. Among property rights, land which is the source of all assets throughout the world regardless of its management and administration takes the first stage because the economic and social values attached to things are not the same. Therefore, the land should be registered to modernize its management and administration (Civil Code Ethiopia Proclamation No.165/1960, 1960).

Although there appears to be no universal definition of what exactly falls under land registration, it can be described as “the process of recording legally recognized interests (ownership and/or use) in land” (Zevenbergen, 2004,p.27). A closely related topic can be found in cadaster, which in a similar way could be described as “an official record of information about land parcels, including details of their boundaries, tenure, use, and value” (Ibid).

Therefore, it can be defined as the process of official recording of legally recognized interests and information about land parcels in the land. Land registration and cadaster make up an important part of land administration and management. Land administration means the process whereby land and information about land are efficiently managed.

In Ethiopia, the ownership of rural and urban land is exclusively vested in the state and in the people of Ethiopian. The land is the common property of the Nations, Nationalities, and people of Ethiopia and shall not be subject to sale or other means of exchange. Moreover, the rights to vested to the citizen have the full rights to the immovable property he/she builds and to the permanent improvement he/she brings about on the land by his/her labor or capital (Constitution proclamation no. 1, 1995).

To give guaranty and to realize these constitutional rights, the Addis Ababa City Administration (AACA) establish the landholding Registration and Information Agency(LHRIA) and start the Real Property Registration System (RPRS) and Real Estate Cadaster system (RECS), which jointly establish the Addis Ababa City Administration Cadastral Information System (AACACADIS). Because the existed system and organizational structure did not fulfill the requirements of a modern, future-oriented, sustainable, traceable, transparent, accurate, and reliable system that supports the business processes for cadaster, real property, and general land administration(Zein Z. A., 2003).

The main problems which were identified and to be overcome in the situational requirement analysis were no clear organizational responsibility, no consistent and defined data sets, and no consistent applications to support the processes (HansaLuftbild, 2010).

To solve the existed problems, the description of the proposed real property registration system, the use cases of the relevant business processes, and the domain data model of the **RPRS** were proposed and the new systems with clearly defined responsibilities and accurate data for cadaster and real property registration related issues were established (HansaLuftbild, 2010).

The expectation of the landholding registration system is to register the whole parcel of land in Addis Ababa City Administration (Expected more than 400,000 parcels) rapidly, within a short period, adjudication within 3 years, and registration within 5 years. Whereas in practice the developed registration system is not efficient and has the constraints to register **condominium, apartment, proportion**, both old possession, and lease rights in one parcel holding rights. The system only registers sold possession and lease right and its speed is very slow (registers 126, 995,00 until 2024). Especially RECS registration is very difficult (LHRIA Annual Report, 2024).

Hence, this study describes, evaluates, and analysis the processes, status, challenges, and measures taken to solve landholding registration in Kirkos sub-city.

1.2. Statement of the problem

The newly developed land registration system in Addis Ababa city administration is targeting to fulfill the requirements of a modern, future-oriented, sustainable, traceable, transparent, accurate, and reliable system, which supports the business processes for cadaster, real property, and general land administration tasks. However, in practice, the developed landholding registration system is not efficient which up to 2024 within 10 years period of time 126,995,00 parcels (25.75 percent of the total parcels) were registered. This means less than 366,120 parcels or 72.25 percent that is the plan to register in a year (LHRIA Annual Report, 2024).

The problems of unclear organizational responsibility, no consistent and defined data sets, and no consistent applications to support the registration system are still unsolved. In addition, from the land registration process, we can observe that the design and implementation of the landholding registration system have its own gap (LHRIA Annual Report, 2024).

Biruk Tadesse Debela (June 2017) conducted research under the title "legal and institutional frameworks for urban landholding registration: a case study of Addis Ababa". His research was focused only on assessing the legal and institutional framework for urban landholding registration. The researcher mainly stated the gaps of the landholding registration laws, not the implementation problems and institutionally explained with regard to the coordination of other land administration offices not the institutional capacity of the landholding registration office by itself.

Therefore, there should be a solution to the problems of the absence of clear organizational responsibility, no consistent and defined data sets, and no consistent applications to support the registration processes to sustain and realize the desired interests of landholding registration (RPRS and RECS) in the Kirkos sub-city.

Hence, this study tried to see the process and status of landholding registration. The study also tried to identify factors affecting landholding registration and measures taken by the concerned body to those factors.

1.3. Objectives of the study

1.3.1. General Objective

The general objective of the study is to evaluate the Landholding Registration Process, status, and challenges in Addis Ababa City Administration the case of Kirkos Sub City.

1.3.2. Specific Objectives

- To evaluate the process and status of landholding registration ;
- To identify factors affecting the current implementation of Landholding registration;
- To evaluate the measures taken so far by the concerned body to address those factors, which affect the implementation process;
- To recommend solutions, for implementation problems of landholding registration;

1.4. Research questions

- What looks like the current landholding registration status?
- How landholding registration process applied?
- What are the factors that affect the current landholding registration implementation?
- What measures taken by the concerned body to overcome the identified challenges of landholding registration?

1.5. Significance of the Study

This study will serve as for the improvement of my academic skill as well as a reference material in the academic sphere. It may also call the attention of those who want to conduct a research in the field.

The major significant of this study will support the Addis Ababa city administrators and managers to identify factors affecting the landholding registration process specially to alleviate the delay factors for the efficient performance of the adjudication process which is the foundation for land reform and refurbishment of landholding registries in Addis Ababa city administration.

The study was mainly focused on the problem of landholding registration. Hence, it may contribute to the forthcoming amendment of the Urban Landholding Registration Proclamation No 818/2014 with respect to problems at hand and it may valuable for decision makers related to land which is registered.

1.6. Scope of the study

1.6.1 Spatial Scope

In terms of geographical locations, landholding registration is started in the 11 Addis Ababa sub cities with the same institutional and legal framework as well as the same human resource arrangement. Hence, the study focused on the process, status, challenges and the measures taken for the challenges of landholding registration of Kiros sub city. Wereda 01 is the starting point of landholding adjudication and registration. Therefore it was taken as a sample.

1.6.2 Thematic Scope

The Scope of this research is limited to analysis, evaluate, and identifying factors affecting landholding registration and measures taken by the concerned body and finally to recommend possible solutions.

1.6.3 Temporal Scope

The temporal scope of this study is starting from 2021 to 2024 of landholding registration in Kirkos sub city.

1.7. Description of the study area

The city of Addis Ababa is over a hundred years old. It was established in the late 19th century by Emperor Menelik II as the permanent capital of the then emerging modern Ethiopian state. The city covers a total area of 540 square kilometers. Before 1974, Addis Ababa was one of the few chartered cities of the Empire of Ethiopia administered by a lord mayor (Kentiba) appointed by the Emperor. In the past, most urban areas were governed by a parallel system of municipal government in which institutional structures, rights and responsibilities were assigned (UN Habitat, 2008).

Under the highly centralized Derg regime (1975 to 1991), Ethiopia's municipalities were marginalized and did not function as independent local authorities. When the current government came to power in 1991 it proclaimed a decentralized form of government and developed a constitution that established a Federal Democratic Republic, consisting of: nine Regional States, the special administrative region of Dire Dawa and the federal capital Addis Ababa (UN Habitat, 2008).

Addis Ababa is the largest as well as the dominant political, economic, cultural and historical city of the country. It has the status of both a city and a state. It is the capital of federal government and a chartered city. It is where the African Union and its

predecessor, the OAU are based. It also hosts the headquarters of the United Nations Economic Commission for Africa (UNECA) and numerous other continental and international organizations. It is the largest city in Ethiopia. Hosting 30 percent of the urban population of Ethiopia, Addis Ababa, is one of the fastest growing cities on the continent. Its population has nearly doubled every decade. In 1984 the population was 1, 412, 575, in 1994 it was 2,112, 737, and it is currently thought to be 4 million. There is an estimation that this number will continue to rise, reaching 12 million in 2024 (UN Habitat, 2008).

Figure 1.1: Administrative map of Addis Ababa city and Kirkos sub city

Source :(Kirkos Sub City, 2020)

The city is divided in to 11 sub-cities, which are the second administrative units next to city administration. Kirkos Sub-city is one of the 11 Sub-cities in Addis Ababa City Administration. It covers the area of 6325 hectares. It is situated in the Centre Part of Addis Ababa, bounded from South by Nifas Silk Lafto and from West by Lideta from East by Bole and yeka from North by. At present, the Sub-city is divided into 11 Woredas.

1.8. Limitation of the study

The study considered Kirkos sub city landholding registration staffs and its customers only. It did not consider the stakeholders responses about landholding registration due to time and budget constraints. In addition, fear of respondents to provide genuine information for questions posed was the other limitation of this paper. The study considered kirkos sub city land holding registration staffs and its customers only .It didn't consider the stakeholders responses. about land holding registration due to time and budget constraints In addition fear of respondents to provide genuine information for question posed was the other limitation of this paper. During the time of data collection for this research there was a difficult situation because of the city administration has implemented reform in the Addis Ababa city administration land holding and registration office .and also the city administration is edict adjudication in the sub city .so it is Limitation to get reliable information plus the city administration have been implemented coo rider development due to this project many land holders are affected and does not give information they are very emotional and this also one factor.

1.9. Organization of the study

This research has six chapters having sub sections and structured as follows. Chapter one(1) deals the background, statement of the problems, the general and specific objectives, significance, scope of the study, limitation of the study, description of the study area and organization of the paper. Chapter two (2) highlights to discuss the definition and concepts, theoretical literature review, empirical literature review and conceptual frameworks. Chapter three(3) discusses research design, research approach, and research method, sources of data, sampling design, population, target population, sampling unit, sampling frame, sampling technique and sampling size. Chapter four (4) deals about data presentation and the analysis of results. Finally, Chapter 5 discussion.

CHAPTER TWO

2. LITERATURE REVIEW

This chapter contains definition and concepts, types of land registration, benefits of land registration, determinant factors of land registration, land registration in developed countries, land registration in developed countries, land registration in Addis Ababa and conceptual framework of the study.

2.1. Theoretical Literature Review

2.1.1. Definition and Concept

Land

Land is one of the most important elements in human settlements development. In fact, it is the starting point for all development. Any constraints to the supply of land, therefore, influence negatively on human settlements development, and thus on socio-economic development generally. It is scarce also. Land is finite in extent and permanent by nature. The owners the land and its usage may change but the land remains forever (Zevenbergen, 2002).

Land is as a basic natural resource, which today has reached a stage of scarcity in urban areas because of rapid urbanization process, calls for an economical and efficient utilization of this resource, which makes systematic planning and management of land very important. Land is often described as the base of all wealth, gives us all we need: food, shelter, fuel, metal, and etcetera. Our mere existence is closely related to land. Therefore, it is often assumed that clearness regarding land tenure will strengthen an efficient and environmentally sound exploitation of this wealth. Land registration can provide this important information with regard to the question that holds which unit of land. It is an important asset for any country, especially when the state of development demands an intensive use of relative scarce areas of land. So to use it ultimately without affecting the next generation, all pieces of land/parcel/ should be known and registered in modern technology (Zevenbergen, 2002).

Land Administration

The term Land Administration (LA) was coined in 1993 by the United Nations Economic Commission for Europe (UNECE) in its Land Administration Guidelines. These guidelines define land administration as:

“The process of determining, recording and disseminating information about ownership, value and use of land and its associated resources. These processes include the determination (sometimes called ‘adjudication’) of land rights and other attributes, surveying and describing these, their detailed documentation, and the provision of relevant information for supporting land markets” (UNCE ,1996) .

According to UNECE, land administration systems should ideally:

-  Guarantee ownership and secure tenure
-  Support the land and property tax system
-  Constitute security for credit systems
-  Develop and monitor land markets
-  Protect State lands
-  Reduce land disputes
-  Facilitate land reform
-  Improve urban planning and infrastructure development
-  Support land management based on consideration for the environment

Land Management

Land Management is the art or science of making informed decisions about the allocation, use and development of the earth’s natural and built resources. It includes resource management, land administration arrangements, land policy and land information management (Jeyanandan, Williamson and Hunter: 1990). It is “the process of managing the use and development of land resources and the process by which a country’s resources are put to good effect (UNECE, 1996; Williamson et al, 2010).

Land management is the process of managing the use and development of land resources. Land resources are used for a variety of purposes which may include organic agriculture, reforestation, water resource management and eco-tourism projects.

The easy, effective, efficient, fair, just and simple management of public land by the co creation of a unity government department at a local, regional and national level who prioritize their plans in line with the universes truth and the collective plan for the evolution of humanity using unity government public service employees and enacted into legislation by every form of unity assembly, unity council, unity legislature, unity senate, house of representatives, unity parliament, unity government, local unity government, regional unity government, national unity government, european unity government and international unity government (Marycon, 2021).

Land management is therefore the activities associated with land as a resource to achieve, social, environmental and economic sustainable development. It includes the development and management of utilities and services; the management of land resources such as forestry and soils; the implementation of land use policies; environmental impact assessment and monitoring activities that affect good land use. Land Administration is part of the infrastructure that supports good land management. (Stig Enemark, 2005).

Land management is the process by which the resources of land are put into good effect. It encompasses all activities associated with the management of land that are required to achieve sustainable development. The concept of land includes properties and natural resources and thereby encompasses the total natural and built environment (Stig Enemark, 2005).

Land Adjudication

Adjudication is the process whereby existing rights in a particular land parcel are finally and authoritatively ascertained. It has been the most common method of determining land rights for registration purposes. Unless land registration is performed in coordination with a land reform program, adjudication does not aim to alter existing rights or create new ones, but merely ascertains what rights exist, by whom they are exercised, and to what limitations they are subject. Adjudication attempts to clarify all land interests, thus resulting in an accurate land register. The determination of land rights through adjudication presupposes that the land parcels have been defined either prior to or concurrent with the adjudication (Tony Burns, 2017).

Adjudication precedes either sporadically or systematically. The sporadic approach is to adjudicate whenever or wherever there is a demand or other reason for determining the precise land rights concerning a particular parcel. For instance, some countries have required the registration of land title for parcels only when that parcel is transferred. In that way, all parcels are slowly entered into the register (Ibid).

The sporadic approach is piecemeal and haphazard, but low-income countries with significant resource and personnel constraints often are forced to proceed in this manner. It allows the government to defer costs and makes it easier to pass costs on to beneficiaries. Following the sporadic approach, however, typically means that the land register will not be complete for many years or decades and was less beneficial both to the government and to landowners as long as registered and unregistered titles remain intermixed in the same locality (Tony Burns, 2017)

The systematic approach is more methodical and rapid, and is typically compulsory. Adjudication precedes one area at a time, and all parcels within a given area are entered into the land register at the same time. In the long term, the systematic approach is preferable because it is less expensive due to economies of scale. It is safer because it gives maximum publicity to the determination of land rights within a given area. Finally, it is more certain because adjoining land parcels are investigated simultaneously (Tony Burns, 2017)

The adjudication process typically involves an adjudication officer in the field who is responsible for making the necessary decisions, a demarcation officer who is responsible for marking out the parcels, a survey officer who surveys the boundaries, and a recording officer who takes note of all decisions reached. One official may undertake more than one of these functions. It is extremely important that maximum publicity should be given when adjudication work starts in a given area, that the parties are kept well informed throughout the process, and that adjudication officers work with a committee of local residents (Tony Burns, 2017)

Maximum publicity includes informing those parties with land interests when adjudication will occur to allow them sufficient time to collect evidence and make their claim. At the time of adjudication, the parties present their claims and the recording officer notes the officer's judgment. At some point, the boundaries must be demarcated and surveyed if they are determined concurrently. The information gathered on the ground must be compared with existing land records and the knowledge of the local committee (Tony Burns, 2017)

The adjudication results should be displayed in a public place and interested parties should be permitted a limited period in which to appeal the decisions. The appeal process should normally occur in the court system, although appeals could be made to an executive official such as a Minister. Once any appeals are settled, the results can be entered into the land register as a definitive statement of the official rights concerning land (Tony Burns, 2017).

A balance must be sought between having a perfectly accurate system, including several possibilities to appeal and a formal judicial handling, and a rapid process with limited appeals, in which the adjudication team's decisions are considered final. The former can impede and, at times, stop the work of title registration. In general, an adjudication system that places courts as the initial mechanism for recourse does not seem to function well. Courts rarely have field organizations and often have many other duties that make it difficult for them to undertake this process (Tony Burns, 2017)

Cadaster

Cadaster is a methodically arranged public inventory of data concerning properties within a certain country or district (region), based on a survey of their boundaries. Such properties are systematically identified by means of some separate designation. The outlines or boundaries of the property and the parcel identifier are normally shown on large-scale maps, which together with registers, may show for each separate property the nature, size, value and legal rights associated with the parcel. It gives an answer to the questions where and how much the land is (Zein Z. A., 2003).

The International Federation of surveyors (IFS) defines a Cadaster as a parcel based and up-to date land information system containing a record of interests in land (rights, restrictions and responsibilities). It usually includes a geometric description of land parcels linked to other records describing the nature of the interests, ownership or control of those interests, and often the value of the parcel and its improvements. It may be established for fiscal purposes (valuation and taxation), legal purposes (conveyance), to assist in the management of land and land-use planning (planning and administration), and enables sustainable development and environmental improvement. The last decade has seen moves towards establishment of digitized cadastral systems throughout the world. It is also recognized that digital cadastral systems must be tailored to facilitate an effective land use administration as well as efficient land transaction processes (Zein Z. A., 2003).

Cadastral systems must serve a multi-purpose use and so that meet the challenge of a modern GIS and IT environment. It is the basic infrastructure for providing economic, social and environmental benefits. This cadastral infrastructure will permeate through the land administration and land management systems. In general, the role of the Cadaster System is to facilitate an efficient transaction processes and effective land use administration to promote sustainable development (Zein Z. A., 2003).

Land registration

Although there appears to be no universal definition of what exactly falls under land registration, it can be described as the process of recording legally recognized interests (ownership and/or use) in land. It means that there is an official record (the land register) of rights on land or of deeds concerning changes in the legal situation of defined units of land. It gives an answer to the question who and how they owns/possess the land (Kebede, 2019).

For land information systems in general, their usefulness depends upon their up datedness, accuracy, completeness and accessibility and up on the extent to which the system is designed for the benefits of the user rather than for the producer of the information (Kebede, 2019).

Land registration is a complex process involving many aspects, several disciplines perform partial roles with in it, and almost everywhere, several governmental and private organizations are involved. Certainly before computerization emerged, the two main disciplines involved in land registration were law and land surveying. Nowadays computerization is being introduced in most countries and ICT-knowledge is needed as well. Now a day the land registration answers the question who and how they owns/possess the land and where and how much the land is/cadastral or digitized land registration/ which establish the so-called legal cadaster (Kebede, 2019).

2.1.2. Types of Land registration

A. Deed registration

A deed registration system means that the deed itself, being a document, which describes an isolated transaction, is registered. This deed is evidence that a particular transaction took place, but it is in principle not in itself proof of the legal rights of the involved parties and, consequently, it is not evidence of its legality. Thus before any dealing can be safely effectuated, the ostensible owner must trace his ownership back to a good root of title (Zevenbergen, 2002).

Weaknesses of deed registration are: the fact that the deeds merely prove the fact that a transaction took place, without guaranteeing that the intended changes did really occur. The fact that the object the deed refers to is not very well described and the fact that the chronologically stored deeds are badly accessible, sometimes only through poorly alphabetized name indexes (Zevenbergen, 2002).

This means a deed, itself, does not prove title. It shows that a transaction took place but does not prove that the parties are legally entitled to carry out the transaction. What is registered is not the title but only the evidence of title, namely instruments purporting to transfer or deal with various interests. Therefore, a would-be purchaser has to decide, by examining these instruments, and by inspection of the property, whether or not the vendor is the owner and has the right to sell (Zevenbergen, 2002).

B. Title registration

A title registration system means that not the deed, describing e.g. the transfer of rights is registered but the legal consequence of that transaction i.e. the right itself (title). Therefore, the right itself together with the name of the rightful claimant and the object of that right with its restrictions and charges are registered. With this registration, the title or right is created (Zevenbergen, 2002).

The most refined system of land registration can be described as the ultimate title registration. In a system of title registration one can immediately see who the owner of certain property is. The register therefore needs to be parcel based, and these parcels are well defined (usually through title plans). Each time a legal fact occurs that aims at changing a right holder to a parcel; it is not the documentary evidence (deed) of that fact as such that is registered (Zevenbergen, 2002).

The advantages of title registration are evidence and little need for investigations, active registrar; a registered title in a title registration is guaranteed in most cases. To make this possible the information entering the register has to be thoroughly checked before registration is completed. For that, a system of title registration needs an active registering institution. Another important characteristic of registration of title is the registration (or recording) is done in relation to some particular land or parcel, thus putting the emphasis on the question of parcel identification, and what is often referred to as a parcel based, and not person based register (Zevenbergen, 2002).

Registration of title is better than that of deed registration. It is superior to registration of deeds in almost every material respect in which comparisons can be made at present. A land titles system is also the system that can be best adapted to fit the needs of the future, particularly when seen as a major component of an integrated land information system (Zevenbergen, 2002).

2.1.3. Benefits of Land Registration System

Land registration systems have the following major benefits.

A. Greater tenure security

This is the most important impact. It reduces the amount of land disputes and litigation, which currently is a major issue in developing countries. The secured ownership also stimulates land development. Land rights in developing countries are often very obscure. Land registration provides a degree of certainty and security to the owner as well as to others having rights in land (Tadesse, 2017).

B. More efficient land transfers

The costs of delays for permits are serious constraints in most developing countries, and an efficient registration system makes transfers easier, less expensive and more secure. It is normally necessary to establish that the reputed owner actually has the legal right to alienate the property. This process may be complicated or confusing for the lay person (Tadesse, 2017).

In many countries that lack a land register, property owners use legal experts to conduct title searches and to establish ownership. The costs are often considerable. A land registry not only makes extended searches of land rights unnecessary, but also makes it possible to use simpler, standard forms of conveyance. A formal land registry aids small landholders, who often cannot bear the cost of professional conveyance assistance (Tadesse, 2017).

C. Security of credits

The land title can be used as collateral for loans. This security has a positive impact on the productivity of the land since it enables the release of major financial resources for investment in the land (Tadesse, 2017).

D. Public control of land markets and intervention

Policies such as redistribution are difficult to implement without a functioning land registration system (Tadesse, 2017).

E. Support for the land taxation system

The expenses for improving the cadastral system would in fact quickly be covered by increased property tax revenues. A good land registration system is based on maps and embodying the unique identification of each land unit, which provides the information necessary for a successful tax system. An improved land taxation system provides several benefits, such as increasing revenues by making tax coverage complete, producing a fairer system because boundaries and land areas are more specifically identified, and providing information necessary to identify and punish tax evaders (Tadesse, 2017).

F. Improved land use and management

It can directly provide better information on land ownership and rights for physical planning as well as facilitate the development of other planning tools such as information banks covering land use, land value population etc. It can also provide a tool to restrict certain land uses with negative environment impact (Tadesse, 2017).

G. Establishment of a land market

One difficulty facing many developing countries and former centrally-planned economies is the absence of a functioning land market. The reasons may be extreme procedural difficulties in transferring land, lack of land market information, unclear delimitation of individual and group rights, insecure ownership, and so on. A land registration system can remove such obstacles and stimulate a land market. The necessity for a functioning land market has become increasingly apparent as the society is transformed into a market economy. A functioning land market permits economies to use land more appropriately, ease the eventual migration of labor out of the agricultural sector, and generally facilitate the establishment of efficient and consistent land policies (Tadesse, 2017).

2.1.4. Determinant Factors of Land Registration

Land registration is a complex process, which involves at least technical, political, financial and institutional aspects, which influence each other. All these aspects are involved in making a system of land administration function well.

The institutional/organizational aspects include capacity of individuals in the organization both technically and intellectually, trained and professional staffs, inter-organizational and interdepartmental coordination. The qualifications of staff should

be a high standard, training and appointments often owe not political and personal contacts, rather than owe to knowledge and capacities (Zevenbergen, 2002).

Technical aspects include the efficiency and flexibility of the existing system and the high standards regulated for surveys and registration systems. Financial aspects are incurred through high cost for subsidizing the system may be big challenges especially for developing countries. It has been proven in many countries that the cost for improving the registration system can be recovered within a short time span with revenues from land transfers and/or property taxes (Zevenbergen, 2002).

The political aspects often stem from the fact that registration of such scarce and valuable commodity such as land is politically sensitive matter. The legal frameworks, and high cost, of land registration chasing away individuals from registering their property and transactions. Absence of people trust on the land registration is the other aspects of poor stakeholder participations (Zevenbergen, 2002).

2.1.5. Land Registration System in Developed Countries

The Netherlands

Land registration and cadastral mapping are tasks at national level, assigned by mandate (Civil Code and Cadastre Act) to the Cadastre and Land Registry Agency. This organization formed since its establishment a department of the Ministry of Finance. However, under the political expectation that land information played more and more a role in many other government activities (especially in planning and environment) the Council of Ministers decided to shift the department to the Ministry of Housing, Physical Planning and Environment in 1974 (Zein, 2017).

In 1994, the Council of Ministers decided to transfer the department into a so-called independent public body, recognizing land registration and cadastre as a public task but to be executed in a business-like way. The Agency was constituted by special law, the 'Cadastre Organization Act', precisely prescribing the mandate, and the division of tasks and competencies of the Agency, the Minister, Supervisory Council, and a User Board. In this moment, the Agency comprises a head office and 15 regional offices. In the offices the registers are kept, the boundaries surveyed, maps maintained and information disseminated (Zein, 2017).

The Civil Code in the Netherlands provides for a closed system of real rights (rights 'in rem'). The Civil Code also prescribes the procedures for the creation, transfer and abolition of rights to a thing. The procedures for registration and cadastral mapping are prescribed in the Cadastre Act. Submission and recording of notaries deeds in the registers is a prerequisite to obtain legally recognized ownership. The mandate to enforce the Cadastre Act is assigned to the Cadastre and Land Registry Agency (Zein, 2017).

The Cadastre Organization Act provides for the regulations for this Agency, which is since 1994 a so-called independent public body, however reporting to the Minister of Housing, (Town and Country) Planning, and the Environment. Land registers, cadastral registers and maps are included in the mandate: The Agency therefore comprises (what is called) the unified cadastre (Zein, 2017).

The land register of the Agency checks some formal requirements, and records the deed and provides relevant evidence for this to the notary public. As the notary public is also the intermediate for the financial arrangements, the purchase price is kept by the notary public until the evidence of recording is received, only then the purchase price is paid to the seller. A similar procedure pertains to mortgages, which secure loans on land and buildings. In case of the transfer of a subdivided land parcel, the land surveyors of the Agency will survey the new boundaries, and assign new parcel identifiers (Zein, 2017).

All cadastral registers and maps are in digital format. Cadastral registers are kept in the system in Automated Cadastral Registers (ACR), the maps in Surveying and Mapping Information System (SMIS): two separated systems with interface connection in order to appropriately coordinate the ongoing updating of the cadastral registers and maps. Service fee must be paid for all the services and the Agency is obliged to fully recover its costs (Zein, 2017).

Cadastre and Land Registry Agency of the Netherlands employed about 2200 people, 600 in the head office (including the IT departments) and 15 regional offices (1600). About 250 employees thereof are active in two other tasks of the Agency: contribution to land development projects, and maintaining the national triangulation and GPS-net. To keep good contact with the users, the Agency has a user council at national level (comprising representatives of the umbrella organizations of notaries, real estate agents, banks, municipalities, water boards and consumers), and at regional

level a system of account- and marketing management for all direct relationships with the users (Zein, 2017).

Land registration and cadastral mapping are tasks at national level, which is assigned to the cadastre and land registry agency. The agency comprises a head office and 15 regional offices. In these offices of the registers are kept, the boundaries surveyed, maps maintained and information disseminated. It is responsible for maintaining the registers on real state, mortgages, cadastral map and the provision of cadastral information. It provides clarity, which a certain registered property belongs to and what its characteristics. The notary public plays a major role in the procedure land transaction. Public registers are registers in which notaries deed are recorded as they come in (Zein, 2017).

The employees of the agency extract the essential elements from the deed, these forms on their turn to form the input for cadastral registers and maps, providing registers on name, parcel, and street address. In essence, the cadastral registers and maps are auxiliary registers to provide access to the public registers. The public registers are kept in analogue format, books with paper deeds, copied to microfiche. Both cadastral registers and cadastral maps are 100percent in digital format (Zein, 2017).

The organization has been redesigned as a front office (marketing and customer services department) with a back office operating to support the front office requirements. All customer requests through all possible means of communication are directed to marketing and customer service departments. The back office is responsible for registration, administrations, land surveying, large-scale standardized information production; all based on agree products specification. The production of customized products is centralized and undertaken by the back office (Tadesse, 2017).

2.1.6. Land Registration System in Developing Countries

Rwanda

When mass registration is necessary there are two main procedures: (1) the large scale community participation commences with marking up boundaries on an orthophoto map and (2) the large scale community participation commences with marking up boundaries on the ground before producing the orthophotomaps. An example of marking up boundaries on an orthophotomaps is the systematic land tenure regularization (LTR) program / project in Rwanda (Zein, 2017).

During this mass land registration project more than 10 million land parcels were mapped and registered over a period of 4 years. At the conclusion of the project the Rwanda Land Registry was established. The systematic landholding registration in Rwanda was designed based on simple procedures with the following guiding principles:

1. Public and open process involving the government and the public
2. Establishment of the right to land acquired by custom or by law
3. Just administration with no discrimination to persons holding land
4. Transparent mechanism for resolving disputes to provide fairness and satisfaction to all sides
5. Replicable program characterized by a simple set of administrative and legal stages only to be modified when strictly necessary
6. Legal basis with all property rights related laws incorporated thus giving rights to previously excluded people
7. Speed and accuracy for achieving an effective systematic landholding registration
8. Low cost to land claimants and maximizing value for money for the government and supporting development agencies
9. Completeness with regard to establishing a complete land registers of the entire country (Zein, 2017).

Land registration in Ruanda followed stapes of; the first stage covered informing the local authorities and the public of when and where land registration activities would commence for each cadastral block/ cadastral cell. Stage 1 was followed by printing the field sheet index maps and the respective field sheets for each cadastral cell and delivering these to the appointed field manager in preparation for demarcation and adjudication. The basis of the field sheets were digital orthophoto produced at a ground resolution of 25cm using aerial photography (Zein, 2017).

Public awareness was raised in the area in which the demarcation and adjudication would take place in order to prepare local authorities and the public to give their input and to participate in the registration process. Thus, the public was appropriately informed and made aware of land registration, their rights, and their involvement in the process. Public awareness through local meetings was conducted at the smallest cadastral cell level since local participation was paramount for the accurate land demarcation and assignment of accurate tenure rights (Zein, 2017).

The surveyors, who were employed from the local communities, were trained in map reading and tracing of physical boundaries on the field sheets (Orthomaps). Adjudication committee members, who were drawn from the cadastral cell land committee supported by employed staff, were trained in recording claims, disputes and corrections of information relevant to an identified parcel. After training, all involved people were able to carry out their duties in adjudication and demarcation (Zein, 2017).

Stage 5 involved the identification of the land boundaries of all parcels in a cadastral cell to the satisfaction of all claimants and village leaders. The outcome of the demarcation was annotated field sheets showing all boundaries and parcel numbers in the cadastral cell. During the demarcation process, land claimants and their immediate neighbors were present on their land and walked around the entire plot indicating the boundaries to the Para-surveyor(s) who marked these onto the field sheet in the presence of the landholders. Neighbors also had to verify the claimant's right to the relevant land (Zein, 2017).

At the village level, the respective village leader also verified the claim. Each demarcated land parcel was assigned two identification numbers, one a unique nationwide number, and the other a unique cadastral cell number. After demarcation, the landholders received a demarcation receipt, which they took to the adjudication committee to register their claim. Disputed land was also demarcated however; the claimants had to request the adjudication committee to resolve the issue (Zein, 2017).

During adjudication the personal details of the claimant to a parcel were recorded, a claims receipt was issued, and registration fees were charged. In addition, disputed claims, which occurred during demarcation, were registered and resolved whenever possible, otherwise dispute resolution was referred to traditional local mediators or courts of law (Zein, 2017).

The records of all parcels, including disputed claims, and the claimant data produced during the adjudication process were checked and digitally stored with their respective unique identification numbers in the mass register during this registration process. In parallel to digitally inputting the data of the claimants, the demarcated parcels were digitized in the geographic information system (GIS) with their respective unique identification numbers (Zein, 2017).

Public displays took place in order to allow the land claimants to check the correctness of the boundaries of their parcel and the correctness of their personal details. The results of the public displays, i.e. the objections, were incorporated in the database, which was created for the mass recording of the LTR claims. Thus, new or corrected data, which arose from the objections, was input to the database (Zein, 2017).

In parallel to carrying out the corrections to the database the boundaries of the parcels, which were objected to, were also corrected in the GIS system, if required. All corrected parcel boundaries were digitized; thus, parcel areas and cadastral extracts became available ready for finalization of lease titles. The lease documents consisting of contract, certificate, and parcel cadastral extract were generated and printed for each approved parcel (Zein, 2017).

Lease documents for the approved parcels were issued to the land claimant or the district office, with the contract duplicates being scanned. Once the lease documents were issued, all data, which was held in the land registration support system database, was transferred to the land administration information system. For each of the fourteen stages described risks were assessed and mitigation schemes were developed and applied in order to counter the risks. The LTR in Rwanda was carried out by around 100,000 people, around 500 of who were fulltime employees. The rest were hired on temporary basis from the local communities (Zein, 2017).

2.1.7. Land Registration in Ethiopia

Ethiopia's first real property registration proclamation was enacted in 1907. It provided procedures for the registration and transfer of land holding and the issuance of title deeds, as well as property taxation and the like. This proclamation was superseded by immovable property registration articles included in the 1960 Civil Code of Ethiopia, which was marginalized by the 1975 urban land and extra housing reform that changed the urban land tenure system (Zein Z. A., 2013).

Following the introduction of the 1994 urban land lease holding regulation, the City Government of Addis Ababa launched a cadastral project with the aim of registering all property for taxation purposes. The project brought many improvements in the city administration. However, it faced major problems from the start and throughout its implementation (Zein Z. A., 2013).

The absence of clear legal frameworks, focal organizations and the appropriate utilization of technology were some of the major problems. As a result, beginning in early 2009, the city commenced the implementation of a modern real property registration system development project (Zein Z. A., 2013).

The main reasons for unsuccessful of first urban cadastre practice on selected pilot areas were; lack of legal framework, lack of resource and technical assistance from the federal governments, lack of awareness from community and higher officials, lack of baseline maps and ground-based control points (GCP) and high turnover of skilled surveyors and GIS experts. Even though, the first cadastre practice was failed but it gives good opportunities for socio economic and other issue for urban municipality using those documents as bench mark (Zein Z. A., 2013).

The revised urban cadastres feature; gives more awareness on communities, higher officials, expertise, there is highly legal framework, establishments of base map, ground control points (GCP), using modern technological instruments and intensive short and long term capacity building trainings. It was started on 2011 and still this practice is under progress (Zein Z. A., 2013).

2.1.8. Land registration in Addis Ababa

The successful implementation of a real property registration system depends on institutional and technical factors. If the institutional factors are not considered a well, designed system may not be instigated. Thus high priority needs to be given to aligning national and local institutions with new cadastral systems. In September 2009 the Addis Ababa City Government called for tenders for the development of a real property registration and land information system (Zein Z. A., 2013).

The tender called for a bundle of services including support for the establishment of municipal real property registration offices. During project implementation an international tender was issued calling for proposals for the management of the newly established real property agency. The tender required the development of the necessary laws and regulations, organizational development, capacity building, the adjudication of rights, and the registration of 150,000 real properties using the newly developed system (Zein Z. A., 2013).

At the same time the city administration was required to create a favorable environment for the implementation of the system by aligning local and national policies and laws. Critical to these consultancy services were the preparation of the

required legal frameworks, establishment of the organizational structures to be used in implementing the registration and the ensuring of an efficient utilization of the new system (Zein Z. A., 2013).

The contract was awarded to the German company HansaLuftbild. Support services, to be provided by the contractor, for the establishment of the real property registration office, were required to address: operational and procedural development support; public and stakeholder information, education and communication; strategic management and business plan preparation; and training. (Zein Z. A., 2013).

The RPRS and RECS are software supporting landholding registration systems in cadastral operations. In particular, the RPRS is used to manage property registration. In conjunction with the RECS both systems establish the cadastre information system (CADIS). It is maintained and used by different sections of land registration in cadastral operations. Registering the Rights (lease and old possession), restrictions (court injunction, loan) and responsibility (easement right, land use) in RPRS web client is important to establish the modern legal cadastre (HansaLuftbild, 2010).

Hence the Addis Ababa city administration seems like, implemented both the title registration and deed registration jointly. Because RPRS register the rights, responsibilities and restriction, which are the deed information whereas, RECS register the spatial information the title information. The registration was applicable in practice recently 2015 and registering 126, 995, 00 parcels out of 493,115 parcels within the developed system (LHRIA, 2024).

2.2. Conceptual Framework

Landholding registration is depending up on the political commitment of the governments, the institutional capacities of the registry organ and the quality adjudication of existing rights in land.

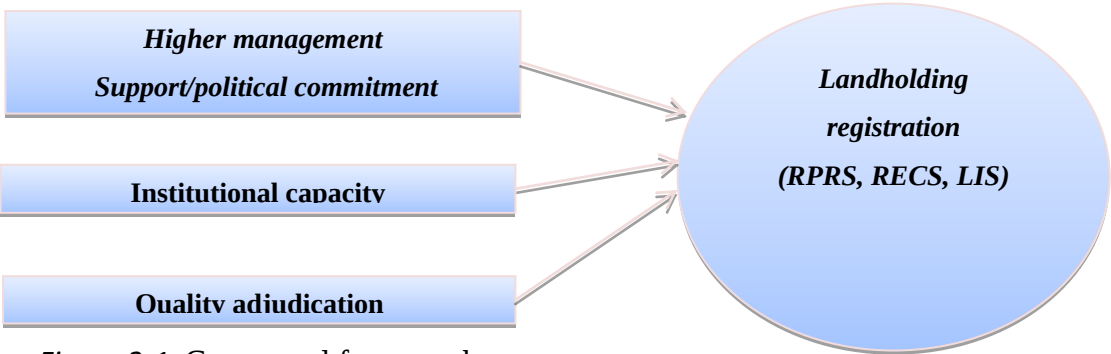


Figure 2-1: Conceptual framework

CHAPTER THREE

3. RESEARCH METHODOLOGY

This chapter consists of Research design, research approach, research method, sources of data, sampling design, population, target population, sampling unit and sampling frame, sampling technique, sampling size, data collection instrument, data analysis technique and data presentation.

3.1. Description of the study area

The city of Addis Ababa is over a hundred years old. It was established in the late 19th century by Emperor Menelik II as the permanent capital of the then emerging modern Ethiopian state. The city covers a total area of 540 square kilometers. Before 1974, Addis Ababa was one of the few chartered cities of the Empire of Ethiopia administered by a lord mayor (Kentiba) appointed by the Emperor. In the past, most urban areas were governed by a parallel system of municipal government in which institutional structures, rights and responsibilities were assigned (UN Habitat, 2008).

Under the highly centralized Derg regime (1975 to 1991), Ethiopia's municipalities were marginalized and did not function as independent local authorities. When the current government came to power in 1991 it proclaimed a decentralized form of government and developed a constitution that established a Federal Democratic Republic, consisting of: nine Regional States, the special administrative region of Dire Dawa and the federal capital Addis Ababa (UN Habitat, 2008).

Addis Ababa is the largest as well as the dominant political, economic, cultural and historical city of the country. It has the status of both a city and a state. It is the capital of federal government and a chartered city. It is where the African Union and its predecessor, the OAU are based. It also hosts the headquarters of the United Nations Economic Commission for Africa (UNECA) and numerous other continental and international organizations. It is the largest city in Ethiopia. Hosting 30 percent of the urban population of Ethiopia, Addis Ababa, is one of the fastest growing cities on the continent. Its population has nearly doubled every decade. In 1984 the population was 1, 412, 575, in 1994 it was 2,112, 737, and it is currently thought to be 4 million. There is an estimation that this number will continue to rise, reaching 12 million in 2024 (UN Habitat, 2008).

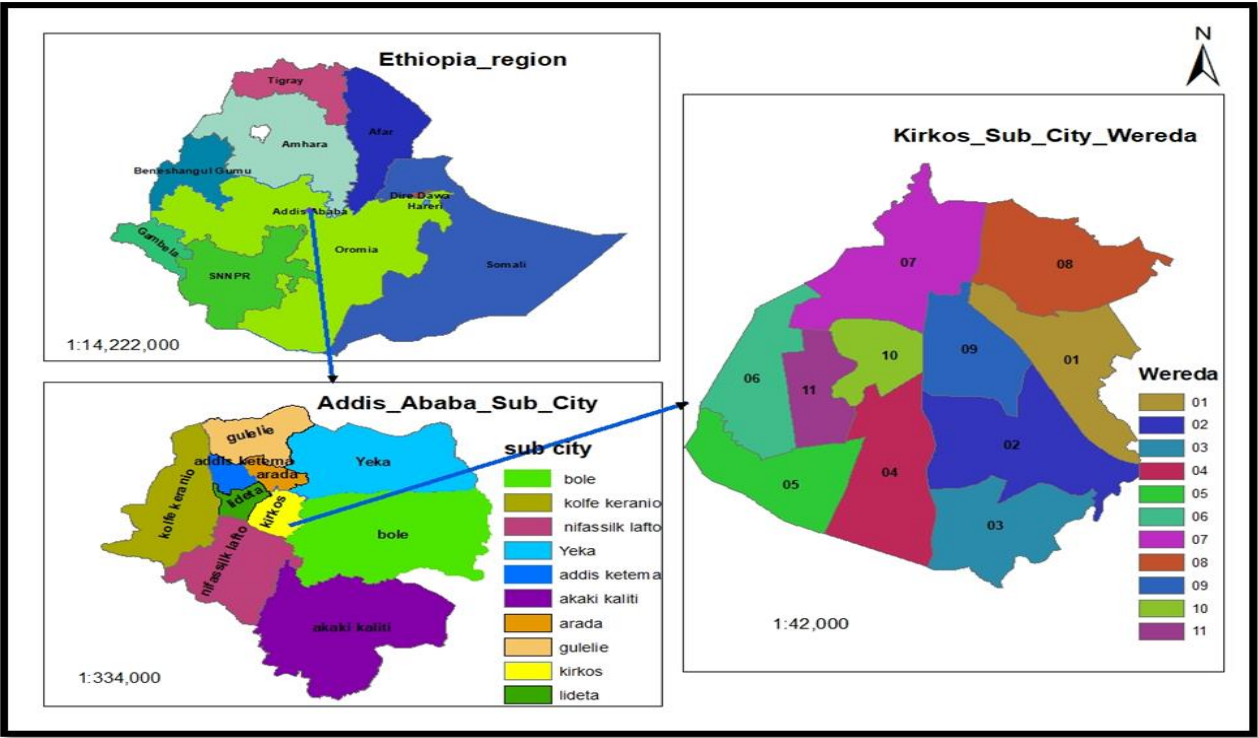


Figure 3-1: Administrative map of Addis Ababa city and *Kirkos* sub city

3.2. Research design

The research used descriptive research method with mixed research approach to describe analysis, evaluate and identify problems of the landholding registration in kirkos sub city. In relation to this, the research was conducted with a mixed mode designs that combine features of qualitative and quantitative insights and collect both types of data. Primary data was collected though mixed type of questionnaire, in-depth interview and field observation. Secondary data was also reviewed for the purpose this study. Both probability and non-probability sampling techniques were applied. Stratified random probability sampling and purposive types of non-probability sampling were used to determine the reliable sample size.

3.3. Research approach

To achieve the intended objectives of the study the researcher used mixed research approach. This research approach includes both qualitative and quantitative data collection. That is concurrent mixed method design in which two types of data are collected and analyzed in sequential form. The use of mixed research approach can create synergy by combining both qualitative and quantitative approaches together. Mixed approach enabled researcher to get deeper information by triangulating data gathered through questionnaires, interviews and field observation.

3.4. Sources of data

Primary source of data: In-depth interviews, observations and questionnaire were the main source of primary data for this research.

Secondary source of data: Secondary data was collected from different reports, the landholding adjudication and registration manuals, proclamations and regulations and directives. Both published and unpublished materials, existing map, documents, internet web site, photos, reports and magazines from concerned bodies was used as secondary source of data.

3.5. Sample Design

Sampling design is a plan to answer the intended study. So process starts with defining the population, target population, sampling unit, sampling frame, sampling technique, and sample size.

3.5.1. Population

The populations were Kirkos sub city landholding registration and information office employees and Kirkos sub city individual landholders.

3.5.2. Target Population

There are 11 woredas in Kirkos sub city and the landholding registration system is similar in all woredas as well as in all sub cities of Addis Ababa city Administration and the service delivery is providing only at sub city level. Wereda 01 individual landholders are selected purposively as the target population because this Wereda is the starting point of landholding adjudication and registration and it takes long period of time in kirkos sub city from other 11 woredas.

Due to this there were relatively landholders 'good experiences and level of understanding about registration. In addition, Kirkos sub city landholding registration office employees are the study target population. Since the study was mainly focus on evaluating the process, status, challenges and the measures taken for the challenges of landholding registration; the office employees were also the targets to get reliable information.

3.5.3. Sampling Unit

Wereda 01 individual landholders 'have two sampling units, which are registered and unregistered landholders. There are also two directorates under the landholding

registration and information office. The first directorate is landholding adjudication directorate that ascertaining existing rights in landholdings within a defined landholding adjudication neighborhood. The second directorate is registration and service delivery directorate, which is, registering the adjudicated landholdings and provide services for landholders.

3.5.4. Sampling Frame

There are 676 households in Kirkos sub city wereda 01. In addition, 153 Kirkos sub city landholding registration and information office employees are Sample frame for this study.

3.5.5. Sampling Technique

This research used probability and non-probability sampling. The respondents of the study were selected using stratified random sampling. The intention to utilize this method is to differentiate the registered and unregistered landholder respondents and the study was conducted by distributing questionnaires through their service directorate offices. For the inquiry of landholding registration office employees ‘purposive sampling was used.

3.5.6. Sampling Size

The population of this study is 676 Kirkos sub city Wereda 01 households and 153 employees of landholding registration and information office in number. Out of this sample frame of Wereda 01 households sample size of 245 has been selected by using sample size calculator software considering 95 percent confidence level and 5 percent of error margin (Survey system, 2018).

$$n = \frac{\frac{z^2 * p(1-p)}{e^2}}{1 + \left(\frac{z^2 * p(1-p)}{e^2 N} \right)}$$

When: N= Population size, e= Margin of error, Z= Confidence level, P= Percentage value

Additionally, to get information from the office respondents for the intended study, 32 employees has been selected by using purposive sampling. Employees are selected based on their professional difference, which means samples are selected from each profession. Therefore, the total population is 829 and the total sample size for this study is 277 in number.

3.6. Data Collection Instruments

Quantitative and qualitative data was generated using questionnaire, interview, observation and review of published and unpublished reports, manual, directives, regulations, proclamations and other relevant documents related to landholding registration.

3.6.1. Questionnaire

Data was collected using questionnaires from customers and Kirkos sub city landholding registration employees. The questionnaire was translate in to Amharic and pre tested on 10 sample respondents to confirm its consistency and time required to fill it. Based on the pre testing result obtained, the questionnaires schedule and contents was amended.

3.6.2. Interview

Data was collected using in-depth interviews by semi-structured questions relevant to the research from Kirkos sub city landholding registration office higher and middle officials who are director and vice director, directorate director, team leaders and adjudication officers were interviewed.

3.6.3. Observation

Observation was used to see the real situation of landholding registration system. Using this method, the researcher will have exposure to see different issues like registration database, work procedures, customer handling and on site demarcation and surveying.

3.7. Data Analysis Techniques

Both qualitative and quantitative tools are used for the data analysis. Qualitative data obtained from key informant interview and document reviews was analyzed using narrative description method.

Data collected through questionnaire was coded and entered in to a computer. Computer software known as Statistical Packages for Social Science (SPSS) version 26 was used for the analyses. The quantitative data was analyzed using descriptive statistical tools (frequencies and percentage).The data obtained from open-ended(mixed) item was summarized and analyzed using narrative description method.

CHAPTER FOUR

4. DATA ANALYSIS, INTERPRETATION AND PRESENTATION

In this chapter, the researcher has attempted to address the research objectives raised in chapter one by thoroughly analyzing and interpreting the quantitative data collected from customers and employees of kirkos sub city, landholding registration office. The data was collected from registered landholders at the counter (front office) of landholding registration and service provision directorate office and data from landholders whose landholding is not registered at the landholding adjudication directorate office by distributing questionnaires.

4.1. Response rate

The questionnaire was piloted and refined to represent the context of the landholding registration. Two hundred forty five (245) questionnaires were distributed to customers; from this 140 (57.14 percent) for registered landholders and the rest 105(42.86) for the landholders whose landholding is not registered. Two hundred thirty six (236) questionnaires were returned and 5 of them were void because of too many missing values which mean 231 were valid. Additionally, 32 questionnaires were distributed for employee’s side based on their job discretion variety and 30 questionnaires were returned. The valid two hundred thirty one and thirty (a total of 261) questionnaires were entered to SPSS version 26 for the statistical analysis separately. As shown in table 4.1, the researcher has collected 94.22 percent response rate from the total respondents.

Table 4-1: Questionnaire distribution for répondants

Respondents	Questionnaires				Response rate in percentage
	Distributed	Returned with errors	Not returned	Returned valid	
Landholders	245	5	9	231	94.3
Employees	32	0	2	30	93.8
Total	277	5	11	261	94.2

Source: (Field Survey, 2024)

4.2. Background of Respondents

4.2.1. Sex of the Respondents

The sex distributions of respondents from the findings, 74.3 percent were males and 25.7 percent were females from the total respondent as shown on table 4.2 below. It

shows that most landholding certificate holders are males and landholders mostly represent males to operate their services. Even most of the employees of landholding registration office are males in Kirkos sub city. As the result shown, females’ participation was low in both the customers’ and employees’ side in the landholding registration process. It indicates that there may not have equal access to land in the sub city and the sub city loses high commitment of females in dispute resolving power relative to males.

Table 4-2: Sex of the Respondents

Respondents	Categories	Frequency	Percent
Landholders	Male	173	74.9
	Female	58	25.1
	Total	231	100.0
Employees	Male	21	70
	Female	9	30
	Total	30	100.0
Total respondent	Male	194	74.3
	Female	67	25.7
	Total	261	100.0

Source: (Field Survey, 2024)

4.2.2. Age of the Respondents

The age distributions of respondents as the result of findings, the age of 20-25 years were 15 (5.7 percent),26-30 years were 33(12.6 percent), 31-35 years were 53(20.3 percent),36-40 years were 69(26 percent)and the age greater than 40 years were 91(34.9 percent) of the total respondents. Majority of the respondents were greater than 40 years. As shown in table 4.3 landholders whose age greater than 40 years were take higher percentage and it indicates to less public participation by representing youngsters on behalf of them. The researcher observation and interview participants also proved it. On the other hand, relatively large numbers of youngsters are landholders, which are the more productive age group. Most of the office employees are between the ages of 31-35 years old. This shows that if it is supported by training the office has productive human resource.

Table 4-3: Age distribution of the Respondents

Respondents	Categories/year	Frequency	percent
Landholders	20-25	12	5.2
	26-30	26	11.3
	31-35	39	16.9

	36-40	65	28.1
	>40	89	38.5
	Total	231	100.0
Employees	20-25	3	10.0
	26-30	7	23.3
	31-35	14	46.7
	36-40	4	13.3
	>40	2	6.7
	Total	30	100.0
Total respondent	20-25	15	5.7
	26-30	33	12.6
	31-35	53	20.3
	36-40	69	26.5
	>40	91	34.9
	Total	261	100.0

Source: (Field Survey, 2024)

4.2.3. Level of education distribution of the Respondents

The level of education distributions of respondents from the findings, the landholders side level of education high school completed were majority of respondents 84 (36.4 percent) and masters level landholder respondents were only 8(3.4 percent). In addition, level of education at diploma are 8 (26.7percent), degree 19(63.3 percent) and masters 3 (10 percent) were employees of the office as shown below table 4.3. The result shows that landholders’ level of education is enough to fill the questionnaire with some explanation. Employees’ level of education is good enough to implement landholding registration but due to the lack of training and poor working environment, the product was not as such satisfactory. According to interview participants and mixed questionnaire findings, the office did not give a chance for education and short-term training.

Table 4-4: Level of education of the Respondents

Respondents	Categories	Frequency	percent
Landholders	Below high school	49	21.2
	High school completed	84	36.4
	Diploma	58	25.1
	Degree	32	13.9
	Masters	8	3.4
	Total	231	100.0
Employees	Diploma	8	26.7

	Degree	19	63.3
	Masters	3	10
	Total	30	100.0
Total respondent	Below high school	49	18.8
	High school completed	84	32.2
	Diploma	66	25.3
	Degree	51	19.5
	Masters	11	4.2
	Total	261	100.0

Source: (Field Survey, 2024)

4.2.4. Marital status of the Respondents

According to the findings, 156 (59.8 percent) of the respondents were married, 93(35.6 percent) of the respondents were unmarried and 12(4.6 percent) of respondents were divorced from the total landholders and employees of landholding registration office of kirkos sub city as shown on table 4.4 below. According to the researcher point of view respondents’ marital status shows degree of taking responsibility. As shown from the sex distribution of respondents most of landholders are males but more than half of the landholders are married. This indicates that most landholdings registered with males’ even females have holding rights. The result shows that males are dominating over females.

Table 4-5: Marital status of the Respondents

Respondents	Categories	Frequency	percent
Landholders	Married	137	59.3
	Unmarried	85	36.8
	Divorced	9	3.9
	Total	231	100.0
Employees	Married	19	63.3
	Unmarried	8	26.7
	Divorced	3	10
	Total	30	100.0
Total respondents	Married	156	59.8
	Unmarried	93	35.6
	Divorced	12	4.6
	Total	261	100.0

Source: (Field Survey, 2024)

4.2.5. Job description and work experience of employees

The respondents of landholding registration office were 16 (53.3 percent) employees have work experience greater than 5 years, 11 (36.7 percent) employees have work experience 1-5 years and 3 (10 percent) employees have work experience less than 5 years as presented below in figure 4.1

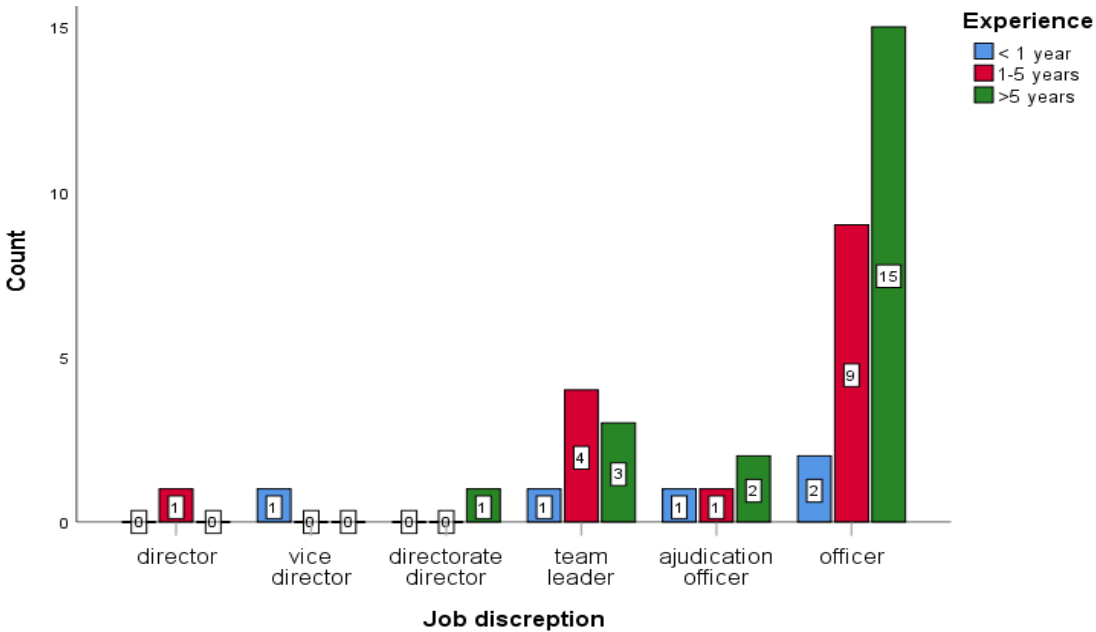


Figure 4-1: Job description distributions by work experience

Source: (Field Survey, 2024)

4.3. The status of landholding registration

Following the enactment of the Urban Landholding Registration Proclamation No. 818/2014, the city government of Addis Ababa has made quick response to establish a land registry institution ,the so-called landholding registration and information agency. The registry institution is assigned to adjudicate all parcels situated within the boundary of Addis Ababa city and insure the implementation of a secured, reliable, trustful and efficient legal cadastre registration and information system (*Interview response from Kirkos sub city landholding registration office director and directorate director*).

Moreover, to maintain efficient, reliable, transparent and accountable landholding registration service and provide immovable property information from Addis Ababa cadastre information system to support land management, land use planning and property valuation to raise the economic development of the city of Addis Ababa and for the use of citizens and private sectors. The city government Proclamation 45/2015 establishes Addis Ababa city government landholding registration and information

agency (AACGLRIA). However, it should be noted that the establishment of this institution goes back to year 2010, which is even before the enactment of the federal urban landholding registration proclamation of 818/2014. Addis Ababa city government landholding registration and information agency is fully accountable to the Mayor of Addis Ababa and has a head office at the City level and Registration office at the Sub-city level (*Interview response from Kirkos sub city landholding registration office director and directorate director*).

According to the Addis Ababa City Government Landholding Registration and Information Agency re-establishment Proclamation No. 45/2015 there is also another institution known by the name Land Administration Office responsible to give landholding services on those landholdings where the adjudication is not completed and registered by the registration office. Furthermore, the land administration office has a responsibility to organize, verify and transfer to the registration office, which are under its possession (*Interview response from Kirkos sub city landholding registration office director and directorate director*).

As shown from table 4.6, the researcher observed from registration system database with the information technology team leader out of the total 493,115 parcels 95,328 parcels registered and 397,787 remains unregistered in Addis Ababa city administration. The information technology team leader underlined that there is merging and splitting of parcels during registration that makes change on the total number of parcel (*information technology team leader interview*)

Table 4-6: Status of Addis Ababa landholding registration

No.	Sub city	Registered parcels	Parcels not registered	Total parcels
1	Kirkos	9253	19520	28773
2	AkakiKality	17757	36019	53776
3	NifasSlikLafto	21461	54184	75645
4	Kolfe keranyeo	21958	73876	95834
5	Bole	18298	59581	77879
6	Yeka	15106	50761	65867
7	Arada	4081	18528	22609
8	Addis ketema	5758	16350	22108
9	Lideta	3081	11913	14994
10	Gulelie	10242	25388	35630
Total		126,995,00	366120	493,115

Source: (LHRIA 2024)

According to the researcher observation from the registration database and interview respondents, 9253 parcels registered in developed registration system (RECS and RPRS) and 19520 parcels did not register out of 28773 total parcels in Kirkos sub city landholding registration office. Even if manual registration is not the objective of the registration office, there are 23538 customers took their landholding certificate with manual registration including 293 apartment and 4298 condominium unit holders.

Interview respondents answered that manual registration considered, as alternative to give services for these landholdings are proportion, joint tenure type (old possession and leasehold), condominium and apartment not supported by the developed registration system with respect to rules and regulations. Together system and manual registered 23538 landholdings recorded in archive to deliver services online. However, due to lack of infrastructure online service delivery could not apply *(Documentation team leader interview)*

According to landholder respondents for the distributed questionnaire with respect to their service directorate, 57.99 percent respondents answered that the status of their landholding were not registered and 42.01 percent of landholders said that their landholding were registered as shown in figure 4.2.

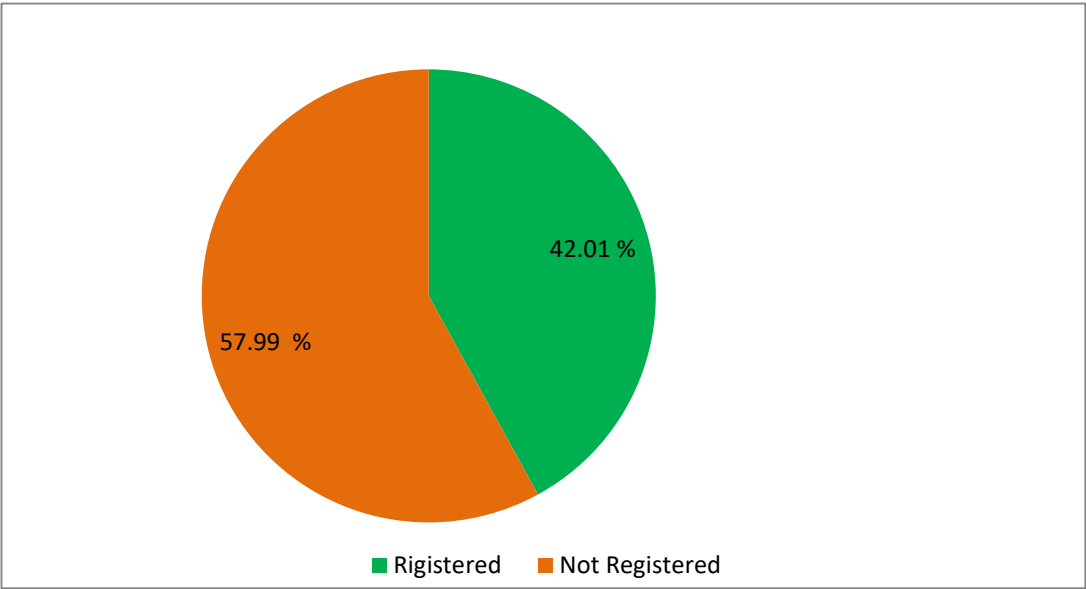


Figure 4-2: Status of kirkos sub city landholding registration

Source: (Field Survey, 2024)

As indicated by interview respondents and approved by the researcher field observation there are landholders returned back after registration to the adjudication officer for correction due to lack of adjudication quality. According to the system data observation 9253 (25 percent) parcels were registered and 14,285 (75 percent) holding right was registered manually. The total registered holding right was 23538 both system and manual .The result gained from landholders questionnaire relatively related to the result gained by field observation and interview participants *(Adjudicated landholding registration team leader interview)*.

The strategic plan of Kirkos sub city in accordance to the head office is completing landholding registration until 2019. However, only 9253 landholdings are registered out of 28773 total parcels *(Interview response from Kirkos sub city landholding registration office director and directorate director)*.

According to the result, 30 respondents said that the landholding registration office did not meet its objective, 31 respondents said the developed RECS, and RPRS registration system is not efficient as shown on table 4.7.

Table 0-7: RECS and RPRS registration efficiency

Meeting objectives of landholding registration * RECS and RPRS registration efficiency cross tabulation				
		RECS and RPRS registration efficiency		Total
		Yes	No	
Meeting objectives of landholding registration	Yes	3	6	9
	No	2	19	21
Total		5	25	30

Source: (Field Survey, 2024)

This finding shows that the status of landholding registration did not achieve its objective due to the developed registration system (RECS and RPRS) limitations. The researcher observed that there were 1225 adjudicated parcels but not registered either with registration system or manually and services are suspended by the lack of commitment and skill gap of registration officers *(Interview response from kirkos sub city landholding registration office director and directorate director)*.

4.4. Processes of landholding registration

Adjudication is the roots of landholding registration. If its implementation was inefficient, it affects landholding registration. The basis for landholding registration

process is Urban Landholding Registration Proclamation No. 818/2014, Urban Landholding Adjudication and Registration Regulation No. 324/2014 and Urban Landholding Adjudication and Registration Directive No. 61/2019(*Interview response from adjudication officers and secondary data review*).

According to interview participants and document review, the process of landholding adjudication and the subsequent registration has four main steps: preparation, fieldwork, public display, setting decision on adjudication results. The first stage is preparation to undertake systematic adjudication and registration including selection and declaration of adjudication area, assign adjudication officer and field staffs, Submission of documents from landholding administration office, opening meeting with city dwellers or awareness creation, selection of neighborhood representative committee and grievance handling council and announcement of public display about the adjudication process. Secondly, adjudication field work including demarcation, surveying, collecting application request and landholding claims, on site land use right verification, document compilation and quality check, adjudication result and dispute resolution (*Interview response from adjudication officers*).

The third process of adjudication and registration is public display for 15 working days and there may or may not be dispute that may be resolve or not. If grievance-handling council does not resolve the dispute, it goes to the first instance court. After the 15 days display period technical inspection and confirmation of adjudication result is carried out. Then the adjudication result should be delivered to the landholding registration department for the issuance of landholding certificate (*Interview response from adjudication officers and secondary data review*).

Application submission for title, prepared of title, signing of title certificate, collection of title registry fee and title issuance/provision are the final stages of landholding registration. As interview participants' response and researcher field observation, the above process of landholding adjudication and registration were not efficiently implemented and caused landholding registration delayed (*Interview response from adjudication officers and secondary data review*).

Additionally, Kirkos sub-city landholding registration office employees and customers response for the distributed questionnaires related to registration process discussed below.

4.1.1. Preparation for landholding adjudication

According to Urban Land Adjudication and Registration Regulation No. 324/2014, the first step in the landholding registration process is the selection of the adjudication area. The selected adjudication urban section should have prepared administrative boundary and a legally binding urban plan according the proclamation (*Researcher document review and adjudication officers interview response*).

Adjudication area should also be a size that can easily be managed by several experts and be completed in a short period of time. An adjudication section contains not more than one thousand parcels and as regards determining period of adjudication completion, the proclamation has given the choice to the city administrations, and has set the maximum period not to exceed five months (*Researcher document review and adjudication officers interview response*).

Based on the distributed questionnaire for kirkos sub city landholding registration employees’ around 70 percent of response shows preparation for landholding adjudication was not efficient as shown in table 4.8 below.

Table 4-8: Preparation efficiency for adjudication

Preparation for adjudication	Frequency	percent	Valid percent	Cumulative percent
Strongly agree	1	3.3	3.3	3.3
Agree	6	20	20	23.3
Neutral	2	6.7	6.7	30
Disagree	18	60	60	90
Strongly disagree	3	10	10	100.0
Total	30	100.0	100.0	

Source: (Field Survey, 2024)

Adjudication officers’ interview response also shows that there is no adequate training for employees, seminars for the public representative communities, equipment’s (GPS and Total stations) are not enough and there are employees without chair, table and computers. It indicates that the landholding registration and information agency (LHRIA), and higher managements of the city administration do not support adequately. The interview participants and the researcher observation confirmed that the above-mentioned problems are existed as it is and preparation was not done before adjudication to complete within five months.

4.4.2. Stakeholders participation for effective adjudication

After the selection and the announcement of adjudication area, an opening meeting must be held for residents of each adjudication section that is to be adjudicated with one adjudication team. At this meeting, the adjudication officer should explain the adjudication process, clarify the rights and responsibilities of those living in the adjudication neighborhood, and clarify questions from the audience. After first public meeting, adjudication officer works with local officials to set representative committee, which is to be elected by the residents of the five adjudication neighborhood (*Researcher document review and adjudication officers' interview response*).

The next step is election of adjudication grievance handling council that organized taking into account sex composition. The council comprising of not more than eight members' of which five members are to be nominated from the five adjudication neighborhoods one representative from each adjudication neighborhood, and three representatives from land administration experts. The council is chaired by representative of the local government, and includes members from the local department of land management and community elders. These activities are done according to Directive No. 61/2018 article 17 on the procedures to establish public participation (*Researcher document review and adjudication officers' interview response*).

The council has the responsibility to handle adjudication grievance that comes after public display of the adjudication result. It receives any complaints made against the result. If complaints are made, the council should attempt to conciliate disputes and help the disputing parties to resolve the conflict. The public notice shall be announced in the landholding adjudication neighborhood through all convenient electronic and print media. It contains the site plan and boundaries of the landholding adjudication neighborhood and indicates rights, restrictions and responsibilities of a parcel shall be adjudicated in accordance with landholding adjudication and registration rules and regulations (*Researcher document review and adjudication officers' interview response*).

Regarding to this, majority of landholding registration respondents indicated that stakeholders' participation was low, which 56.7 percent of respondents were disagreed, 26.6 percent of them were agreed and 6.7 percent respondents were neutral as shown in table 4.9 below.

Table 4-9: Participation of stakeholders in adjudication

Participation of stakeholders in adjudication	Frequency	percent	Valid percent	Cumulative percent
strongly agree	3	10	10	10
Agree	8	26.6	26.6	36.6
Neutral	2	6.7	6.7	43.3
Disagree	17	56.7	56.7	100.0
Total	30	100.0	100.0	

Source: (Field Survey, 2024)

4.4.3. Transfer of documents relevant for adjudication

According to landholding registration Proclamation No.818/2014 article 10(3), Regulation No. 324/2014 article 14(1) and Directive 61/2019 article 27 (1) the urban land administration organs organize and submit to the registering institution, documents relevant for adjudication with hard and softcopy format(*Interview response from adjudication officers and secondary data review*).

From the findings, transferring of document from land administration office to landholding registration office, 53.3 percent of the respondents had disagree, 26.7 percent of the respondents had agreed, 10 percent strongly disagreed, 6.7 percent strongly agreed and 3.3 percent respondents were neutral as shown in table 4.10 below.

Table 4-10: Transfer of documents

Transfer of documents relevant for adjudication	Frequency	percent	Valid percent	Cumulative percent
strongly agree	2	6.7	6.7	6.7
Agree	8	26.7	26.7	33.4
Neutral	1	3.3	3.3	36.7
Disagree	16	53.3	53.3	90
strongly disagree	3	10	10	100.0
Total	30	100.0	100.0	

Source: (Field Survey, 2024)

Interview participants confirmed that even required document is already existed at land administration office and easy to transfer, it was much delayed and no document transferred in digital format. Respondents highlighted that these problems occurred because of weak integration and communication each party, lack of political commitment of the land administration offices, conflict of interests' between landholding registration office and land administration office(*Researcher document review and adjudication officers interview response*).

4.4.4. Awareness creation for landholders

Respondents explained that during the meeting of public awareness the participants were shown maps of the adjudication neighborhood and explained the process of adjudication and registration to them. Landholders were told which documents they are required to submit with their application for landholdings adjudication, and were trained to start collecting and make ready copy of these documents. Public awareness meetings were held in Wereda around the neighborhood adjudication office. Neighborhood representatives also had collaborated in making contact to landholders living out of the adjudication neighborhood areas. The adjoining landholders were also encouraged to make the boundaries of their landholding identifiable and agree on the appropriate location of their boundary corners before the adjudication team arrived. *(Researcher document review and adjudication officers’ interview response).*

According to the office employees’ response, they perceived that the public awareness creation for landholders before adjudication was good considering their effort. Based on the distributed questionnaire for employees, 51.2 percent of respondents were agreed and 48.8 percent of respondents were not agreed as shown in figure 4.3.

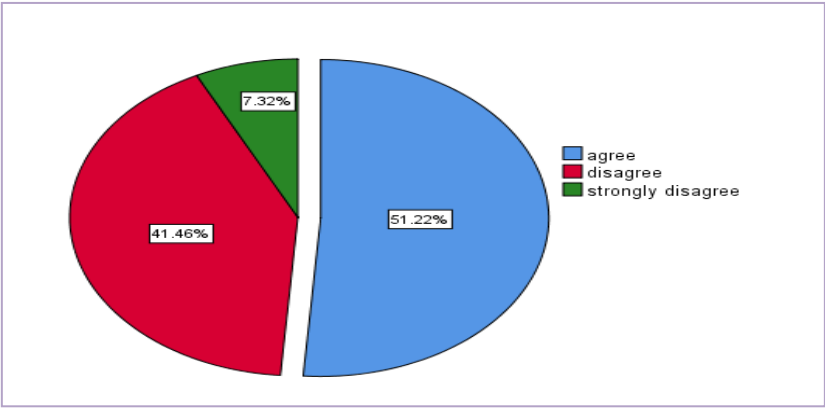


Figure 4-3: Awareness creation for landholders

This was found to be challenging in all adjudication section of the sub city people who are living abroad for extended period of time and people who had landholdings, but lived in outside the city. The adjudication officers contact some of these people through the people living inside the households. There were announcements made via electronic media, loudspeaker and posters displayed within the adjudication neighborhood *(Researcher document review and adjudication officers’ interview response).*

As shown in table 4.11, landholders’ respondents answered 44.2 percent of them were participating in public awareness creation public meeting about the process of

adjudication and registration and 55.8 percent of them were not participating in public awareness creation.

Table 4-11: Participating in public awareness creation

Participating in public awareness creation	Frequency	percent	Valid percent	Cumulative Percent
Yes	102	44.2	44.2	44.2
No	129	55.8	55.8	100.0
Total	231	100.0	100.0	

Source: (Field Survey, 2024)

Awareness creation for landholders was not as such efficient even adjudication officers’ point out the public awareness was good considering their effort. Because of this the landholder chasing to register their parcels, unwilling to collaborate the adjudication team, considered the landholding registration benefits to the government only and even some of them had not knowhow what is landholding registration means as interview respondents explained. Therefore, it is difficult to establish legal cadastre without strong landholders’ mobilization whereas standards, laws and many countries practice show the landholders’ involvement is crucial to establish legal cadastre. The problems are lack of political commitments, weak management including financing problem (*Researcher document review and adjudication officers’ interview response*).

4.4.5. Application for adjudication

Adjudication officers explained that the adjudication team was inviting landholders in the adjudication area to collect adjudication application and landholding claims and submits copy of these documents. The adjudication team members and neighborhood adjudication representatives also spent several days going door to door to inform landholders for application of adjudication. However, landholder respondents of all 57.6 percent do not apply for adjudication and 42.4 percent of respondents answered apply for adjudication as shown in table 4.12 below.

Table 4-12: Application for adjudication

Application for Adjudication	Frequency	percent	Valid percent	Cumulative percent
Yes	98	42.4	42.4	42.4
No	133	57.6	57.6	100.0
Total	231	100.0	100.0	

Source: (Field Survey, 2024)

The researcher observed the practical case, adjudication officers adjudicate based on the documents collecting from land administration office even landholders are absent for application. Landholders should pay a penalty fee for the absence of during application period when they are coming to get land and land related services. The period of applications 10 working days and if there is appropriate reason within additional 5 days after the announcement of public notice according to landholding registration directive No.61/2019(researcher document review and adjudication officers' interview response).

Landholders were also penalized for registration with service fee these who are not again apply for registration within 30 working days after adjudication section is closed. Here is double penalty both for application once for adjudication second for registration.

4.4.6. Demarcation and surveying of landholdings

Based the researcher observation and interview with adjudication officer, index (maps that show the area information) map is prepared in the office before the demarcation teams are sent to the selected adjudication neighborhood. To produce a specific adjudication section index, map the orthophoto and line map (digitized parcel boundaries) are delivered by Addis Ababa city administration landholding registration and Information Agency.

The boundary demarcation involves marking the boundary between the two landholdings according the indication of the landholders. The marking points shall be pegs of material including wood, steel, nails, color, concrete, sharpen rock, marks on rocks and walls, steel pins driven into posts and drill holes in concrete. As shown from the field observation marking of boundaries in the study area is painting blue color on the agreed boundary. The determination of the area of the measured land is calculated manually. The sketch of the land shape is proportionally feet the existing land and the sketches must specify north and neighboring parcel boundary

information with the unique parcel identification number. Every result measured from the field or site must be recorded on the demarcation form (*Researcher document review and adjudication officers' interview response*).

Cadastral surveying Regulation 323/2014 and Directive 44/2014 provides the land parcels surveyed by either photogrammetric or ground survey methods. In most cases, a reconnaissance is undertaken to decide which method is to be used with in adjudication neighborhood. According to the adjudication officer justification, the surveying methods applied in kirkos sub city are photogrammetric and ground survey. As the researcher observed practically, photogrammetric surveying in the study area cause quality problem because the place is crowded and difficult to identify the exact boundary. Therefore, surveying quality problem affected the landholding adjudication and the subsequent registration (*researcher document review and adjudication officers' interview response*).

On the other hand, from distributed questionnaire findings 46.7 percent of the respondents had agreed, 36.6 percent of the respondents had disagree, 6.7 percent of the respondents had strongly agreed, 3.3 percent of the respondents had neutral, and 6.7 percent of the respondents had strongly disagreed. That means 53.4 percent respondents agreed that both demarcation and surveying are efficient inequality as shown in table 4.13 below.

Table 4-13: Demarcation and surveying

Demarcation and surveying	Frequency	percent
strongly agree	2	6.7
Agree	14	46.7
Neutral	1	3.3
Disagree	11	36.6
strongly disagree	2	6.7
Total	30	100.0

Source: (Field Survey, 2024) NB

4.4.7. Public display of adjudication result

After verifying landholding use right, demarcation and survey, the cadastral index maps and qualified landholders list must be displayed on a public notice board within the adjudication neighborhood for 15 working days according of landholding adjudication and registration directive 61/2010. During this time, all concerned parties should be able to view the documents to check that the data is accurate and may

submit a complaint if they are not satisfied. In this period, the adjudication team may correct any errors and omissions. Regarding the landholding adjudication and registration Directive 61/2019, article 54, before closure of the adjudication process the adjudication result should be notified to the public for 15 working days *(Researcher document review and adjudication officers’ interview response).nb*

Table 4-14: Public display of adjudication result

The time taken to displayed the adjudication result	Public display of adjudication result			Total
	yes	No	don't know	
less than 15 days	9	9	5	23
15 days	81	1	11	93
more than 15 days	63	1	3	67
don't know	18	18	50	86
Total	171	29	69	269

Source: (Field Survey, 2024)

4.4.8. Closure of adjudication

The process of landholding adjudication should be closed within 5 months with respect to landholding adjudication and registration Standard No.05/2015*(Researcher document review and adjudication officers’ interview response).*

From the findings of the distributed questionnaire for office respondents, 76.6 percent of the respondents disagreed and 23.4 percent of respondents agreed that landholding adjudication neighborhood was completed and closed within 5 months with respect to the rules and regulations of registration as shown on table 4.12 below.

Table 4-15: Closure of adjudication result

Closure of adjudication within 5 months	Frequency	percent	Valid percent	Cumulative percent
Strongly agree	2	6.7	6.7	6.7
Agree	5	16.7	16.7	23.4
Disagree	19	63.3	63.3	86.7
Strongly disagree	4	13.3	13.3	100.0
Total	30	100.0	100.0	

Source: (Field Survey, 2024)

In practice, landholding adjudication was failed to close within 5 months. Somewhat it was closed after a year or two years and causes landholding registration delay *(Adjudication officers’ interview confirmation).*

4.4.9. Adjudication database and document preparation and validation

Landholding registration Proclamation 818/2014, Regulation 324/2014, Directive 61/2019, and Standard 05/2015 states that upon the completion of adjudication all documents of landholding adjudication should be organized and transferred for registration. During the completion of adjudication, database should be prepared which is the joined spatial and attribute data in addition to the paper work documents. Digital and paper documents should be validated before transferring for registration for the welfare of quality. If quality is checked, not qualified adjudication results will have a chance for correction before registering in RECS and RPRS system. However, surveying database and documents were not checked before registration. Even the database and documents were not well organized before transferring for registration. *(Researcher document review and adjudication officers’ interview response).*

Table 4-16: Adjudication database and document preparation and validation

Adjudication database and document preparation * adjudication database and documents validation before registration Cross tabulation				
		Validation on adjudication before registration		Total
		Yes	no	
Adjudication database and document preparation	Strongly agree	1	2	3
	Agree	5	8	13
	Neutral	0	1	1
	Disagree	5	14	19
	Strongly disagree	0	6	6
Total		10	31	30

Source: (Field Survey, 2024)

4.5. Factors affecting the implementation of landholding registration

4.5.1. Unnecessary and overlapping procedures

Under landholding registration Proclamation No. 818/2014, any person clamming to have landholding use right should apply for landholding adjudication and upon the completion of the adjudication, again has a duty to make an application for registration. Additionally, the Proclamation states that what is to be adjudicated and registered is the right that created by legally authorized body, which is the land administration office *(Researcher document review and adjudication officers’ interview response).*

Accordingly, interview respondents stated that landholding adjudication and registration forcing a person to make application twice. Because systematic adjudication is conducted mandatorily at the expense of government and registration

has service payment. For this reason, landholders makes twice application one for adjudication and the other for registration.

With regard to this, 65.8 percent of landholder respondents disagreed for the statement there are no overlapping and unnecessary processes in the overall landholding registration process 4.8 percent of respondents neutral and 29.4 percent of respondents agreed that no unnecessary and overlapping procedure as shown in table 4.17 below.

Table 4-17: Unnecessary and overlapping process

no unnecessary and overlapping procedure of registration		Frequency	Percent	Valid percent	Cumulative percent
Valid	strongly agree	19	8.2	8.2	8.2
	Agree	49	21.2	21.2	29.4
	Neutral	11	4.8	4.8	34.2
	Disagree	117	50.6	50.6	84.8
	strongly disagree	35	15.2	15.2	100.0
	Total	231	100.0	100.0	

Source: (Field Survey, 2024)

4.5.2. Limitation of the developed registration system

According to RECS and RPRS registration system team leaders’ interview, the developed registration system registers only leasehold and old possession tenure types. It did not consider proportion, joint tenure type (old possession and leasehold), apartment and condominium. Respondents explained that there is a big backlog to be registered in the registration system and it is not possible to deliver updated and reliable information to customers using the registration system.

The developed registration system to register only old possession and lease tenure type, while in practice there are huge number of condominium holding rights, apartments holding rights, proportion holding rights and joint tenure type (lease and old possession holding rights in one parcels).Therefore, the system is inefficient because did not register all type of holding right (*Researcher observation and adjudication officers’ interview response*).

In addition, 24.4 percent of employees respondents answered the system is efficient and 75.6 percent of employees respondents answered the registration system is not efficient to register all types of landholdings as shown in figure 4.5.

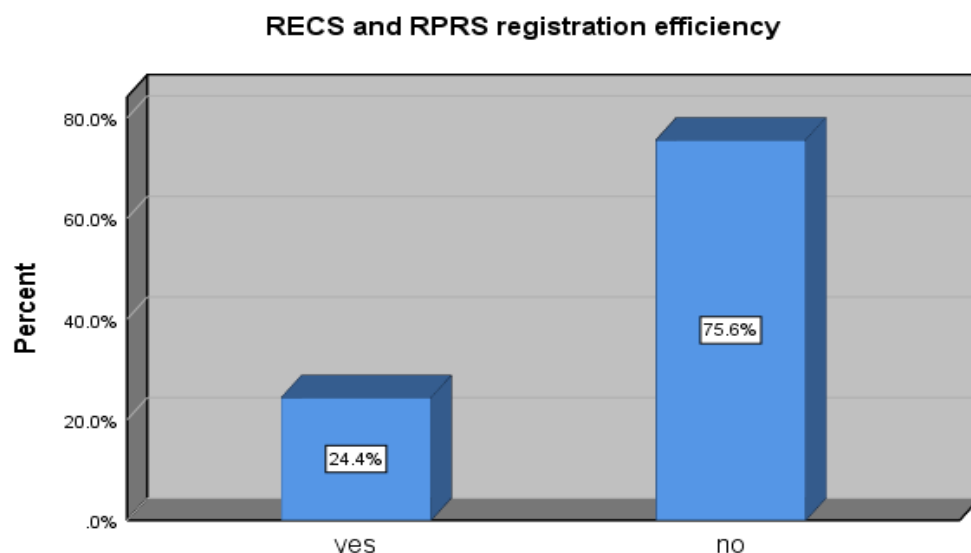


Figure 4-4: RECS and RPRS registration efficiency

Source: (Field Survey, 2024)

4.5.3. Low speed and quality of adjudication result

Interview respondents explained that land registration is delayed due to adjudication speed and quality. As they explained the first round, adjudication declaration was 2014 but its closure was in 2016 after two years of the declaration whereas it should be closed within 5 months according to proclamation 818/2014. Because of this, the RECS and RPRS were started in 2016 even though Addis Ababa city administration and kirkos sub city planned to complete in 2019. On the other hand, many parcels were returned back to adjudication process because of adjudication quality during or/and after system registration (*Interview response from kirkos sub city landholding registration office director and directorate director*).

From the findings, majority 70.73 percent of the respondents answered the landholding registration is delayed due to adjudication speed and quality and 29.27 percent of the respondents answered landholding registration do not delayed due to adjudication speed and quality problems as shown on finger 4.6 below.

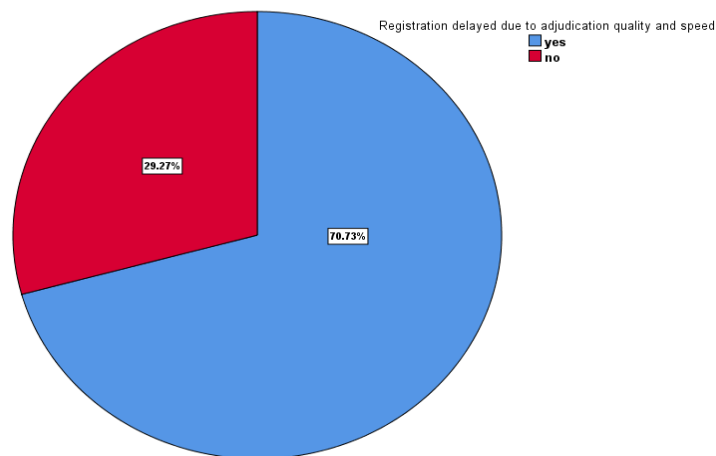


Figure 4-5: Registration delayed due to adjudication quality and speed

Source: (Field Survey, 2024)

4.5.4. Effects of electric power and network infrastructure

According to the distributed questionnaires result electric power interruption and discontinuous network infrastructure affected landholding registration. From the findings, 76.7 percent of the respondents answered electric power and network interruption affect the landholding registration and 23.3 percent of the respondents, answered electric power and network infrastructure interruption did not affect the landholding registration process as shown on table 4.18.

The reasons mentioned by the respondents discontinues network and electric power interruption highly affect the registration system speed. The researcher observed that if there is power and network interruption at the city level, the registration system did not work in sub-city level and the network disconnected many times per a day even no network for a week.

Table 4-18: Electric power and network infrastructure effect

Power and network infrastructure effect		Frequency	Percent	Valid percent	Cumulative percent
Valid	Yes	23	76.7	76.7	76.7
	No	7	23.3	23.3	100.0
	Total	30	100.0	100.0	

Source: (Field Survey, 2024)

4.5.5. Lack of higher management officials support

From the findings, 78.0 percent of the respondents answered that higher management officials did not adequately support landholding registration and 22.0 percent of the respondents had responded higher management adequately supports landholding registrations shown on figure 4.7 below.

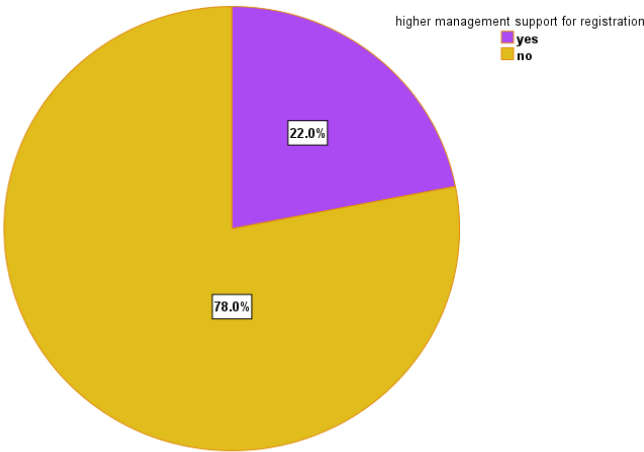


Figure 4-6: Higher management support

Source: (Field Survey, 2024)

The reasons of respondents to say higher management officials did not adequately support landholding registration were:

1. Majority of higher management members that is the Addis Ababa city administration board which chaired by the mayor of the city to manage landholding registration and information agency have less awareness about the landholding registration and legal cadastre;
2. Even the members who have awareness of legal cadastre leave the registration for landholding registration and information agency meaning there is lack of political commitment;
3. Allocate insufficient budget for training, seminars and
4. The assign directors for landholding registration agency are politicians those who have less awareness about legal cadastre.
5. The upper management did not take correction measures on stakeholders those dragged the registration.
6. Not monitored the registration processes properly.

4.5.6. Time consumed to register a single parcel

The researcher tried to evaluate how longtime consumed to register a single parcel by distributing questionnaires for employees of the registration office. From the findings, 48.8percent of the respondents had responds it takes days, 24.4 percent of the respondents had responded it takes weeks, 19.5 percent of the respondents had responded it takes hours and7.3 percent of the respondents had responded it takes minutes to register a single parcel. In addition to this, 29.3 percent respondents answered it takes less than 5 years, 14.6 percent respondents answered it takes 5 years and 56.1 percent respondents answered it takes more than 5 years to register the whole parcels of Kirkos sub city as shown in figure 4.8 below.

Reasons for such delays, which identified by the respondent are the system itself is not fast, light and network interruption, skill gap of the employee, surveying quality and parcels shape and size. Based on the field observation, to register a parcel minimum it takes 24 hours and has a chance to failed and reinter the parcel again in addition to the above-mentioned complications. The average daily system registration was 12 and 264 parcels per month. And the remaining parcels not registered were 21591 parcels. Regarding to the data to complete system registration in Kirkos sub city it takes around 7 years.

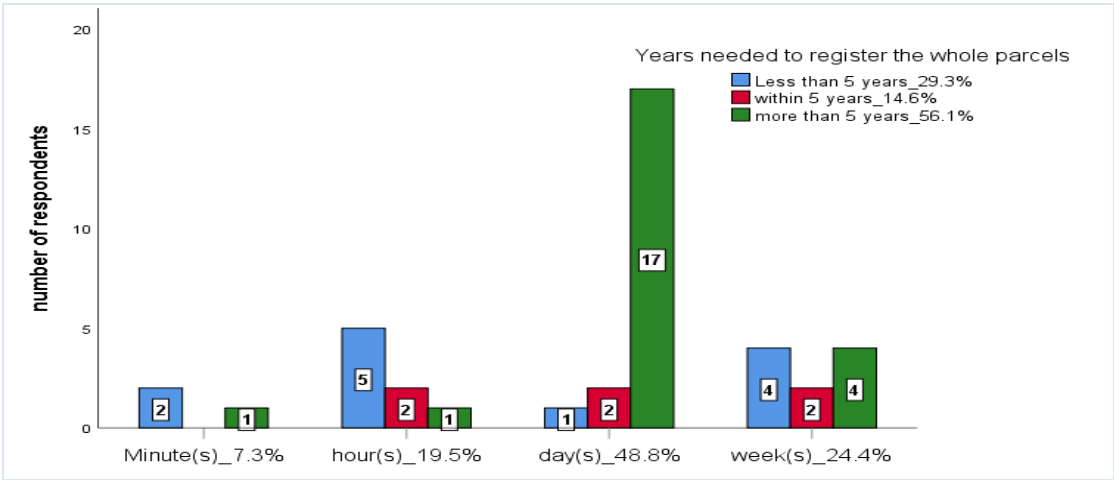


Figure 4-7: Time consumed to register a single parcel

Source: (Field Survey, 2024)

4.5.7. Poor institutional integration

Landholding registration and land administration office need to make smooth cooperation and integration for the achievement of the objectives of landholding registration stated under landholding registration proclamation 818/2014. However,

the researcher observed practical cases of kirkos sub city there is poor coordination. Land administration office has an obligation by law to suspend the transfer of landholding title in the selected adjudication neighborhood until the completion of landholding adjudication announced by landholding registration office for the period of five months (*Interview response from Kirkos sub city landholding registration office director and directorate director*).

However, land administration office is conducting transfer of landholding title while landholding adjudication is being conducted. The other fact that shows the absence of corporative working relationship between the two offices is very slow correction response of land administration office on parcels not qualified for adjudication. On the process of adjudication, parcels not qualified for adjudication returned to the land administration office for correction and the correction should made within 15 working days according to landholding registration Proclamation 818/2014, Regulation 324/2014 and Directive 61/2019.However, the response of land administration office was much delayed as shown in the table above (*Interview response from kirkos sub city landholding registration office director and directorate director*).

According to the findings, 26.7 percent respondents were agreed and 73.3 percent of the respondents were not agreed that land administration office correction response within 15 working days for landholdings not qualified due to mismatch of landholding rights, survey area differences and unclear landholding right status in table 4.19.

Table 4-19: Response efficiency of land administration office

Land administration office response efficiency on parcels qualified for adjudication within 15 working days					
		Frequency	percent	Valid percent	Cumulative percent
Valid	Agree	8	26.7	26.7	26.7
	Disagree	19	63.3	63.3	90
	strongly disagree	3	10	10	100.0
	Total	30	100.0	100.0	

Source: (Field Survey, 2024)

4.5.8. Lack of simplicity, clarity and transparency of procedures

Simplicity, clarity and transparency procedures of service delivery were included in the survey questionnaire for respondents to indicate to what extent does they agree or disagree. Accordingly, 29.8 percent of landholders’ respondents agreed, 2.6 percent neutral, 67.6 percent of respondents were disagreed on the statement written

document is available and accessible to anyone who needs it in the form of broacher which is clear and easy to understand that can guide landholders on the procedure.

Additionally, for the statement of procedures and processes for landholding registration should be short and clear and should not create any confusion for the landholders 36.8 percent landholder respondents agreed, 10.8 percent neutral, 52.4 percent respondents were disagree that the procedures and processes are short and clear as shown table 4.20 below.

Table 4-20: Simplicity and clarity of service provision

Variables	Categories	Frequency	Percent	Valid percent	Cumulative percent
written document is available and accessible to anyone in the form of broacher	Strongly agree	7	3.0	3.0	3.0
	Agree	62	26.8	26.8	29.8
	Neutral	6	2.6	2.6	32.4
	Disagree	87	37.7	37.7	70.1
	Strongly disagree	69	29.9	29.9	100.0
	Total	231	100.0	100.0	
Procedures and processes should be short and clear and not create any confusion	Strongly agree	21	9.1	9.1	9.1
	Agree	64	27.7	27.7	36.8
	Neutral	25	10.8	10.8	47.6
	Disagree	102	44.2	44.2	91.8
	Strongly disagree	19	8.2	8.2	100.0
	Total	231	100.0	100.0	

Source: (Field Survey, 2024)

The office grievance handling team leader explained that the complaint filing procedure is not posted at visible places in the office and there is no an attempt to use screen to guide landholders verbally and visually on the procedures. According to the procedure, the complaint usually starts by requesting the employee, whom the landholders wants to complain about his/her service, to fill in a form so that the case can be taken to the next level. However, this may discourage complaining on service and lead to the loss of trust from the citizens as they may think that their complaints will not be properly addressed.

According to landholders response, 22.5 percent of respondents agreed, 9.5 percent neutral, 68.0 Percent of respondents were disagree that the complaints handling mechanism is uncomplicated and solves timely. It indicates that the complaints handling mechanisms were complicated and did not solve timely.

Moreover, respondents were requested on the statement that the office posts at clear point schedules of fees, required documents, procedures to follow and the standard time it takes for each service requested. Accordingly, 23.3 percent of respondents agreed, 6.1 percent neutral, and 70.6 percent of respondents were disagreeing.

Landholders were also asked if the office encourages landholders to report cases of rent seeking behavior by the office staff. Accordingly, 36.8 percent of respondents agreed, 10.8 percent neutral, 52.4 percent of respondents were disagree as shown in table 4.21 below.

Table 4-21: Transparency of service provision

Variables	Categories	Frequency	Percent	Valid percent	Cumulative percent
Complaints filing mechanisms are not complicated and solves timely	Strongly agree	13	5.6	5.6	5.6
	Agree	39	16.9	16.9	22.5
	Neutral	22	9.5	9.5	32.0
	Disagree	89	38.6	38.6	70.6
	Strongly disagree	68	29.4	29.4	100.0
	Total	231	100.0	100.0	
Posts required payments, documents, processes, and time it takes	Strongly agree	13	5.6	5.6	5.6
	Agree	41	17.7	17.7	23.3
	Neutral	14	6.1	6.1	29.4
	Disagree	94	40.7	40.7	70.1
	Strongly disagree	69	29.9	29.9	100.0
	Total	231	100.0	100.0	
Encourages customers to report cases of rent seeking	Strongly agree	16	6.9	6.9	6.9
	Agree	38	16.5	16.5	23.4
	Neutral	15	6.5	6.5	29.9
	Disagree	101	43.7	43.7	73.6
	Strongly disagree	61	26.4	26.4	100.0
	Total	231	100.0	100.0	

Source: (Field Survey, 2024)

With regard to landholding registration proclamation 818/2014 article 51(1), the institution serves as the sole information-producing center for legal cadastre registration. According to the interview response of information distribution team leader, there is no organized data to give services those who are asking about land and land related information right now.

Findings related to easily accessed information on registered landholdings, 24.5 percent respondents were agreed, 4.1 percent respondents were neutral and 71.4

percent respondents were disagreed that customers coming for any land related services can easily access information as shown figure 4.9.

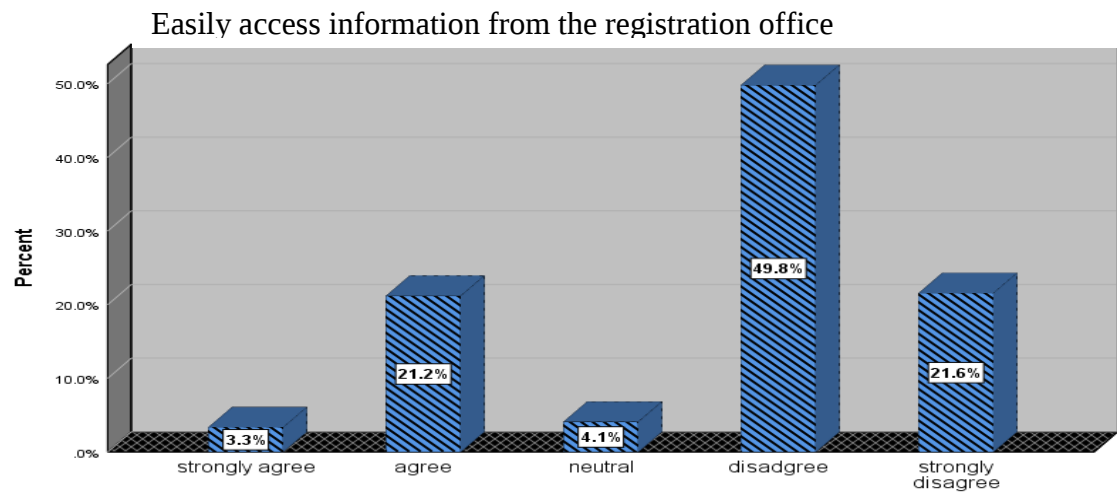


Figure 4-8: Easily access information from the registration office

Source: (Field Survey, 2024)

4.5.9. Absence of trust between experts and customers

According to the office grievance handling team leader interview response, lack of trust between the office employees and customers is the other challenge in managing landholding registration in the sub city. This challenge is common for those offices with high interactions with customers including the land administration office.

Customers do not appreciate the challenges in the landholding registration process and the level of service provisions despite those challenges. Brokers being called as “gudaygeday” are believed to be the main actors for the customers trust on the service provisions. These actors made customers believe that their service request done only if the informal way is followed which negatively affects the image of the office.

4.6. Measures taken to address challenges of landholding registration

The landholding registration problems discussed above are more probably technical, legal and motivational issues. The database server is centralized by the landholding registration and information agency and administer with the collaboration of information network and security agency. Since they are the concerned body, corrective measures should be taken integrating with stakeholders like telecommunication and electric power corporation.

4.6.1. Amendment of rules and regulations

According to interview respondents and researcher document review, after the implementation of landholding adjudication and registration, existing situations are

not uncovered and explained in Directive 45/2014 with respect to Regulation 324/2014 and there were contradicted articles with the regulation. As an example, article 7(3) of Directive45/2014 contradict with article 13(5) of Regulation 324/2014 and corrected by article 8 sub article 3 of Directive61/2019. Directive 61/2019 provides guidelines and directions on the implementation of Regulation 324/2014 and Proclamation 818/2014, including details on activities for landholding adjudication and registration, the implementation of systematic and sporadic landholding adjudication and registration, responsibilities and grievance handling (*Interview response from Kirkos sub city landholding registration office director and directorate director*).

However, amendment of Proclamation No.818/2014 is required to solve the condition between the existing situation and the imagination of the Proclamation. For instance, the Proclamation stated that there should be regularized and planned as well as all parcels right creation should be completed to start adjudication and registration activities. It is far from the reality in Addis Ababa context. System restriction of tenure type also resolved if amendment is carried out as interview participants explained.

4.6.2. Organizational structure change

According to adjudication officers and office director interview response land registration and its respective service in Addis Ababa have gone through many organizational arrangements. Landholding registration and information agency changed its organizational structure recently including sub city offices and mentioned as a solution. The new structure added new teams and split the former registration teams. There was a project office assigned to adjudicate landholdings and transfer to the registration office.

With regard to the new structure, eliminating the project and changed as a directorate within the registration office considering better result from the adjudication directorate. It has been revised based on studies and to address customers increasing and changing service demands. From the findings, 70.73 percent of the respondents answered, the institutional and organizational capacities are incapable and 29.27percent of the respondents answered the institutional & organizational capacities are capable as shown on figure 4.10 below.

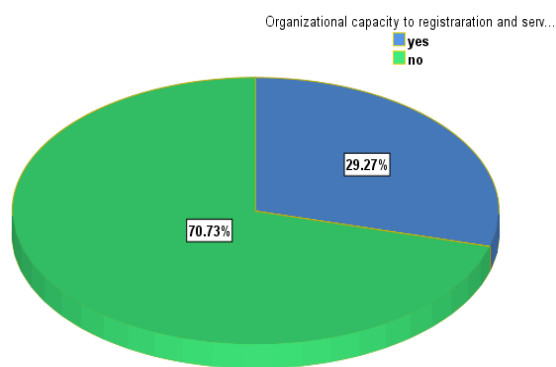


Figure 4-9: Organizational capacity of landholding registration

Source: (Field Survey, 2024)

According to adjudication officers’ interview response there are services not addressing in the structure studies. To show this with example, archive registration and demarcation were not addressing and to fill the gap of the structure experts are representing in addition to their job description and there are 16 casual works in Kirkos sub city landholding registration office. According to respondents’ explanation, even it has its own limitation the new structure tried to show duties and responsibilities of employees better than the former structure but it needs restructured in the meantime. Totally, the organizational structure change did not make change on the registration efficiency.

4.6.3. Evaluating service delivery

From the office director and directorate director interview response, it was noted that the landholding registration office evaluates service delivery. The management group meets every month to evaluate service delivery performances. Comments from suggestion boxes and suggestion register books are compiled and reviewed every month and feedback is provided on actions taken or planned to be taken to address issues raised by customers.

In this regard, obtaining customers feedback and taking action on the issues raised is good experience. According to the response, the frequent suggestion and comment from customers is the lengthy time it takes to get their requested services. The office also understood and explained the problem. The causes as the lengthy period is due to network problems and organization structure change. For example, for the last three

weeks, from the date of this interview, network was not available for 12 days and no electric power for 2 days. This creates backlogs on services and is source of complaints, and ultimately dissatisfaction of customers. Due to the structure change, new employees are assigned on the system and there is a skill gap on how fully operate, which delays the services to some extent.

However, the researcher view that the time to review and provide feedback on issues raised through the suggestion boxes should be revised at least weekly review for discussion by the management on their weekly meeting will help to address issue on a timely manner. This was an opportunity for the office to obtain feedbacks and improve on the simplicity clarity and transparency problems as well as its service delivery.

4.6.4. Off time landholding registration

The landholding registration and information agency main duty is adjudicating, registering and finally provide services based on the registered landholding rights. To overcome the system network inefficiency the agency was started shift overtime registration alternatively among the whole sub city in 2018 and 2019 with appreciation fee. According to interview participants' response, it was highly productive but in 2020 stopped by higher officials order unknowingly.

4.7. Summary of the Findings

This study attempted to examine landholding registration in Kirkos sub city with an emphasis to the process, status, challenges and what measures taken to overcome the challenges of landholding registration. The study used quantitative and qualitative research approaches to collect present and analyze the data. The data collected through questionnaire, interview, observation and document review were used to generate meaning for this research. Accordingly, the data analysis indicated the following major findings in accordance with the research objectives expected to be addressed by this paper.

The process of landholding adjudication and the subsequent registration has four main steps: Preparation, Fieldwork, Public display, and Setting decision on Adjudication results. With regard to the findings, the above process of landholding adjudication and registration were not efficiently implemented and led landholding registration delay.

The current landholding registration was highly affected due to unnecessary and overlapping procedures, limitation of the developed RECS and RPRS registration

system, low quality and delayed speed of adjudication result. Additionally, discontinuous and interrupted electric power and network infrastructure on registration, inadequate higher management officials' support, and extra time consumed to register a single parcel, poor institutional integration, low simplicity, clarity and transparency of procedures and absence trust between experts and customers are obstacles to meet objectives of landholding registration in kirkos sub city.

To overcome the current landholding registration problems amendment of landholding adjudication and registration directive 45/2014 into 61/2019 at the federal level, organization structural change at city level and evaluating service delivery measures are taken at sub city level.

Due to the above-mentioned problems, the current landholding registration status of kirkos sub city could not achieve its strategic plan completing landholding registration within five years from 2015 to 2019. However, the sub city only register 9253 in the developed registration system and 23538 (all types of parcel) parcels register manually. The remaining parcels not register in landholding registration system are 19520 and that may take more than five years to register in the system. There are also 9253 parcels are not adjudicated and registered either with the system or in manual.

CHAPTER FIVE

5. Conclusions and Recommendations

This chapter provides the conclusions and recommendations of the study based on the objectives of the study. The objective of this study was describe the status of landholding registration, evaluate the process of landholding registration, identify factors affecting landholding registration and evaluating the measures taken by the concerned body to solve the problems of landholding registration in Kirkos sub city.

5.1. Conclusions

Throughout this research, attempts were made to evaluate the process, status, challenges and corrective measures of landholding registration in Kirkos sub city. The research addressed the major practical problems related to landholding registration implementation, the relevance of the landholding registration for intended beneficiaries.

The research described that even if the landholding registration office of Kirkos sub city staffs had an opportunity of better educational qualifications, experienced and productive age of workers, the landholding registration process is not on the right tracks; rather it is in a serious problem. Only 9253 parcels registered in system but the plan was to finalize in 2019. The major practical problems related to landholding registration implementation are political/motivational, technical, institutional and financial. To establish legal cadastre stakeholder participation in particular and public participation in general is necessary. Without their involvement, it is impossible to establish legal cadastre.

In practice, there is inefficient awareness creation for public. Because of this, there is inactive landholder and stakeholder participation, delayed document transferring and delayed response on parcels not qualified for adjudication, landholder had less trust government's activities on landholding registration process.

Majority of higher management members, that is, the Addis Ababa City Administration Board which chaired by the mayor of the city have less awareness about the land registration and legal cadastre, even the members who have awareness of legal cadastre had leaved the registration for Landholding registration and information offices only, while it demands their involvement, and also budget is insufficient. The assignee directors by the upper management for the LHRIA are more

politicized those who have less awareness about legal cadastre. However, the registration demands managers, that manages not only about how to do the job but, more importantly, about how to get the job done. The upper management did not take correction measures on stakeholders those dragged the registration.

The employees are not adapting the system registration in fast and no adequate training given for the employees because of this and the system problems, to register a single parcel even it takes months. The landholding registration system demand strong network infrastructure and electricity supply, but there is continues network and light interruption which highly affect the system registration and its speed.

The developed landholding registration system (RECS and RPRS) had not taken consideration the existing tenure type. The system developed to register old possession and lease tenure type only, while in practice there is huge number of condominiums holding rights, apartments and proportions holding rights, lease and old possession rights in one parcel. Because of this, such tenure type registered in manual that is not the goal of office. The output of landholding registration in the system it establishes transparent, accessible, traceable, consistence land information and then fast service delivery is provided to the beneficiaries.

5.2. Recommendations

Based on the conclusion, the following recommendations are given which are helpful for the landholding registration office of Kirkos sub city as well as the head office in order to alleviate landholding registration problems and to increase customers' satisfaction.

- To improve the landholding adjudication and registration, awareness creation and seminars should be given to the stakeholders, landholders and to the public in general through media or face-to-face discussion or any other means about the objective and benefits of landholding registration and the government policies on land.
- The government should be building up the landholders trust on landholding registration process
- There should be controlling and monitoring mechanisms for the progress of landholding registration implementation

- The upper management should assign merited directors who have more knowledge about legal cadastre.
- Employees of the office should gain continuous trainings and exchange best practices including foreign experiences to improve their performance. There are different experiences in the world and scale up these practices accordance with our registration system
- Minimized the problem of network and electricity interruption in collaboration with telecommunication and electric power corporation
- Revised the developed system to register the condominium, apartments, proportion and lease and old possession in one parcel tenure type
- Amendment of registration proclamation No. 818/2014 is essential to solve the system problems restricted by this proclamation. It is also needed to solve unnecessary and overlapping processes
- There should be organizational restructured to make simple, clear and transparent services given by the office. Because there are overlapping and not addressed services by the earlier structure study
- Procedure manuals, guidelines, service fee schedules, and other land related information should be easily accessible to the public. During this study, it was noted that most of these documents were not easily accessible either in a printed copy or in other platforms for easy references. The landholding registration offices in the sub-city should utilize the internet option to share information and create public awareness

It is also recommended that further studies are essential for landholding registration in the area of:

- The impact of landholding registration on tenure security
- Integration between urban planning and landholding registration/legal cadastre
- Organizational structure of landholding registration offices with respect to the developed system

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Appendix 1

Kotebe University Education
College of Business and technology

Department of urban land Management and Tenure

Questionnaire to be filled by employees of Kirkos sub city

Landholding registration office

Dear respondents;

This questionnaire is designed to collect information regarding urban landholding registration Process, status and challenges in Kirkos sub city. The information obtained was used to complete a study in partial fulfillment of the requirements for Master's Degree in urban land management and tenure.

The information you would provide me is highly essential for successful completion of the study. Please answer all items objectively. The researcher assures you that information provided was kept confidential and be used only for an academic purpose.

Note: you do not need to write your name on this questionnaire. Kindly put a (✓) mark with the option that reflects your level of agreement with the given statement. If you have any inquiry, please do not hesitate to contact me and I am available as per your convenience (Tel; 0911628168 or e-mail; fisehatsionworku@gmail.com)

Yours faithfully, Fisehatsion Worku MSc Student

May 2024

Addis Ababa

Put a (✓) mark with the option that reflects your level of agreement with the given questions and write your justification mixed type questions

Part One: - Background Information

1. Sex: 1) Male ☐ 2) Female ☐
2. Age: 1) 20-25 ☐ 2) 26-30 ☐ 3) 30-35 ☐ 4) 36-40 ☐ 5)>40 ☐
3. Marital status: 1) Married ☐ 2) Unmarried ☐ 3) Divorced ☐
4. Level of education: 1) Diploma ☐ 2) Degree ☐ 3) Masters ☐ 4) PhD ☐
5) Others ☐ please specify
5. What is your current job description within the organization? 1) Director ☐ 2) V/director ☐ 3) directorate director ☐ 4) team leader ☐ 5) Adjudication officer ☐ 6) Officer ☐
6. How long your work experience in Landholding registration and information Agency?
1) < 1 year ☐ 2) 1-5 years ☐ 3) >5 years ☐ 4) Others ☐ please specify

Part Two: -Urban landholding adjudication and registration process related questions:

Variables	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1. Efficient preparation performance for adjudication					
2. Efficient participation of stakeholders and landholders					
3. Efficient validation and transfer of documents from land administration office					
4. Efficient awareness creation for Landholders before adjudication					
5. demarcation and surveying with the participation of landholders ,neighbourhoods and public representatives					
6. Efficient quality controlling at adjudication					
7. Landholding Administration office response efficiency on parcels not qualified for Adjudication					
8. Efficient adjudication result notification					
9. Closure of Adjudication efficiency within 5 months					
10. Adjudication database and document preparation					

Part Three: -Urban landholding registration status, challenges related questions:

1. Are adjudication database and documents validated before registration? 1) Yes ☐
2) No ☐ 3) Others ☐ please specify -----
2. Do landholders apply for registration within 30 days after adjudication process is completed? 1) Yes ☐ 2) No ☐ 3) Others ☐ please specify -----
3. Is the developed landholding registration system (RECS& RPRS) effective and efficient to register the whole parcel of kirkos sub city? 1) Yes ☐ 2) No ☐ If your answer is no, what is the reason? -----

4. Is there any limitation related to the developed landholding registration system? -----

5. Is landholding registration system (RECS & RPRS) meeting its objective? 1) Yes ☐ 2) No ☐ If you say no, what are the reasons? -----

6. What are the basic expectations of the landholding registration (RECS & RPRS) in kirkos sub city? -----

7. Are the data base server and network infrastructure affecting the landholding registration system? 1) Yes ☐ 2) No ☐ if you say yes, explain it? -----

8. Is tenure type (lease, old possession, condominium, proportion, joint lease and old possession in one parcel, and apartment) having effects on landholding registration systems? 1) Yes ☐ 2) No ☐
 - 8.1. Which tenure type is registered easily? -----
 - 8.2. Which tenure type difficult to register? -----
 - 8.3. What may be the reasons such tenure type difficult to register? -----

9. To register a single parcel, how much time consumed? 1) Minute(s) ☐ 2) hour(s) ☐
3) day(s) ☐ 4) week(s) ☐ 5) month(s) ☐ If you say more than a week what are the reasons for such delays? -----

10. How many years may it take to register the whole parcels in kirkos sub city in the developed landholding registration system? 1) Less than 5 years ☐ 2) within 5 years ☐ 3) more than 5 years ☐ please justify your reason? -----

11. Is the land registration delayed due to Adjudication quality and speed? 1) Yes ☐
2) No ☐ 3) others ☐ please specify ----- if you say no, state the reasons? -----

12. Does the organizational capacity of kirkos sub city landholding registration office capable to register and service provision? 1) Yes ☐ 2) No ☐

If you say no, why? -----

13. Do you think landholding registration is supported by the higher management adequately? 1) Yes ☐ 2) No ☐

If you say no, what is the reason? -----

➤ State any additional information, about landholding registration systems in kirkos sub city, if any? -----

Thank you!

Appendix 2

Kotebe University Education
College of Business and technology

Department of Urban land Management and Tenure

Questionnaire to be filled by Customers of Kirkos sub city

Landholding registration office

Dear respondents:

This questionnaire is designed to collect information regarding urban landholding registration Process, status and challenges in Kirkos sub city. The information obtained was used to complete a study in partial fulfillment of the requirements for Master's Degree in Land management and tenure.

The information you would provide me is highly essential for successful completion of the study. Please answer all items objectively. The researcher assures you that information provided was kept confidential and be used only for an academic purpose.

Note: Kindly put a (✓) mark with the option that reflects your level of agreement with the given statement. If you have any inquiry, please do not hesitate to contact me and I am available as per your convenience (Tel; 0911628168 or e-mail; fisehatsionworku@gmail.com)

Yours faithfully, Fisehatsion Worku MSc Student

May 2024
Addis Ababa

Put a (✓) mark with the option that reflects your level of agreement with the given questions and write your justification mixed type questions

Part One: - Background Information

1. Sex: 1) Male ☐ 2) Female ☐
2. Age: 1) 20-25 ☐ 2) 26-30 ☐ 3) 31-35 ☐ 4) 36-40 ☐ 5) >40 ☐
3. Marital status: 1) Married ☐ 2) Unmarried ☐ 3) Divorced ☐
4. Level of Education: 1) Below high school ☐ 2) High school completed ☐ 3) Diploma ☐ 4) Degree ☐ 5) Masters ☐ 6) PHD ☐ 7) other ☐
specify-----

Part Two: -Simplicity, clarity and transparency of landholding registration service provision related questions.

Variables	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1. Customers coming for any land related services can easily access information					
2. Written document in the form of broacher that can guide customers on the process is available and accessible					
3. The process for landholding registration is short and clear and does not create confusion for customers					
4. There are no overlapping and unnecessary processes in the overall landholding registration process					
5. The complaints on service standard mechanisms are uncomplicated and solves timely					
6. The office posts at clear points schedules of fees and other payments, required documents, processes to follow, and the standard time it takes for each service requested					
7. The office encourages customers to report cases of rent seeking behaviour by the staff of landholding registration					

Part Three: -Landholding adjudication and registration related questions

1. The status of your landholding: 1) Registered ☐ 2) Not registered ☐
2. Do you or a representative of your household participate in the public awareness in your adjudication neighborhood prior the adjudication process started? 1) Yes ☐ 2) No ☐
3. Do you join any additional landholding adjudication and registration process awareness raising activities? 1) Yes ☐ 2) No ☐
4. Is the adjudication result publicly displayed after the adjudication process was completed? 1) Yes ☐ 2) No ☐ 3) Don't know ☐

If you say yes, what was the adjudication result? -----

If you say no, how did you know the adjudication result? -----

5. How long is the adjudication result displayed? 1) Less Than 15 days ☐ 2) 15 days ☐ 3) more than 15 days ☐ 4) Don't know ☐
6. Where the adjudication result is displayed? 1) Central place of adjudication Neighborhood notice board ☐ 2) Neighborhood Office ☐ 3) sub city office ☐ 4) others ☐ specify-----
7. Is the information related to your landholding accurate and complete in the displayed adjudication result? 1) Yes ☐ 2) No ☐ if you say no, what did you do? -----
8. Is the landholding registration process fast and simple to access? 1) Yes ☐ 2) No ☐
9. Do you apply for registration within 30 days after the public display of adjudication result? 1) Yes ☐ 2) No ☐

If you say no, what was your reason? -----

10. Is there any problems hindering you to register? 1) Yes ☐ 2) No ☐ If you say yes, what type of problems you face and how you solve it? -----

➤ State any additional information about landholding registration in kirkos sub city, if any?

----- Thank you!

Appendix 3

Interview guiding questions for Landholding Registration and Information Office official, team leaders and adjudication officers

1. How many parcels found in Kirkos sub city?
2. How many parcels are registered and how many parcels are remaining unregistered from the whole parcels of the sub city?
3. How much time is needed to register for the remaining unregistered parcels?
4. Do you think the current implementation of landholding registration process achieve the objectives of Kirkos sub city with respect to the city administration?
5. Can you describe the process of landholding registration in Kirkos sub city?
6. Does the office deliver all the required services for each request to a customer?
7. Do you believe that the procedures used for land registration, obtaining land related services and appealing on service standards are clear and simple for customers?
8. Do you think that there is existing overlapping processes and excessive requirements, lengthy and confusing procedures? If yes, please describe how it can be addressed?
9. Does the office post required fees, required documents, procedures to follow, and the standard time it takes for each of the services information at clear points? If not, why?
10. How the office monitors and evaluates efficient and effective service delivery to customers?
11. What is the most frequent comment suggested from customers on the service delivery? What measure has been taken so far to improve on those comments/suggestions?
12. What are the main factors affecting the current implementation of landholding registration system: Clarity, simplicity and transparency of processes? Technical, institutional capacity and legal framework?
13. What are the measures taken to solve factors affecting the registration? Who is the concerned body to solve the problems?
14. Is there trust between the office employees and customers?
15. What do you suggest to improve the landholding registration?

Appendix 4

Observation guiding questions for the researcher

1. What is the relationship between customers and experts?
2. How many parcels are registered in **RECS and RPRS** system?
3. What looks like the current landholding registration process?
4. What type of forms is prepared to proceed based on the process?
5. Are infrastructures sufficient to register the whole parcels of kirkos sub city?
6. The measures taken to improve the current landholding registration?
7. What looks like the office structure?

ኮተቤ ትምህርት ዩንቨርሲቲ

ለቢዝነስ ፣ ቴክኖሎጂና ሙያ ትምህርት ኮሌጅ

የከተማ መሬት አስተዳደር

በቂርቆስ ክፍለ ከተማ የመሬት ይዞታ ምዝገባናመረጃ ጽ/ቤት ተገልጋዮች የሚሞላ መጠይቅ

ውድ የጥናቱ ተሳታፊዎች፡

ይህ መጠይቅ የተዘጋጀው በቂርቆስ ክፍለ ከተማ ውስጥ በመተግበር ላይ በሚገኘው የመሬት ምዝገባ ሂደት አሁን ያለበትን ደረጃ እንዲሁም ያለበትን ችግሮች/ተግዳሮቶች በተመለከተ መረጃ ለመሰብሰብ ነው፡፡

ኮተቤ ትምህርት ዩንቨርሲቲ የ2ኛድግሪ ትምህርት ፕሮግራም የከተማ መሬት አስተዳደር የመጨረሻ ዓመት ተማሪ ስሆን ለመመረቅ የሚያስፈልገውን የማሙያ የምርምር ጥናት "በአዲስ አበባ ከተማ አስተዳደር የቂርቆስ ክፍለ ከተማ የመሬት ይዞታ ምዝገባ ሂደት፣አሁን ያለበት ደረጃናያጋጠሙ ችግሮች/ተግዳሮቶች" በሚል ርዕስ ላይ እየሰራሁ ነው፡፡የእርስዎ ተሳትፎ ለጥናቱ ውጤታማነት አስፈላጊ በመሆኑ ካልዎት የተጣበበ ጊዜ ላይ መጠይቁን ለመሙላት ስለተባበሩኝ ከልብ አመሰግናለሁ፡፡የሰጡት መረጃ ለጥናቱ አላማ ብቻ የሚውል እና ሚስጥራዊነቱ ሙሉ ለሙሉ የተጠበቀ ነው፡፡

ማስታወሻ፡- ለጥያቄው ትክክለኛ መልስ ነው ብለው በተስማሙበት የመልስ መስጫ ሳፕንውስጥ(√)ምልክትያስቀምጡ፡፡ጥናቱን በተመለከተ ማንኛውም አይነት ጥያቄ ቢኖረዎት ያለምንም ማመንታት በሚመችዎት መንገድ ያገኙኛል፡፡(ስልክቁጥር፡- 0911628168, e-mail: fisehatsionworku@gmail.com)

ፍስሃዕዮን ወርቁ

ግንቦት 2016

አዲስአበ

መጠይቆች	በጣም እስማማለሁ	አስማ ማለሁ	ገለል ተኛ	አልስ ማማም	በፍፁምአል ስማማም
1. ከመሬት ጋር የተያያዙ አገልግሎቶችን ለሚጠይቁ ተገልጋዮች በሚያቀርቡት ማስረጃ መሰረት የሚፈልጉትን አገልግሎት በቀላሉ ማግኘት ይችላሉ					
2. ስለአገልግሎት አሰጣጡ ሂደት ተገልጋዮችን ሊያግዝ የሚችል መረጃ በብሮሽር መልክ ተዘጋጅቶ ይሰጣል					
3. የመሬት ምዝገባ ሂደቱ የማያምታታ፣ አጭርና ግልፅ ነው					
4. አጠቃላይ የመሬት ምዝገባ ሂደቱ የተደጋገመና የማያስፈልግ ሂደት የለውም					
5. ተግባራቶችን በቅደም ተከተል መተግበር የሚያስችልና ባለሙያዎችን የሚያግዝ ወጥ የሆነ ስታንዳርድ/አሰራር አለ					
6. ከአገልግሎት አሰጣጥ ጋር በተያያዘ ቅሬታ ማቅረቢያ መንገዱ ውስብስብ ያልሆነና በፍጥነት የሚፈታ ነው					
7. የመሬት ይዞታ ምዝገባ ረጅም ጊዜ የማይወስድና በተመጣጣኝ የአገልግሎት ክፍያ የሚሰራ ነው					

መጠይቆች	በጣም እስማማለሁ	እስማ ማለሁ	ገለል ተኛ	አልስ ማማም	በፍፁምአ ልስማማም
8. ቢሮው የክፍያ ጉዳዮችን አገልግሎት ለማግኘት አስፈላጊ ሰነዶችን፣መከተል ያለብን ሂደቶችንና አገልግሎቱ የሚወስደውን ጊዜ በተመለከተ ግልፅና በሚታይቦታ ላይ ይለጥፋል					
9. ቢሮው በሰራተኞች ላይ የሚታይ የኪራይ ሰብሳቢነት ባህሪን በተመለከተ ተገልጋዮች ጥቆማ እንዲሰጡ ያበረታታል					
10. ቢሮው ተገልጋይ ተኮር አገልግሎት መስጠት ላይ መሰረት ያደረገ ነው					

ማስታወሻ:-በጣምእስማማለሁ=1፣እስማማለሁ=2፣ገለልተኛ=3፣አልስማማም=4፣
በፍፁምአልስማማም =5

ክፍልሶስት: ዳመሬት ይዞታ ማረጋገጥና ምዝገባ ጋር ተያያዥነት ያላቸው መጠይቆች

- ይዞታዎት ያለበት ደረጃ: 1) የተመዘገበ 2) ያለተመዘገበ
- እርስዎ ወይም የእርስዎ ተወካይ በሰፈራችሁ የይዞታ ማረጋገጫ ሰፈር ውስጥ የማረጋገጥ ስራ ከመጀመሩ በፊት የህዝብ ግንዛቤ ፈጠራ መድረክ ላይ ተሳትፈዋል?
1) አዎ 2) የለም
- በይዞታ ማረጋገጥና ምዝገባ ሂደት ዙሪያ ተጨማሪ የህዝብ ግንዛቤ ፈጠራ መድረክ ተሳትፈዋል? 1) አዎ 2) የለም
- የማረጋገጥ ሂደቱ እንደተጠናቀቀ የማረጋገጥ ውጤት ለህዝብ ይፋ ተደርጎ ነበር?
1) አዎ2) የለም3) አላውቅም

አዎ ካሉ ውጤቱ ምንድን ነበር? -----

የለም ካሉ የማረጋገጥ ውጤቱን እንዴት አወቁ? -----

- የማረጋገጥ ውጤቱ ለምን ያክል ጊዜ ነው ለህዝብ ይፋ የተደረገው? 1) ከ15 ቀንበታች 2) ለ15 ቀናት 3) ከ15 ቀንበላይ 4)አላውቅም
- የይዞታ ማረጋገጥ ውጤቱ ለህዝብ ይፋ የተደረገው የት ነው? 1) የይዞታማረጋገጫ ሰፈር ማዕከላዊ ቦታ 2) የይዞታ ማረጋገጥ ሰፈር ቢሮ 3) ክፍለ ከተማ ቢሮ 4) ሌላይግለፁት-----
- የማረጋገጥ ውጤቱ ለህዝብ ይፋ ሲደረግ የእርስዎ ይዞታ መረጃ ትክክልና የተማላ ነበር?1) አዎ 2) የለምየለም ካሉ ምን አደረጉ? -----

8. የመሬት ይዞታ ምዝገባ ሂደቱ ለመገልገል ቀላልና ፈጣን ነው?

1) አዎ ☐

2) የለም ☐

9. የይዞታ ማረጋገጥ ሂደቱ እንደተጠናቀቀ በ 30 ቀን ውስጥ ለምዝገባ አመልክተዋል? 1) አዎ ☐ 2) የለም ☐ የለም ካሉ ምክንያቶች ምንድን ነበር? -----

10. ለመመዝገብ ያጋጠመዎ ችግር አለ? 1) አዎ ☐ 2) የለም ☐ አዎ ካሉ ያጋጠመዎት ችግር ምንድን ነው? -----

➤ ቂርቆስ ክፍለ ከተማ በሚካሄደው የመሬት ምዝገባ ሂደት ላይ ተጨማሪ አስተያየት ካለዎት ይግለፁ? -----

አመሰግናለሁ!!