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The Resettlement process in the urban periphery of Addis Ababa, Ethiopia

In the case of Jemo Condominium

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Summary

Cities have changed dramatically in recent decades as a result of growth, infrastructural development, and increasing urbanization. This results in displacement and resettlement which is a multi-faceted process that necessitates the participation of a variety of parties. On a global scale, efforts have been made to provide international advice, exchange best practices, and valuable tools to bring inclusive planning and effectively implement resettlement. In Addis Ababa, the capital of Ethiopia, settlement underwent various modifications, resulting in the establishment of substandard housing and inadequately facilitated neighborhoods due to a lack of official city planning. As a result, currently, urban redevelopment become a common activity to enhance and develop the decade neighborhoods which is followed by resettlement in the urban periphery by building new governmental multi-story housing. The city government undertakes this urban land development without consulting neither the demographic dynamic nor considering current governance capacity which creates an uncoordinated distribution of services and insufficient localized economic activities in the provision of adequate housing.

This research aims on explaining the influence of the governance of the resettlement process on the accessibility of adequate multi-story housing provision at the urban periphery of Addis Ababa. This research adopts the case study as a research strategy with a qualitative technique. A semi-structured interview is carried out with a respondent from stakeholders, community leaders and used an expert interview and secondary data to triangulate the information. The qualitative data were analyzed through co-occurrence analysis in Atlas Ti to explain the relationship between the governance of the resettlement process and accessibility of adequate housing.

The study found out that, the resettlement process has four distinctive sub-process: urban renewal and redevelopment, implementation and construction of a condominium, allocation of condominium for relocatees, and Monitoring. In the governance of the resettlement process, the level of stakeholder involvement in terms of mobilization and social inclusion is an important factor in the Jemo condominium. The process had a top-down one-way communication /consultation engagement level due to the fact that the process is initiated by top authorities and there is a lack of collaboration and networking between the stakeholders, as well as the relocatees community, which led to delay in the provision of infrastructure and service. Moreover, the clear role and responsibilities assignment for the governmental institutes enables the stakeholders in the process while the lack of openness in the process constrains the social inclusion which influences the accessibility to adequate housing.

Keywords

Resettlement process, Governance, Accessibility of adequate housing, Urban redevelopment, infrastructure and service

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Foreword

This thesis is written for submission to the Institute for Housing and Urban Development Studies, Erasmus University Rotterdam, Netherlands, as the requirement to obtain an MSc degree in Urban Management and Development, for the specialization of Urban Housing, Equity, and Social Justice. The subject of the thesis is the governance of the resettlement process and the influence on the accessibility to adequate housing in the context of the Addis Ababa multi-story condominium.

The topic is urgently necessary to be discussed as trends show that a resettlement process is not given enough attention in assessing the practice. In the current discussion how the process carried out in urban planning is emphasized and expense of debate for the best of what the outcomes will be. The governance, the development, and transformation of resettlement are becoming an important aspect but there is limited study in the comprehensive analysis of the resettlement process in the case. Thus, this study contributes to boosting the provision of the outcome which is providing accessible adequate housing through directing the decision-makers in the process. Innovative governance approaches can enhance the resettlement process and bring inclusive and sustainable resettlement development.

Abbreviations

IHS	Institute for Housing and Urban Development Studies
AfDB	Africa Development Bank
EBRD	European Bank for Reconstruction and Development
IHDP	Integrated Housing Development and Programme
UN	United Nation
AAHDAB	Addis Ababa Housing Development and Administration Bureau
DIDR	Development Induced Displacement and Resettlement
IRR	Impoverishment Risk and Reconstruction
RAP	Resettlement Action Plan

Table of Contents

Summary	ii
Keywords	ii
Acknowledgments	iii
Foreword	iv
Abbreviations	v
Table of Contents	vi
List of Figures	viii
List of Tables	viii
Chapter 1: Introduction	9
1.1. Background of the study	10
1.2. Problem statement	11
1.3. Research Objectives	12
1.4. Provisional Research Questions	12
1.4.1 Specific Question	12
1.5 Significance of the study	12
Chapter 2: Theory Review	14
2.1. Introduction	14
2.2. The concept of Development Induced Displacement and Resettlement (DIDR)	14
2.2.1 The Impoverishment risk and Impact of development-induced resettlement.....	15
2.2.2 Resettlement process	17
2.2.3 Approaches to resettlement	18
2.3. The governance process of resettlement.....	20
2.3.1 Transparency	21
2.3.2 Public participation and inclusiveness	21
2.3.3 Equity and rule of law	23
2.3.4 Accountability	24
2.4. The concept of adequate housing	24
2.4.1. Accessibility of housing	25
2.5. Conceptual framework	26
Chapter 3: Research Design and Methods	29
3.1 Introduction	29
3.2 Revised research question	29
3.2.1 Specific Question	29
3.3 Research strategy	29
3.3 Operationalization of indicators and variables	30
3.5 Data collection Methods and Sample Size Selection.....	35
3.5.1. Data collection Methods.....	35
3.5.2. Sampling Techniques	35
3.6 Data analysis methods	36
Chapter 4: Research Findings	38
4.1. Introduction	38
4.2. Description of the case	38
4.3. General Characteristics of the sample	40
4.4. The governance of resettlement processes	41
4.4.1 Accountability	42

4.4.2 Stakeholder Involvement.....	45
4.4.2.1 Stakeholder mobilization.....	45
4.4.2.2. Social inclusion.....	48
4.4.3. Transparency.....	50
4.4.3.1 Access to information.....	50
4.4.3.2. The openness of the process.....	51
4.4.3.3 Program and Strategies.....	53
4.5 Accessibility for Adequate housing.....	54
4.5.1 Infrastructure and services.....	54
4.5.2 Spatial and locational attributes.....	56
4.6 Discussion.....	57
4.6.1 The influence of governance on the accessibility of adequate housing.....	57
4.6.1.1 The relation between the stakeholder mobilization and accessibility of adequate housing.....	58
4.6.2 The relation between Stakeholder Mobilization and Accountability.....	59
4.6.3 The relation between social inclusion and transparency.....	60
Chapter 5: Conclusions and recommendations.....	61
5.1 Research purpose.....	61
5.2 Conclusion: governance influence the accessibility of adequate housing.....	61
5.2.1 Organizational arrangement of a multi-story condominium in the resettlement process.....	62
5.2.2 Stakeholder involvement of a multi-story condominium in the resettlement process.....	63
5.2.3 Social inclusion in the resettlement process.....	64
5.2.4 Enabling and limiting factors of the governance in the resettlement process.....	64
5.3 Recommendation.....	65
5.3.1 Recommendation for resettlement process in Addis Ababa.....	65
5.3.2 Suggestion for future work.....	65
Bibliography.....	66
Annex 1: Research Instruments_ Interview Guides.....	71
Annex 2: Work Plan.....	77
Annex 3: Data collection: stakeholders Identification and Analysis in Urban Upgrading Renewal Project process.....	78
Annex 4: Data collection: Form for surveying the area before resettlement.....	79
Annex 5: Data collection: Brochures used for information dissemination.....	80
Annex 6: Data collection: Complaints listening sample forms.....	81
Annex 7: Data collection: Spatial progress of Jemo condominium.....	82
Annex 8: Data collection: Kebele houses examples in Addis Ababa.....	83
Annex 9: IHS copyright form.....	84

List of Figures

Figure 1 the composition of the added built-up area in Addis Ababa, Ethiopia, between 2000 and 2014, showing the share of infill (grey), extension (orange), leapfrog (black), and inclusion (blue).....	11
Figure 2 the expansion of the urban extent of Addis Ababa, Ethiopia: The area developed before 1986 (ochre), the area developed between 1986 and 2000 (orange), the area developed between 2000 and 2010 (brown).	11
Figure 3 Master plan of Addis Ababa	11
Figure 4 A possible causal sequence of high-rise apartments in poor socio-economic areas (left) VS affluent areas (Right)	19
Figure 5 Resettlement location attribute.....	20
Figure 6 (a) Ladder of citizen participation (b) Public involvement theory (c) wheel of participation	23
Figure 7 <i>Public Participation</i>	28
Figure 8 Location Map of Jemo Condominium	39
Figure 9 Resettlement process in multi-story condominium provision	40
Figure 10 Structure of the government institutions involved in the process.....	44
Figure 11, Renewal project flow diagram with the resettlement analysis	46
Figure 12 Stakeholder and community analysis in the Resettlement process.....	47
Figure 13 Sankey diagram that shows the relation of stakeholder mobilization with the accessibility of adequate housing	59
Figure 14 Sankey diagram that shows the relationship between stakeholder mobilization and Accountability	59
Figure 15 Sankey diagram that shows the relation of social inclusion and transparency.....	60
Figure 16 Summary of the study	62

List of Tables

Table 1 resettlement Impoverishment risk and reversal strategies	15
Table 2 Resettlement process lessons and issues	18
Table 3 Definition of independent and dependent variables	27
Table 4 Operationalization based on the literature review (chapter 2).....	30
Table 5 Interview profile.....	36
Table 6 No of household units in Jemo condominium	38
Table 7 Stakeholder Respondents Description	40
Table 8 Relocates respondents' descriptions.....	41
Table 9 the governance analysis output	41
Table 10 Documents i.e., laws, regulations.... used in the resettlement process	51
Table 11 The access for Adequate housing output	54
Table 12 co-occurrence table using Atlas Ti as a tool for analysis.....	58
Table 13 Research work plan.....	77

Chapter 1: Introduction

In recent decades, cities are changing dynamically due to developmental intervention, infrastructure developments, and rapid urbanization. In this respect, inner-city upgrading and land demand for development leads to a lot of people being displaced physically, socially, and economically (Vanclay, 2017). The displaced communities are either pushed to resettle in newly established housing, employment, and enterprises provided by the government and private sectors or stay displaced without resettlement. From the past decades to the current time, the urbanization trends, renewal projects, displacement for seeking of land acquisition, and bringing adequate resettlements plan are continually discussed together in urban research, yet the planning and implementation process is still challenged.

Resettlement is a complex process that has multi-dimensional issues and requires an engagement of different stakeholders. Some existing literature describes resettlement as a crisis that brings enormous challenges and risks in the perspective of respecting the human rights of relocatees. On the contrary, other scholars considered resettlement as an opportunity for development through minimizing the impact and regarding the need of the relocatees. Globally, efforts have been done to bring international guidance, share good practices, and useful tools aiming to bring inclusive planning, as well as implement resettlement adequately. In 2016 World Bank developed resettlement guidelines which include issues and direction for each stage of the project cycle: starting from the project preparation to the long-term impacts. The resettlement operational policy of the World Bank aims to address firstly, avoiding the adverse impacts and conceive the resettlement activities as sustainable development programs; secondly to allow the relocatees to participate in the design and implementation practice and lastly, to assist the relocatees to improve their livelihood and standard of living (World Bank, 2016).

In general, the whole aim of international guidance is to formulate a road map for a well-organized, realistic, justified, participatory, and context-specific resettlement process. This leads to producing the best possible outcomes, minimizing uncertainties, and negative impacts, as well as maximizing opportunities (World Bank, 2016 and EBRD, 2017). IFC (2012), indicates that the success of resettlement is measured with the improvement of the economic and social well-being of the relocatees. This can be done through providing improved housing, public infrastructure and engaging both the relocatees and the host communities in the development of the land use. The European Bank for Reconstruction and Development (EBRD) (2017), also highlights that resettlement is implemented through assessing the environmental and socio-economic impact along with the project planning processes that include: environment and social management plan, design, construction planning, and stakeholders' engagement. Similarly, the Africa Development Bank (AfDB) recommended a safeguard requirement for the resettlement process to be implemented with better alignment of the Resettlement Action Plan (RAP) process in the project cycle. Likewise, building capacity, involvement of Civil Society organizations (CSO), mainstreaming environmental protection, restoring livelihood and, consulting indigenous people in the planning and implementation phase will enhance the policy of the resettlement (African Development Bank's, 2015).

1.1. Background of the study

Addis Ababa, the capital of Ethiopia, is founded as a village military encampment in the 1880s with a layout for defense. It is a city with a diverse landscape and socioeconomic background. In the formative age (1880s-1930), capitalist-oriented (1930-1974), and Marxist-oriented (1975-1991) regimes, the city followed non-formal planning with a lack of consideration on the social, economic, and physical condition which led to the formation of slums (Alemayehu, 2008). The settlement of the city underwent many changes with absences of formal city planning and this led to the development of substandard housing and poorly facilitated neighborhoods. UN (2010) indicates, 80% of the population of the city lives in a slum area, which is not planned and deteriorated settlement, as well as including the inadequate public rental housing called *Kebele house*¹ (UN, 2010). Since 2000, there is an effort to radically restructure the city planning and decentralize the administration structure. As the city becomes a seat for the African Union-United Nation Economic Commission for Africa (UNECA) and home to many international organizations, the government's intention to address the poor condition of neighborhoods and improve the city's image, has engaged to the large-scale inner-city renewals and development programs. The Integrated Housing Development and Programme (IHDP) is one of the renewal programs that planned to tackle the shortage of housing through replacing the dilapidated neighborhoods, resettlement for the relocated community due to the redevelopment, and improving infrastructures, social facilities, and services (Alemayehu, 2008). The program of IHDP is also aimed at the new growing demand for housing from urban growth with the transition to private homeownership by replacing the public housing (Kloosterboer, 2019). To this effect, the program resulted in the completion of 175,000 units with under constructed 132,000 units in Addis Ababa and its surrounding. Starting from 2006 to 2016, this high-rise condominium coverage from the residential area increased from 1% to 11% where most of the higher density development is located in the eastern edge of the city (Larsen, Yeshitela, Mulatu, Seifu, and Desta, 2019).

Subsequently, urban redevelopment has been a common activity in recent decades, with the construction of various built environment interventions and growth to enhance the decayed neighborhood and improve the city's image. This is followed by displacement and resettlement that leads the city to undergo socio-spatial transformation with extensive expansion and change the morphology while affecting the local communities (Alemayehu and Stark, 2018). The finding of Abebe and Hesselberg (2014) showed that the inner-city communities are relocated from their workplace, losing the social network and housing infrastructure that they are attached to for so many years. Between 2009 and 2016, at least 28,584 inner-city households were displaced due to inner-city redevelopment and rehabilitation. Similarly, a recent study indicates that informal settlers, landholders, and public tenants are relocated to the urban periphery that led to an inflation in the inner-city market value and housing prices and creating segregation between commercial and residential areas, as well as between the center and the periphery in terms of socioeconomic and spatial perspective (Kloosterboer, 2019). There is consequent suburbanization and uncontrolled urban growth that hinder the urban development of Addis Ababa and the surrounding causing haphazard land development and deteriorated the livelihood of both the relocatees and the host community (Mohamed, Worku, and Lika, 2020).

¹ Kebele house is affordable public rental housing provide by the Ethiopian government for its citizens.

Figure 2 the expansion of the urban extent of Addis Ababa, Ethiopia: The area developed before 1986 (ochre), the area developed between 1986 and 2000 (orange), the area developed between 2000 and 2010 (brown).

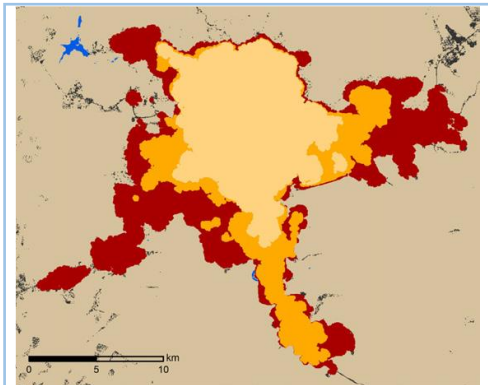


Figure 1 the composition of the added built-up area in Addis Ababa, Ethiopia, between 2000 and 2014, showing the share of infill (grey), extension (orange), leapfrog (black), and inclusion (blue).

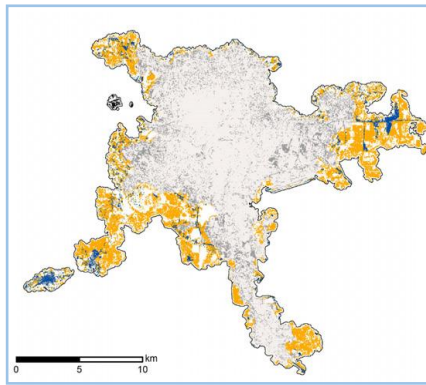
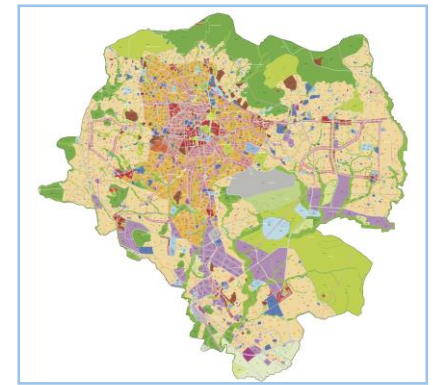


Figure 3 Master plan of Addis Ababa



Source: Atlas of Urban Expansion, 2016

1.2. Problem statement

Despite the development of various guidelines and procedures on how to resettle people and communities (e.g., IFC, 2012 & EBRD, 2017), the process of resettlement has encountered significant challenges. Some of the issues raised in empirical studies are the unrealistic time frame, inadequacy in budget and compensation arrangement, poor assessment of projects, lack of community participation, awareness, and information (Vanclay, 2017). There are also inefficiencies in the chain of communication and decision-making due to work pressure, inadequate capacity, and coordination difficulties among agencies (Wet, 2010).

In Addis Ababa, the urban periphery is becoming a site of resettlement with a rapid land-use change and engulfing agricultural areas through uncontrollable urban expansion. In the urban periphery, the government building large-scale multi-story condominium complexes, known as IHDP, in the area without regarding the other transport infrastructure, certain public space, and neglecting the need of communities (Charitonidou, 2021). The city government undertakes this urban land development without consulting neither the demographic dynamics nor considering current governance capacity. This decision-making process is creating an uncoordinated distribution of services and insufficient localized economic activities in the provision of adequate housing (Mohamed, et al, 2020). The IHDP approaches in the resettlement process have not considered the social capital and habits of former kebele dwellers that break the previous inhabitancy and dependency of lifestyle. The process does not contribute to the improvement of citizen living conditions, as it lacks integration of stakeholders' engagement to capture the interest of the relocatees at large in both the planning and implementation phase (Kloosterboer, 2019).

In nutshell, the government prioritizing building a world-class city in the inner cities led to a resettlement process of the inner-city dwellers to the new government housing. It is mostly situated in the urban periphery where the process of the transformation in the resettlement areas is not comprehensively analyzed and documented (Alemayehu and Stark, 2018). Furthermore, an empirical study of Nikuze, Sliuzas, Flacke, and van Maarseveen (2019) indicates that there is a knowledge gap in the analysis into the developmental and stakeholders' decision-making process

of a resettlement site and the interaction it has with the bigger picture of the outcomes is underestimated. Therefore, this thesis is focused on explaining the influences of the governance of the resettlement process on the accessibility of adequate multi-story housing provision at the urban periphery and leads the experts to strengthen future practice and decision-making processes.

1.3. Research Objectives

The overall research objective is to explain to what extent the governance of the resettlement process influences the access to adequate housing in the multi-story condominium at the urban periphery of Addis Ababa. Within this, the specific objectives are the following:

- To explain the organizational arrangement of the resettlement process in the multi-story condominium housing provision.
- To demonstrate the stakeholder's involvement in the resettlement process in the multi-story condominium housing provision.
- To identify the enabling and limiting factors in the governance of the resettlement process that influences the provision of accessibility of adequate multi-story housing for the relocatees.

1.4. Provisional Research Questions

To what extent the governance of the resettlement process influences the access to adequate housing in multi-story condominiums housing at the urban periphery of Addis Ababa?

1.4.1 Specific Question

1. How is the resettlement process of a multi-story condominium housing organizationally arranged?
2. How are the stakeholders involved in the resettlement process of a multi-story condominium housing provision?
3. What are the enabling and limiting factors of the governance in the resettlement process that influence the accessibility of multi-story condominium housing provision?

1.5 Significance of the study

Dijk (2020) indicated that currently the question 'how' the process is carried out in urban planning is emphasized and expense of debate for the best of 'what' the outcomes will be. In line with this, a resettlement process is not given enough attention in assessing the practice. There is limited literature that explains how the resettlement sites are developed and transformed into new resettlement areas (Nikuze, et al, 2019). This research will contribute to this gap of knowledge by rethinking how the resettlement process is influencing the outcomes. It will contribute to the literature by explaining and transferring knowledge on how a resettlement process governance can boost the provision of accessible adequate housing.

Moreover, it studies the process in terms of organizational arrangement and stakeholder's involvement, for enhancing the equal distribution of infrastructure and basic facilities with adequate housings. Therefore, in practice the study might give a direction for policymakers, local government units in the resettlement process to enhance inclusive and sustainable resettlement development. It can capacitate the policymakers to formulate a housing policy that incorporates and consider the resettlement process to improve the relocatees' access to adequate housing. The study can also direct the local government stakeholders to implement an intended plan that can improve the community's livelihood in terms of providing adequate housing.

Chapter 2: Theory Review

2.1. Introduction

In this literature review, three concepts will be presented using recent academic studies on the resettlement process and adequacy of housing. The first section will discuss the context of the study which is the concept of development-induced resettlement using the impoverishment risk and reconstruction model and approaches in the resettlement. The second concept is the governance process in terms of the good governance principles and how actors, the stakeholders, and the community are arranged in the development of resettlement. Lastly, the adequacy of housing will be reviewed in line with accessibility housing principles and concluded with the conceptual framework of the research.

2.2. The concept of Development Induced Displacement and Resettlement (DIDR)

Resettlement can be defined as the comprehensive process of planning for and implementing the relocation, households, and communities from the original place to another for specific reasons such as urban renewal projects, slum upgrading, and so on (Vanclay, 2017). In 1980, the international development community started to debate about displacement and resettlement when large infrastructure was forcing and evicting populations from their living area (for instance, the violence of Guatemala's Chixoy Dam resettlements). Eventually, the development of resettlement starts to look forward to the collaboration of economic, sociology, and anthropological perspectives internationally (Iuchi, 2015 and Rogers and Wilmsen, 2020).

Nowadays, in many cities the implementation of urban development is aimed at eradicating informal settlements, improving the quality of the urban living environment including housing. The governments of most developing countries apply a process of slum clearance and building of new city image that attracts investors and creates an opportunity for economic growth. This led to the clearance of old and depleted neighborhoods and was followed by the relocation of people living in that area. Even if this resettlement process is opposed by the local landowner, it is justified as the case of the public interest when it is executed in the name of necessary and urgent development (Nikuze, Sliuzas, and Flacke, 2020). Other critical scholars indicate that resettlement is mostly a government program that is driven by the rearrangement of capital, labor, and land, which seek to make the physical area and society more governable. It is a process that exercises power using a larger system and reproduces power dynamics, which have a variety of expected and unintentional consequences. Those resettlement decisions, processes, and outcomes reflect the socioeconomic trends and the interaction of public and private sectors with the community and households. (Rogers and Wilmsen, 2020; Iuchi, 2015).

Above all, according to Jensen, Hapal, and Quijano (2020), the resettlement process is considered as the embodiment of a certain kind of urban divide in the conceptual lens of binary notion as order/disorder, purity/danger, and wealth/poverty. In this finding, there are three reconfigurations produced and enabled by the resettlement process. The first one is it deepened class distinction between the center, the urban economy, and the resettlement site along with the new class differentiation inside the resettlement site. Secondly, the reconfigured spatial-temporal (sense of spatial distance in terms of time) makes the resident more confined and creates difficulty for accessibility and survival. The third point is that the started relation or agreement with the state will be morphed as time pass and create a relation between the marginalized and powerful local

families (Jensen, Hapal, and Quijano, 2020). Thus, understanding why and how resettlement occurs is crucial to the project, and it arises from the chaotic intersections of various theoretical cultures.

2.2.1 The Impoverishment risk and Impact of development-induced resettlement.

Cernea (2000) developed an Impoverishment Risk and Reconstruction (IRR) conceptual model which identified eight linked deprivation risks from resettlement. These are landlessness, joblessness, marginalization, food security, increased morbidity and mortality, loss of access to common property and resources, and social disarticulations. He argued that these risks imply the lack of social justice and equity with social exclusion (Cernea, 2000).

The following table 1 summarizes those risks from the IRR model by defining and set of risk reversal strategies according to the model and with crossing to other scholars' perspectives.

Table 1 resettlement Impoverishment risk and reversal strategies

Risk	Definitions By Cernea (2000)	Other scholars	Reversal strategies by Cernea (2000)
Landlessness	Impoverishment in the sense of expropriation takes place in social and economic productivity is constructed	Patel, Sliuzas, and Mathur (2015) to land is important and justified concerning its location and accessibility to basic facilities and opportunity to livelihood.	Land-Based resettlement and reemployment. *Enabling the relocates with income-generating employment in the resettlement program by providing suitable land in terms of location and distance from the central working district.
Joblessness	Small scale businesses will experience loss and increasing distance	Patel et al (2015) indicated that cost to job location reduces the monthly earning and leads to higher expenditures	
Homelessness	Temporary loss of dwelling and in some cases, it becomes a challenge to reconstruct or afford the new site		House reconstruction *Housing that improved living space, good quality, accessibility to electricity, water, and sanitation facilities. * Housing development supplements to other resources as transport, reconstructing livelihood, and open space.
Marginalization	Families lose economic power and leading to a feeling of injustice		
Morbidity and mortality	Relocation led to higher exposure to stress, trauma, and other chronic illness.	Patel et al (2015) support this that the displaced people are affected by health conditions from lack of drinking water, sanitation, and waste management	Adequate nutrition and from morbidity to improved health care. *Through determined in long term by economic recovery by

Food insecurity	income loss leads to undernourishment and re-establishment takes a longer time		accessing land, employment, and income
Loss of access to common property	Lack of access to common property assets including open spaces, facilities, and infrastructures that have a diverse effect on the livelihood of the communities		Restoration of community assets and services, social inclusion *Reconstructing group structures in a community *Accordingly Wet (2010) indicates that authentic participation in the process can enhance the outcomes in the livelihood restoration and compensation arrangement
Social disarticulation	Dismantle spatial, temporal, and cultural organization patterns of the community. Destruction of neighborhood networks and reciprocal help		

Source: Cernea, 2000, Patel, Sliuzas, and Mathur 2015, and Wet, 2010

❖ Critiques on -the IRR model

Even though the IRR model is widely used in resettlement research and has been used in hundreds of resettlement projects, it lacks a specific toolkit for addressing practical issues such as livelihood reconstruction, which requires consideration of resettlement approaches, external factors, community outreach, and individuals involved in assessment and decision-making. Some aspects of the IRR, such as land-based resettlement, may not be suited for evaluation. (Xiao, Liu, and Feldman, 2018). In this regard, the procedure as well as the essential and larger significance of institutional capacity and political will for successful resettlement are conspicuously lacking. Secondly, focusing on how much land is lost and compensation is required, overlooks other related losses such as land quality and tenure arrangements (Wilmsen, Adjarney, and van Hulst, 2019). Other dangers, such as a loss of resilience, limited community mobility, limited access to education, and a loss of human rights, have been neglected by the IRR model, but these must be addressed (Andnet, 2017). Thirdly, although the categories of project affected persons such as women, the elderly and children are more impoverished by the risk and impacted due to their inherent social vulnerability, the IRR model treats resettlers as a homogenous group and lacks recognition of people's various capabilities (Wilmsen et al, 2019; Aboda, Mugagga, Byakagaba, and Nabanoga, 2019)

According to Xiao, Liu, and Feldman (2018), three added risks are disaster reduction and resettlement performances, indicating the need for public services, adequate finance, community development, authority responsibility, evaluation, and decision-making participation. The last one is the public safety in relocation sites which are targeted to reduce the social insecurity of disorder, conflict, and crime.

❖ **Inclusive resettlement process: gender and vulnerable groups**

Consequently, DIDR gives rise to a complex tapestry of cultural and human rights violations and the project initiates risks as the IRR shows. Considering the challenges in the social structure and gender, the impact for men and women is different from the fact that men and women serve various social roles as dictated by the patriarchal cultural framework in which they are located. Resettlement and rehabilitation are often gender-blind, and they are carried out with the presumption that the losses are not gendered (Contractor, 2008). It also overlooks women's individual real needs for role demands as homemakers, caregivers for children, and caregivers for the elderly, resulting in a unique demand for jobs, health care, and education (Contractor, 2008). Moreover, the loss of livelihood opportunities in the resettlement process impacts particularly the lives of vulnerable sections of the society including women since neighborhood, social tie, and wellbeing play an important role for women. This factor leads to a decline in women's social and economic status and the gender role started to change and become completely dependent on men for all the needs (Sikka and Mathur, 2018; Quetulio-Navarra, Znidarsic, and Niehof, 2017). The process that ignores the specific needs and limitations that women face can increase gender inequality by reducing women's access to property or assets. In this regard, the World Bank group prepared a toolkit for resettlement to be informed about gender. This is to help those responsible for managing and implementing the resettlement process and undertake an initial gender impact screening, assessment, and monitoring of women's desires. This needs to identify the women's group and stimulate union in the community and encourage women to participate in the resettlement process (World Bank, 2019).

Moreover, the World Bank Operational Policy (OP) 4.12 emphasizes the need to assess vulnerable groups which include children, the disabled, and the elderly people. A good practice of resettlement calls for the incorporation of the concern of these voiceless groups. In the resettlement process, children may lose physical or economic access to education, which needs to do a socio-economic survey and keep the education and health standards of this group of people (World Bank, 2004).

2.2.2 Resettlement process

Resettlement is not a short-term process. It has different phases that outline participation and negotiation with different actors. The process can generally be divided into three stages: pre, during, and post – resettlement.

The first phase is the pre resettlement, which includes the initial planning of the resettlement with studying the local context and expectations and determining the community's willingness to resettle, as well as, identifying the resettlement area. It is a period where the confirmation of resettlement is needed for a specified purpose and a project team will be established. The second phase which is called during- resettlement is a phase where data will be collected from the communities and development/implementation will be carried out. The last phase is post resettlement, where monitoring and evaluation will be conducted and the impact of the process shall be documented and audited (Vanclay, 2017).

During resettlement, major activities are taking place. In this phase, the scheme will be prepared to be developed with the provision of social service and end with plot/unit allocation and program termination (John, Magina, and Kemwita, 2019). It starts with collecting baseline data and profiling the community on their socio-demographic and housing characteristics including the income status, tenure security, job type, education level, and understanding their livelihood. Then a working document called Resettlement Action Plan (RAP) will be prepared to encompass the legal basis on land acquisitions, detailed project design and process, compensation arrangement, site selection and planned how the neighborhood is restored (Vanclay, 2017). A study in Dar es Salaam city discloses that the attributes that govern the resettlement process are creating a hostile environment, space that accommodates the family size, and sufficient provision of public facilities and services. Additionally, there are different actors engaged in determining the plot size and the housing design, then based on the information, resettlement housing and related infrastructures will be constructed, and people start to move and resettle (John, Magina, and Kemwita, 2019). The concern raised during the resettlement of communities is that the creation of livelihoods within the newly created living environment, as neighborhood renewal and relocation of current inhabitants often go side by side. The relocation of communities in a new setting creates an effect of lowering social cohesions and ties. Mostly, the development of the new settings fails to improve the existing social, economic, and environmental status of the relocatees (Choi, Kim, Kyle, Marcouiller, and Jun Kim, 2016). Moreover, the following table 2 summarize the emerging lesson and issues in the resettlement process.

Table 2 Resettlement process lessons and issues

Stages in the Project Cycle	Emerging Lesson	Specific Issues
Preparation	<ol style="list-style-type: none"> 1. Accurate scoping 2. Meaningful consultation and participation 3. Choice of appropriate resettlement choice 	<ol style="list-style-type: none"> 1. Determine the project impact area. 2. Addressing Legacy issues 3. Understanding the legal framework and institutional capacity 4. Carrying out meaningful consultation 5. Adequate and timely information dissemination
Implementation	<ol style="list-style-type: none"> 4. Active supervision for resolving problems. 5. Adequate compensation for Relocatees. 6. Effective grievance redress mechanism 	<ol style="list-style-type: none"> 6. Timely and proper valuation methodologies for compensation 7. Supervision the implementation of resettlement instrument
Impact	<ol style="list-style-type: none"> 7. Livelihood restoration 	<ol style="list-style-type: none"> 8. Development assistance and transitional support 9. Cultural factors 10. Impact monitoring and evaluation

Source: World Bank, 2014

2.2.3 Approaches to resettlement

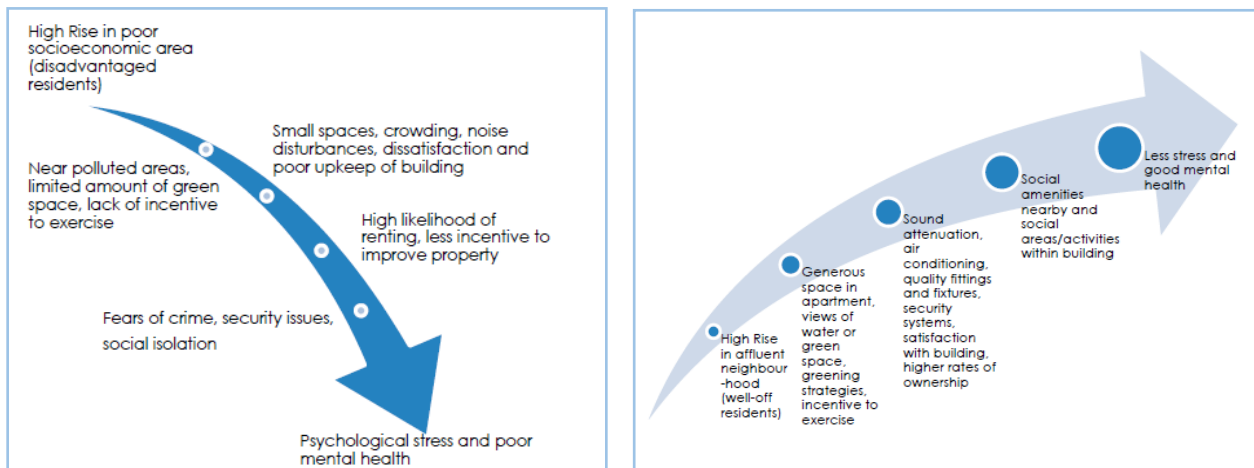
There are different studies on the resettlement strategies and approaches such as right-based approaches which are paying more attention to the human rights perspective (Wet, 2010) and the

land-based establishment considers more the spatial perspective of the process (Cernea, 2000). The spatial approaches can be a whole settlement or quarter/part with singular or large, massive multi-story buildings and infrastructure support.

Building large-scale and multi-story housing or condominiums are practiced and expanded in many developing and emerging economies countries such as Ethiopia, Angola, Rwanda, Mexico, Sri Lanka, and India. As in the case of Ethiopia, such developments are also used as resettlement. These large-scale multi-story buildings have a common characteristic of targeting the largest communities and it is difficult to identify the benefits for the targeted communities (Buckley, Kallergis, and Wainer, 2016).

A recent study recentred the debate on multi-story housing by focusing on the verticality and the space division, highlighting its physical and social segregation and solitude. It also indicated that the possibility of multi-story failures due to the poor maintenance and the essential technologies for the housing. The breaking and malfunction of these technologies led to immediate crises and transformed the modernist dream into dystopian places of isolation and enforced with drawls. The functional character of the high rise is also opposed to Henri Lefebvre’s concept in a way that it is prone to creative modification and appropriations by the residents (Tamburo, 2020). Even if multistorey housing solves the housing crisis and land scarcity, it can also lead to poor living circumstances since units might be isolated, challenging to access, and, more quarantined from the diversity (refer to figure 4). It is frequently disadvantageous to high-density areas when access to parks and sporting complexes, a garden or other natural environment is limited (Larcombe, Etten, Logan, Prescott, and Horwitz, 2019).

Figure 4 A possible causal sequence of high-rise apartments in poor socio-economic areas (left) VS affluent areas (Right)

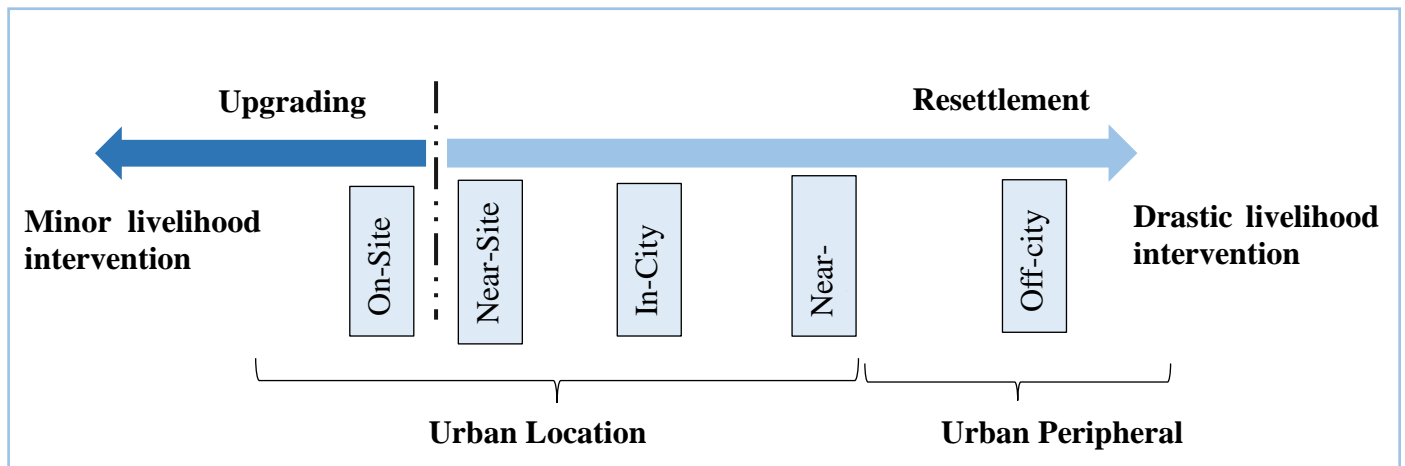


Source: Larcombe, et al, 2019

❖ Spatial attributes of multi-story resettlement

The spatial dimension of resettlement can be holistically characterized based on the location, programs, strategies, and housing typology. The location of the resettlement project is a central feature in the public and scientific discussion. There is a dichotomy of being in-city resettlement which is considered more favorable and off-city resettlement which is outside the urban location. From another perspective, it can be contextualized as in-city resettlement that is near to their initial neighborhood and livelihood whereas the off-city resettlement is where they are relocated to, being far away from their initial settlement, as shown in figure 6 (Lauer, Reyes, and Birkmann, 2021).

Figure 5 Resettlement location attribute



Source: Lauer, Reyes, and Birkmann, 2021

For instance, in the practical case of the resettlement of Metro Manila in the Philippines, the built environment is heterogeneous and influenced by various architectural styles and the shifting of planning paradigms over time. In the case of the urban periphery, there will be large development and incremental change of individual extension by the landholders over time. Even if there is the heterogeneity, the typologies are monofunctional and designed massively to provide shelter for the massive population (Lauer, Reyes, and Birkmann, 2021).

The spatial configuration in the multistorey housing disrupts the community by reshuffling their neighborly relation and distancing the inhabitants from their old neighborhood. It is a new set of rules and behavioral expectations that weakens the network of social support and nurtures feelings of social disarticulation among the residents. New technologies regulating access, new governance and authority implementing rules, and new aesthetics of standardization all contribute to creating normative regimes which impact society, altering perceptions of social safety and solidarity (Tamburo, 2020).

2.3. The governance process of resettlement

Resettlement has a multi-level regulatory framework that needs rules and guidelines which govern it. National law is usually applicable when the government is a partner within the project. A comprehensive resettlement policy is needed with the consistency of the present guidelines and

internationally recognized human rights principles in place and including a program design that ensures equal enjoyment for the women and vulnerable groups (United Nations, 2007). International guidelines as the European Bank of Construction, Asian Bank of Development, and African Development Bank guidelines are also appropriate the resettlement and decrease the impact raised on the relocatees communities (Vanclay, 2017).

Governance as a concept is comprehensive with various perspectives on its composition. It refers to the management of society by use of conventional institutions and formal provisions to bring together the concerns, responsibilities, and priorities of people, interest consortiums as well as civic representatives. In general, the level of government is measured by comparing the mandate to acts in terms of transparency, public involvement, equity, rule of law, and accountability. The process is considered as good when these values are present in the process and instruments for determination decisions, planning, and execution of the project and create a common ground for negotiation and discussion between players and stakeholders (Asiama, Lengoiboni, and van der Molen, 2017). The new governance mentality entails a profound rearrangement of power and order as well as society, trust, and intimacy (Tamburo, 2020). Accordingly, Asiama, et al (2017) suggested this principle be applied in the resettlement process.

2.3.1 Transparency

It is the first principle of good governance in the resettlement which can be viewed from two perspectives: data accessibility and how open the system is. This principle will be strengthened by providing accurate and appropriate input to all affected parties, as well as their involvement in the decision-making process and cooperation with the purchasing authority. To maintain transparency, the plan needs to be accessible with precision and ease of data in the determination of compensation along with the existing site for resettlement as well as the associated information (Asiama, et al, 2017). Additionally, the international principles and guidelines on the development-based eviction and displacement grant the right to information in the resettlement process and include that the states are responsible for appropriately notifying the relocatees about the proposed plan and alternatives, as well as a reasonable period is needed for the public review on the proposed plan with legal and technical advisory (United Nations, 2007).

Some of the most important elements to consider when selecting techniques to enhance access to information are the population's literacy level and the media to which they have access. Legislation, information technology, internet-based information management, electronic and print media, custom-made information, and current media/social media are among the tools identified by UN Habitat (2013) as promoting access to information.

2.3.2 Public participation and inclusiveness

Next to making the resettlement process transparent, the engagement of all pertinent stakeholders and the type of decision-making process are pivotal facets. Good governance has been identified with three main players in the resettlement and these include the government, the market, and the community. The government includes any institutions representing them; the market is involved partly apart from the state, but which is directly or indirectly affected by the resettlement that includes the relocatees and the host community. Civil society consists of groups that manage beyond the scope and are not motivated by both groups and not aimed at getting a financial benefit (Asiama, et al, 2017). The World Bank (2004) indicates that the level of participation should not

only be consulting and informing the planning and implementation process but must go beyond and should attain a higher level of collaboration and partnership.

Even though every context has unique communities and key players, there are common considerations in the process. The main one is the government institutions' emphasis on rebuilding resettlement with speed, which undermines quality, while the relocatees' need is disregarded to attain the public interest. The other aspect is that the intracommunity dynamics where the community by itself will be either communicative or discrete. The more communicative they are, the more they can influence the resettlement decision-making process through sharing information and preserving a sense of mutual trust. This can lead them to collectively resettle and is likely to be more sustainable than disintegrated after resettlement. Even if these actors have the central role in influencing the process, the context of the pre-resettlement such as location, community relationship, and emotion, play an important role (Iuchi, 2015).

Key players in the resettlement process and decision-making on crucial topics such as dwelling design, resettlement site selection, and livelihood security should be incorporating relocated households (Nikuze et al, 2019). The focus of community involvement is on a horizontal, ongoing, and inclusive discussion that may make the difference between a successful and unsuccessful resettlement process. It is not only to ensure that the community's needs are met, but it also considers them during the implementation process (Hernández, 2016). A better result can be achieved through greater inclusion and interaction with the strengthened capacity of the institutions (Rogers et al, 2020).

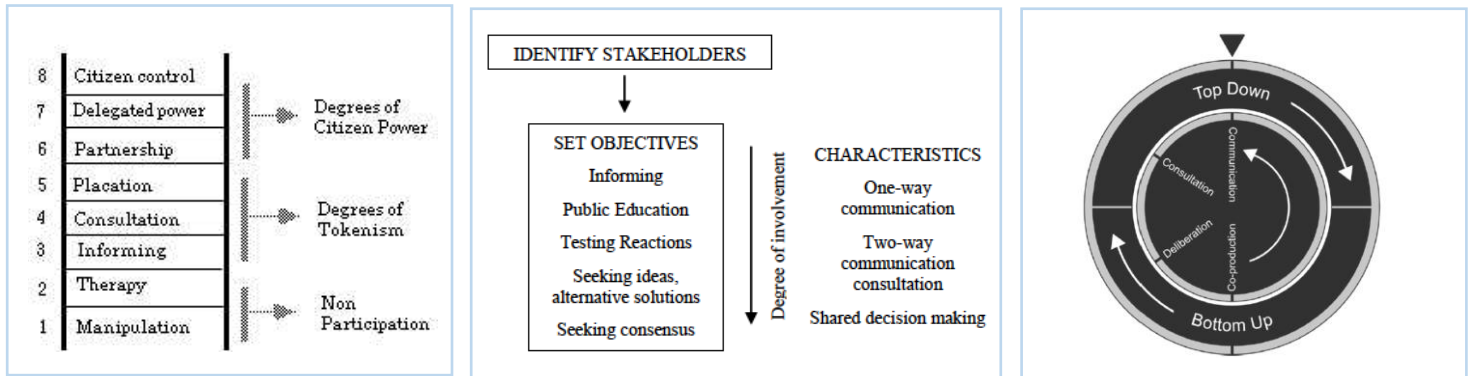
❖ Theories on public participation and stakeholders' involvement

One of the earliest prominent concepts about participation in the decision-making process is that Arnstein (1969) the ladder of citizen participation. It is categorized into eight levels of citizen involvement. As referred to in *figure 6(a)*, the first two rungs level does not represent participation while the next rungs represent informing, consultation, and placation as a tokenism. The latter resembles consultation of the citizen about the decision making and advising with limited power. The last one shows citizens and stakeholders work cooperatively with sharing ideas and finally reaches to citizen control where full managerial power to oversee any decision (Arnstein, 1969). However, it is criticized for not addressing the participation process and the methods, as well as user engagement and empowerment. It is a complex phenomenon where the hierarchical typology will be difficult to evaluate the nature of stakeholder's involvement (Tritter & McCallum, 2006).

Another public involvement theory is from Jackson (2001) which includes identifying the stakeholders and analyzing the involvement issues and setting up appropriate participation. Similarly, this model has five different stages namely: informing, public education, testing reactions, generating ideas, and shared decision making (*see figure 6(b)*). The first stage, informing is a one-way communication to increase awareness for the group of stakeholders with a meeting, discussion, and workshops. The next one is public education which progresses to raise knowledge. Then discussion and sharing of ideas in the decision-making starts in the testing and generating ideas stage, respectively. The last one is seeking for cooperation, shared decision making and consensus making between different stakeholders exist through devolution of power (Jackson, 2010).

A recent study about stakeholders and public participation is a built-up theory of the wheel of participation by Reed (2018) which has four types of engagement, as referred to in figure 6(c). The first two are top-down one-way communication/consultation and top-down deliberation /coproduction that indicates initiated by the top organization with the agency and the stakeholder working together to create and own choices. The former indicates only consultation of the public and the stakeholders. The second two types are bottom-up one-way communication/consultation and bottom-up deliberation /productive were led by/initiated by the grassroots of the stakeholders and process will be based on the knowledge gained in deliberation or decision may be coproduced, owned, and implemented by the whole group. The former is when key stakeholders consult with other members of the public in order to better understand and represent their point of view. Above all, beyond the four mentioned types, in some practical cases, a crosscutting type can be applied (Reed et al., 2017).

Figure 6 (a) Ladder of citizen participation (b) Public involvement theory (c) wheel of participation



Source: (a) Arnstein, 1969 (b) Jackson, 2010 (c) Reed et al., 2017

2.3.3 Equity and rule of law

Besides transparency and public participation and engagement, the resettlement process also has to ensure that every resettlement has the same benefit consideration and treatment. This covers fair and adequate compensation, access to basic services, and livelihood restoration. Equity is referring to equal accessibility to all relocatees regardless of their ethnicity, age, gender, or sanding in the community through respecting the local and traditional norms and customs in the community. The rule of law in the resettlement process has required the presence and observance of the law and regulation governing the process and to make the stakeholders especially the relocatees more confident about the process (Asiama, et al, 2017).

In the process, compensation has to be considered with effective negotiation with the affected group and considering the national law. However, in terms of housing and land, the compensation has to give fair and mutually acceptable alternative arrangements. Appropriate plans for the replacement of all community infrastructure have been established, and access to critical public

services must be considered, as well as help for particularly vulnerable individuals such as women, children, and disabled people. It is important to understand that not everything can be replaced such as a sense of place and memories are important as humans but replacing this in the resettlement process cannot be possible. There is an attempt to re-establish the livelihood, but it is difficult with many inadvertent consequences. Participation in the process can benefit the relocatees to establish themselves in their new location with ongoing viable livelihood. The people who are resettled consider themselves as equal participants in a negotiation when it is handled in good faith, with informed involvement, openness, and mutual respect, with the goal of mutual gain. (Roquet et al, 2017).

2.3.4 Accountability

Lastly, accountability is one vital way to combat corruption in the governance of the resettlement process. Firstly, to know that there is a clear role of the stakeholders involved according to their skills and capacity. Secondly, it can be assured with the two forms of accountability arrangements: vertical and horizontal arrangements. Vertical accountability is towards the governed and can be either through the media or the civic organization. Horizontal accountability is the use of checks and balances at the level of the authority imposed upon it (Asiama, et al, 2017).

The success factor of a resettlement process can be seen in the following sectors:

- transparency and participation,
- understanding of informal economic and social networks,
- adaptive management of resettlement operations,
- local capacity building,
- implementation and integration of the planning of urban resettlement into a wider municipal urban planning and housing policy context and
- the strength of the country system (Roquet et al, 2017).

On the contrary, the critical issues raised in the development of a resettlement site is the adequacy of the land and the area in terms of the key attributions to the relocated people such as agronomic quality, availability of water, distance to the market, and provision of public services (Vanclay, 2017). The lack of timely and accurate information about the implementation process is creating uncertainties and insecurities in the community, which also influences the decision making of compensation entitlement and creating a suitable neighborhood with the need and concerns of the affected communities (Nikuze et al, 2019).

2.4. The concept of adequate housing

Adequacy of housing has been defined and interpreted differently by different scholars. Starting from the dictionary meaning, adequacy is understood as meeting a need of something sufficiently in both qualitative and quantitative. United Nations indicates that a number of situations have to meet before a particular form of shelter to be considered adequate housing. “Adequate housing must provide more than four walls and roof” (United Nations, 2014, page 3). Accordingly, as a minimum required the following are stated (ICESCR, 1966).

- *Security of tenure* guarantees legal protection against forced eviction.
- *Availability* of services, materials, facilities, and infrastructure
- *Affordability* which the cost does not threaten or compromise the occupant's enjoyment of the human right.
- *Habitability* which physical safety as protection against the cold, dampness, heat rain wind, and other threats to health and structural hazard.
- *Accessibility* is which the specific needs of the disadvantaged and marginalized groups are taken into account.
- *A location* that considers employment opportunity healthcare, school, childcare center, and other social facilities
- *Cultural adequacy* respects and takes into account the expression of identity.

Similarly, the 5A principles of adequate housing namely Availability, Accessibility, Affordability, Acceptability and Adaptability help to recognize and appraise the challenges in the housing sectors within different contextual environments. In a current paradigm-shifting of housing that considers as human right, the principles are a basis for enhanced housing policy and direct to housing justice through interacting these principles in planning and land management (Ayala, Van Eerd, and Geurts, 2019). Consequently, the international guidelines indicated that the identified site of the resettlement must fulfil the above criteria of adequate housing with a relocatees participation in the decision-making process and special effort should ensure the equal participation of women in all processes and the distribution of basic services and supplies (United Nation, 2007).

2.4.1. Accessibility of housing

Housing is more than just a place to live; it also reflects long-term capital that can improve a family's economic and social well-being. It is not only a solution to the habitation problems, but also a solution for improving their life through accessing the public services, which correlate with the opportunity in education, health, and employment which strength the effectiveness of the society (Yang, Yi, Zhang, and Zhang, 2014).

In order to provide an appropriate housing program and provision, accessibility is crucial. Housing has a dual benefit, according to accessibility principles: on the one hand, it decides the eligibility to housing access and financial scheme, and on the other hand, it determines household access to urban infrastructures. The eligibility criteria of the housing project have to be realistic in terms of targeting the intended groups and considering their capacity. Priority setting and quota-setting for a specific target group are needed to enhance accessibility with a good understanding of the real housing needs (Ayala, Van Eerd, and Geurts, 2019). It became a key concept in the development process of an area through reflecting people's travel convenience, cities' liveability, and sustainability. As a result, the new accessibility-based planning paradigm has novel needs and a higher altitude for analysis than traditional planning (Gao, Wang, Liu, and Li, 2020).

Accessibility of housing is provided with a consideration of the simultaneous effect of the structural features (living area, lot size, age), the neighborhoods attributes (urban and transportation infrastructures, air pollution, view), and socio-economic characteristics of the household (Azmoodeh, Haghighi, Motieyan, & Maghsoodi Tilaki, 2020). Accessibility may be improved by changing the built environment's features such as density, diversity (land use mix), distance and route characteristics, safety, and aesthetic aspects to match the real housing demand. Land use structure and transport mobility are two determinant factors that influence accessibility

to economic opportunity. Since 1960, scholars have studied the interrelationship of land use and work usability from a variety of perspectives. The spatial imbalance concept, for example, contends that keeping the bulk of jobs in core city neighborhoods under job suburbanization jeopardizes their ability to find work (Li and Liu, 2017).

In a nutshell, there are two methods for altering the spatial attributes, one is grouping such as co-locating habitation, hospitals, schools, and jobs. The other is providing affordable transport infrastructure and services such as building roads, subways and providing a convenient service to link habitations with hospitals, jobs, schools, and other destinations. It can be measured with spatial linkage strength, job to housing ratio, and distribution of the basic facilities (Gao, Wang, Liu, and Li, 2020). According to recent research, housing policy connected to the availability of affordable public transportation is frequently recognized at the city level as a strategy that can minimize socioeconomic disparities/inequalities and inclusion for people living in disadvantaged areas. It has the potential to reduce disparities in access to material and social resources, as well as increase living standards and wellbeing (Martínez, Hodgson, Mullen, and Timms, 2018).

2.5. Conceptual framework

In conclusion from the literature reviewed, resettlement is mostly a government-oriented and planned process where the provision and accessibility of basic amenities such as education, health care, potable water, sanitation, and public transport are inclusively essential with the provision of adequate housing. When those basic infrastructures and amenities lacks, it brings different risks to the community's wellbeing. Thus, in providing adequate housing for the relocatees communities, the multi-phased and multi-actor resettlement process has to be coordinated and planned. The process starts from collecting the baseline data, locating a new area followed by the development of housing, infrastructure, services, and restoring livelihood. In the development of the multi-story resettlement process, locating the area and level of accessibility to infrastructures and services is one of the driving forces for the process as it impacts employment, economic development, social structure, spatial segregation, and transport system. The whole resettlement process engaged different actors as the states, market, and the community where the governance of these actors and resettlement process needs to pay attention to the impact on the community. Moreover, all aspects of vulnerable groups and women's lives and their corresponding needs have to be considered in the provision of adequate housing.

The following table 3 summarizes the tailored made definition of the main concepts for this research using the literature review.

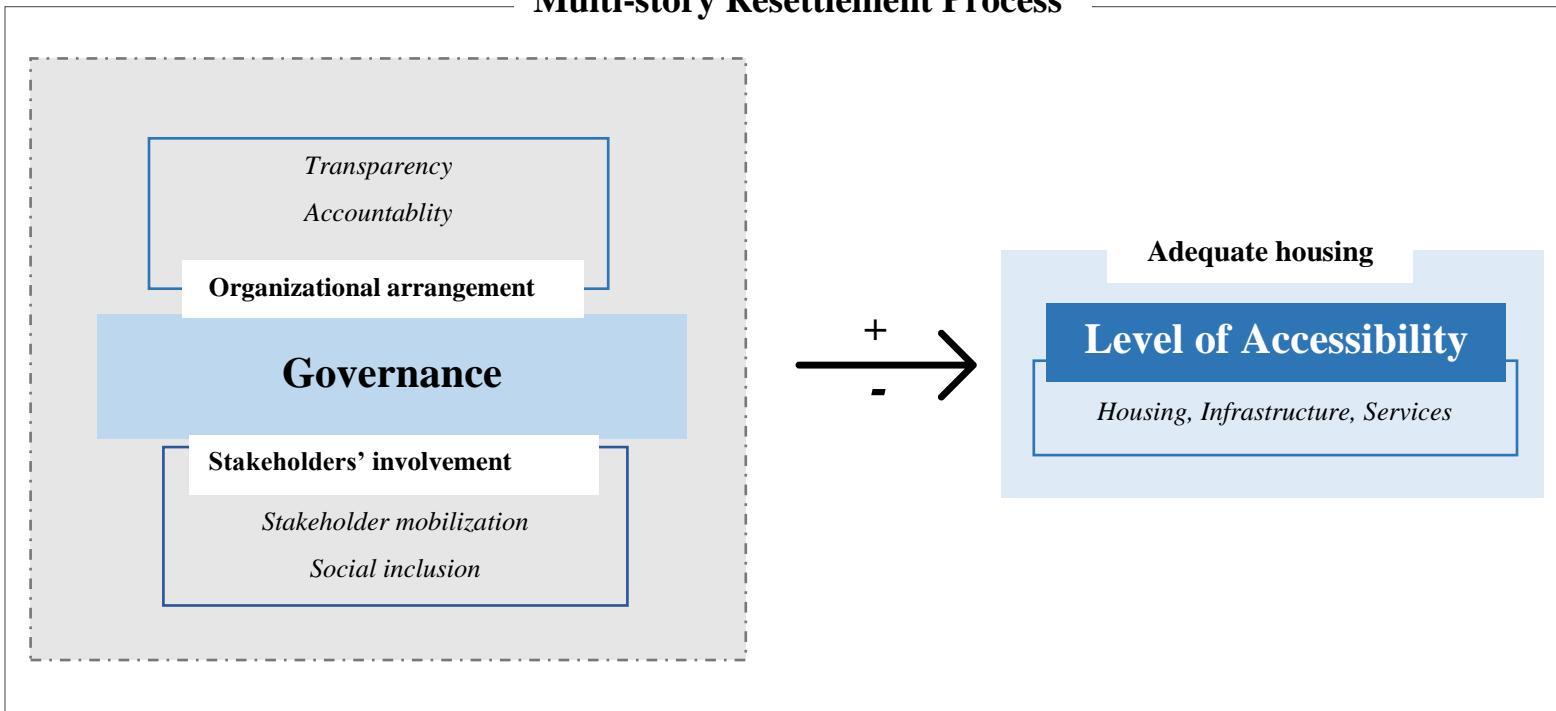
Table 3 Definition of independent and dependent variables

Concept	Definitions
<p>1. Governance of resettlement process <i>(independent variable)</i></p>	<p>Definition: It is the administration of society via the use of established institutions and formal provisions to bring together people's concerns, responsibilities, and objectives, as well as those of interest groups and civic representatives. The process is considered good when the technique and instruments for making decisions, planning, and implementing the project are clearly defined with the principles, as well as when they provide a common platform for conversation and debate among participants and stakeholders. (Asiama, Lengoiboni, and van der Molen, 2017).</p>
<p>2. Access to adequate housing <i>(dependent variable)</i></p>	<p>Definition: it is a dual benefit of utilizing housing and other infrastructures and services provided in an integrated way. It can be enhanced by setting realistic eligibility criteria through targeting the intended group and prioritizing considering the real housing needs of the group (Ayala, Van Eerd, and Geurts, 2019).</p> <ul style="list-style-type: none"> -Housing – Living area and lot size -Infrastructures: Road, Public parks, and Market place -Services: water, electricity, education, health facilities, and transportation <p>Accordingly, accessibility is promoted through planning and implementing housing in consideration of density, diversity (land use mix), distance and route characteristics, safety, and aesthetical qualities. Land use structures and transport mobility are two determinants of the accessibility of adequate housing (Li and Liu, 2017).</p>

Considering the literature reviewed, the conceptual framework in figure 7, illustrates the direct relationship of the governance process influences the level of accessibility of adequate housing. The way the resettlement process is organized and stakeholders involved are expected to improve the level of accessibility to adequate housing provision. On the one hand, more accessible housing may be supplied when the stakeholders are organized in a transparent and accountable manner. On the other hand, when stakeholders and relocatees communities decide deliberately on a process, they will take into account the context of their property value, accessibility, and other factors such as socioeconomic character, housing quality, and neighborhood attributes.

Figure 7 conceptual model

Multi-story Resettlement Process



Source: Author,2021

Chapter 3: Research Design and Methods

3.1 Introduction

This chapter presents the research design, which includes the research strategy, methods, and technique of data collection, and how the data will be analyzed. It will first explain the research strategy, followed by the operationalization of different concepts into variables and indicators. Secondly, the research will explain the research methodology and sampling method. Later, this chapter will present the data collection method followed by the data analysis methods.

3.2 Revised research question

To what extent the governance of the resettlement process influences the access to adequate housing in multi-story condominiums at the urban periphery of Addis Ababa?

3.2.1 Specific Question

1. How is the resettlement process of a multi-story condominium housing organizationally arranged?
2. How are the stakeholders involved in the resettlement process of multi-story condominiums?
3. To what extent does the resettlement process include the participation of vulnerable groups: women, children, physically challenged, and the elderly?
4. What are the enabling and limiting factors of the governance in the resettlement process that influence the accessibility of multi-story housing?

3.3 Research strategy

This study was qualitative explanatory research by nature based on its research objectives and questions. A case study approach was adopted as it aims to get in-depth knowledge on the governance of the resettlement process relating to the accessibility to adequate housing provision in the urban periphery of Addis Ababa. A case study strategy has been selected to examine a real-life or social routine by concentrating on a limited number of units in detail; instead of seeking breadth, the researcher seeks depth. It requires a significant investment of time, dedication, and competence on the part of the researcher to get a highly detailed and extensive description of the phenomena under study (van Thiel, 2014). Bryman (2012) also indicates that case study emphasis on studying a specific case such as a community, neighborhood, and organization, to enhance understandings intensively on a particular phenomenon.

One case will be chosen based on the uniqueness of the study subject or its representation of the phenomena of interest (van Thiel, 2014). Thus, a specific representative case which is the Jemo condominium is selected for mainly two reasons. Firstly, Jemo is one of the expansion areas and is the largest and the first site consisting of more than 16,500 multi-story housing units found in the southwest periphery of Addis Ababa. Secondly, it is a resettlement site for the households that were originally residing in kebele houses around Tikur Anbessa hospital (Kibret, 2018). Therefore, this strategy is vital for answering research questions through collecting various sources of evidence in the specific case that increase the internal validity. However, it is difficult to generalize findings to other situations due to there being a limitation in external validity (Van Thiel, 2014)

3.3 Operationalization of indicators and variables

Table 4 Operationalization based on the literature review (chapter 2)

Concept	Variable	Measuring Indicators and sub-indicators	Value	Data type and collection methods	Source
1. Governance of resettlement process	1.1 Transparency	1.1.1. Access to information <ul style="list-style-type: none"> ▪ Utilization of media in the information dissemination ▪ Establishment and effectiveness of information dissemination office ▪ Level of complexity and bureaucracy of information dissemination to the relocatees 	<p><i>*High: type of the information dissemination tools used is highly accessible and compatible with the community context.</i></p> <p><i>*Medium: type of the information dissemination tools used is averagely accessible and compatible with the community context.</i></p> <p><i>*Low: type of the information dissemination tools used is not accessible and compatible with the community context.</i></p>	Qualitative secondary data Semi-structured interview	key stakeholders Community leaders Report Legal documents
		1.1.2 The openness of the process <ul style="list-style-type: none"> ▪ Understandability and clarity of law and regulation to relocatees ▪ The level of communication of the process with the relocatees and stakeholders. ▪ The level of communicating the timeline of the process to the relocatees and stakeholders ▪ The possibility of the filing complaints 	<p><i>*High: laws and regulations and the timeline of the process are well written with accessible language, alternatives of plans, and verified in the process</i></p> <p><i>*Medium: laws and regulations and the timeline of the process are averagely clear, well written with accessible language, and verified in the process.</i></p> <p><i>*Low: laws and regulations and the timeline of the process are not clear,</i></p>	Qualitative secondary data Semi-structured interview	Key stakeholders Community leaders Policy document (existing law and regulations) Addis Ababa city

		<ul style="list-style-type: none"> ▪ The level of adherence to the laid down rule and regulations 	<i>not well written with accessible language, and verified in the process.</i>		development plan Report
1.2 Stakeholder involvement	1.2.1 level of Stakeholders mobilization	<p>a. Mechanism</p> <ul style="list-style-type: none"> ▪ Frequency of the meeting within the stakeholders ▪ Methods of Discussions ▪ Nature and method of response to the relocatees suggestion. 	<p>*High: highly discussion within the stakeholders through e.g., workshops, meetings, and their high public hearing</p> <p>*Medium: averagely discussion within the stakeholders through e.g., workshops, meetings, and their average public hearing</p> <p>*Low: no discussion within the stakeholders through e.g., workshops, meetings, and their no public hearing</p>	Qualitative secondary data Semi-structured interview	Key stakeholders Report Meeting minutes
		<p>b. Level of involvement</p> <ul style="list-style-type: none"> ▪ The extent to which the stakeholders collaborated in resettlement development ▪ The extent to which the stakeholders collaborated in the resettlement implementation ▪ The extent to which the stakeholders collaborated in resettlement management 	<p>*Active: different stakeholders are involved in the specified provision of facilities and highly discussed and sharing of ideas</p> <p>*semi-Active: different stakeholders are involved in the specified provision of facilities and only one-way discussion and created awareness</p> <p>*Passive: different stakeholders are involved in the specified provision of facilities with a lack of interaction and discussions</p>		

		<p>1.2.2 Scope of Social Inclusion</p> <p>a. Level of involvement</p> <ul style="list-style-type: none"> ▪ The extent of the relocatees played role in the process in terms of <ul style="list-style-type: none"> a. Gender b. Aging group ▪ The extent of the relocatees played role in the resettlement development, implementation, and management. ▪ The extent to which the community has control/power in the decision making of the resettlement process 	<p><i>*High: the relocatees initiate ideas and decision-making is through the coproduction of relocatees and stakeholders.</i></p> <p><i>*Medium: All the ideas are initiated by the stakeholders and the decision making is carried out with a consultation of the relocatees</i></p> <p><i>*Low: All the ideas are initiated by the higher authorities and decision making through either joint action or independently by the authorities</i></p>	<p>Qualitative secondary data Semi-structured interview</p>	<p>Key stakeholders Community leaders Meeting minutes</p>
<p>b. form of involvement</p> <ul style="list-style-type: none"> ▪ The involvement effort of the relocatees in the resettlement development, implementation, and management-intracommunity interaction 	<p><i>*Active - the majority of the relocatees willing to engage in the resettlement process</i></p> <p><i>*Passive - relocatees are not willing to engage in the resettlement process</i></p>				
<p>c. Mechanism</p> <ul style="list-style-type: none"> ▪ Frequency of meetings/interaction with the relocatees. ▪ Evidence on the awareness creation 	<p><i>*High: a regular discussion forum with relocatees</i></p> <p><i>*Low: a rare discussion forum with relocatees</i></p>				

	<p>1.2.3 level of Capacity building</p> <ul style="list-style-type: none"> ▪ The level of the experiences in resettlement management ▪ The level of technical skill and knowledge of the institutes ▪ Level of accessibility in terms of land and building material 	<p><i>*Yes: skilled manpower with the available resources and less bureaucratic to access it</i></p> <p><i>*No: skilled manpower with the available resources and high bureaucratic to access it</i></p>	<p>Qualitative secondary data Semi-structured interview</p>	<p>Key stakeholders Meeting minutes Reports</p>
1.3 Accountability	<p>1.3.2 Role and responsibilities</p> <ul style="list-style-type: none"> ▪ Clear assignment of responsibilities for the resettlement development, implementation, and management ▪ The level of realistic priority settings within stakeholders 	<p><i>*Yes- the responsibility of each sector's stakeholders is well written and informed within the stakeholders.</i></p> <p><i>*No- the responsibility of each sector's stakeholders is not well written and informed within the stakeholders.</i></p>	<p>Qualitative secondary data Semi-structured interview</p>	<p>Key stakeholders Meeting minutes Reports Addis Ababa city Master plan and structural plan</p>
	<ul style="list-style-type: none"> ▪ The level of understanding the real housing needs in terms of <ul style="list-style-type: none"> a. Gender b. Age groups c. Disabilities ▪ The level of adherence to the intended goals 	<p><i>*Yes- real housing need is integrated into the design and implemented with a consideration of vulnerable group</i></p> <p><i>*No- real housing need is not integrated into the design and implemented with a consideration of vulnerable group</i></p>		
	<p>1.3.1 Arrangements</p> <ul style="list-style-type: none"> ▪ Existence of body to check the stakeholders horizontally and vertically. ▪ Availability of mechanisms 	<p><i>*Yes—there is a mechanism of accountability e.g., reporting, monitoring, and auditing and regularly checked</i></p>	<p>Qualitative secondary data</p>	<p>Key stakeholders Meeting minutes Reports</p>

		<ul style="list-style-type: none"> frequency of the checking 	<p><i>*No- there is no mechanism of accountability e.g., reporting, monitoring, and auditing, and rarely checked</i></p>	Semi-structured interview	
2. Accessibility of Adequate housing	2.1 Level of Accessibility	<p>2.1.1 Infrastructure and services</p> <ul style="list-style-type: none"> Timely provision of infrastructure and services <ol style="list-style-type: none"> Housing infrastructures: Road, Public parks, and Market place Services: water, electricity, education, health facilities, and transportation Evidence of the provision that is suitable for a vulnerable group Evidence of the provision that is suitable in a Gender perspective Affordability of the infrastructures and services 	<p><i>*Yes – infrastructure, housing, and facilities are provided before the relocatees resettle and respond to the socioeconomic of the relocatees.</i></p> <p><i>*No- infrastructure, housing, and facilities are provided after the relocatees resettle and respond to the socioeconomic of the relocatees</i></p>	Qualitative secondary data Semi-structured interview	Key stakeholders Community leaders Reports
		<p>2.1.2 Spatial and locational attributes</p> <ul style="list-style-type: none"> The level of the diversity and integration of activities in the neighborhood The level of maintaining the quality of the infrastructure and services provided. 	<p><i>*High – all the infrastructures and facilities are integrated within nearby distance and inclusively.</i></p> <p><i>*Medium- some of the infrastructures and facilities are integrated within a nearby distance and inclusively.</i></p> <p><i>*Low- infrastructure and facilities are provided far from the housing is not convenient for all</i></p>	Qualitative secondary data Semi-structured interview	Key stakeholders Community leaders Reports Google earth map and existing photographs

Source: Author, 2021

3.5 Data collection Methods and Sample Size Selection

3.5.1. Data collection Methods

The research principally adopted a primary qualitative data collection methodology by triangulating with secondary qualitative data. In both qualitative and quantitative types, primary data is referring to the data collected by the researcher first-hand for its purpose while secondary data refers to data collected from different existing sources such as statistical data, non-statistical data, findings, and information from previous studies, and it will be utilized or contextualizing in the new research (van Thiel,2014).

In this research, the primary data was collected through semi-structured interviews in order to understand the experience, knowledge, and perception of the stakeholders and community leaders concerning the provision of accessible housing in the governance of the resettlement process in the Jemo multi-story condominium. Alongside, secondary data was collected from relevant research, journals, articles, reports, and documents available on online websites. Policy documents and structural plans were gathered from the Nifas-silk Lafeto² sub-city administration to triangulate the data collected from the primary sources. Additionally, meeting minutes and records that are written in the local language (Amharic) were collected from relevant offices.

3.5.2. Sampling Techniques

The sampling method for this research was a non-probability sampling of which purposive sampling and snowball sample was applied. This gave the researcher the freedom and ease of selecting and looking for a sample that is related to the purpose of the study (van Thiel, 2014). Since the generalization and statistical representation were not the main targets of the case study, the size of the sample was small and aims to collect in-depth and more insightful information.

The main criterion for selecting the respondents was based on the connection and involvement of a person or an institute with regards to the development, implementation, management, and monitoring of the multi-story condominium resettlement site in Jemo, Addis Ababa. The respondents are divided into two groups key stakeholders and secondary stakeholders. The key stakeholders are the ones that are highly engaged or have a direct relation with the development of the resettlement whereas the second is that the ones supporting the project. The secondary stakeholders were identified and interviewed using the direction of key stakeholders' information. The following table will elaborate on the identified stakeholders' profiles.

² Nifas-Silk Lafeto is one of the 11 sub-cities in Addis Ababa where the case study , Jemo Condominium is situated.

Table 5 Interview profile

Quota	No.	Description	Source	Duration
Community leader	8		Purposeful sampling and snowball sampling	20-30 minutes
Addis Ababa Housing Development and Administration Bureau, AAHDAB		Managing agency of the Addis Ababa Integrated Housing Development Programme (AAIHDP). They are responsible for the selection of new sites, allocation of government resources, extraction of budget, and compensation households displaced by the inner-city renewal	-	-
a. Infrastructure coordination	1		Purposeful sampling	45 minutes
b. Housing allocation and transfer	1		Purposeful sampling	45 minutes
Land Redevelopment and Management	1		Snowball sampling	30 minutes
Housing Development Program Office (HDPO)		Design, Construction, and supervision	-	-
a. Lideta project office /the current project office 13	1		Snowball sampling	40 minutes
b. Gulele project office / the current project office 6	1		Snowball sampling	35 minutes
Sub-city administration	2	Implementation agent	Purposeful sampling and Snowball sampling	40-45 minutes
Wereda administration	2		Purposeful sampling and Snowball sampling	30-40 minutes
Expert	1	Local Researcher in Resettlement	Purposeful sampling	60 minutes

Source: Author, 2021

3.6 Data analysis methods

Case studies implementation is mainly focusing on the gathering of qualitative data than the choice of quantitative data analysis. Qualitative data are not structured and ranked in order like quantitative data (van Thiel, 2014). This research utilized qualitative data analysis as a prominent method with a proper arrangement and organization with data management, data coding, and data analysis. Accordingly, first, the field-collected data analysis will be originally transcribed in the Microsoft word document. Then it is followed by the coding of the data in the Atlas Ti which is one of the most popular instruments for the analysis of qualitative data. The coding was done in a deductive way based on the operationalization table 3 with iterative coding while a new concept was identified in the analysis of the transcript texts. Finally, the data analysis was carried out through the critical thinking and analytical skill of the researcher to discuss the findings from the study.

3.7 Validity and reliability

Validity and reliability are critical aspects of any research. The validity of the research was ensured in the operationalization of the variables by making them measurable and unpacked using a literature review. The indicators were formulated as definite enough and in line with the research question to lower the vagueness in the data collection phase. Van Thiel (2014) argued that triangulation is a highly suitable means of countering the problem raised in reliability and validity through using mixed methods. Thus, internal validity was accomplished using mixed data collection methods, which included a purposeful sample of semi-structured interviews and secondary data from a different source. A document from government local institutions, private sectors, and community-based organizations was used to triangulate the data findings. In terms of external validity, it is important to know that it was only based on a specifically determined case, which could not be generalized in all contexts.

Reliability is aimed at minimizing the errors and biases in the research. It must be achieved to the extent when another researcher carried out the same research with the same context and strategy, the findings and the result must be the same (Yin, 2009). Thus, the researcher recorded every protocol with careful documentation in a consistent way including the data collection and data analysis methods. The researcher assured that the secondary data was collected from a trusted organization and reliable source to keep the reliability. A triangulation of data from interview and document analysis was also ensured reliability through cross-checking the information collected.

Furthermore, this study kept ethical issues through asking for informed consent and ensuring the privacy of the participants by explaining the purpose of the research, as well as enlightening them about the processing of information. It guaranteed confidentiality by asking the willingness to record the interview but assuring that it would be removed without sharing it with third parties. In this vein, the data was collected anonymously for only academic purposes.

3.8 Challenge and limitations.

Other than the common problem of validity and reliability for the proposed research strategy, a considerable amount of time, labor, knowledge, and commitment to complete this type of study is another crucial challenge (van Thiel, 2014). Thus, one of the main limitations of this research was the selection of only one case study due to time and budget constraints.

In the interview, it was challenging to get interviewees that were involved in the process due to the government structure was changed after Jemo Condominium was implemented. It took time to trace all the stakeholders. Similarly, it was challenging to get reports from the institutes as they change the office the documents were lost, as well as, they do not properly record activities. Thus, it took time to get sufficient interviews and translate the interviews from the local language to English, and was forced to extend from the first submission to the second submission timeline.

The other challenge was caused by response error, human error, and personal biases, as well as, getting an exact word/phrase in translating the interviewees from the local language. Thus, to minimize this, a careful sample selection, data review, and cross-checking were performed with high transparency. Apart from this, since the research was carried out in the covid pandemic period, the possibility of obtaining complete data and an in-depth physical interview and discussion regarding the project was limited. Hence some interview was carried through virtual means of communication and telephone calls which there was a challenge of the internet network in Addis Ababa. The face-to-face interviews were carried through data collectors by keeping a 1.5-meter distance and using face masks.

Chapter 4: Research Findings

4.1. Introduction

This chapter presents the research finding. It is analyzed based on the data collected from in-depth interviews with the stakeholders of the different government agencies involved, community leaders, and experts, which was triangulated by secondary data. In the first part of this chapter, the context of the case and the sample are described. The findings will answer the main research question by answering the sub-research questions. In the end, this chapter presents the analysis of the data collected.

4.2. Description of the case

Jemo is an area located southwest of Addis Ababa in Nifas Silk Lafto sub-city of wereda 1 (refer to figure 8). It contains a huge condominium house built by the public sector as part of the Integrated Housing Development Program (IHDP) which was launched in 2004/2005. It is constructed in three phases: Jemo 1, 2, and 3. These condominium housings are serving as shelters for 15,612 households (refer to table 6) and shops among other things. Jemo condominium site, as one of the expansion areas for the government housing program of “providing affordable houses for the urban lower- and middle-income earning class” is the largest and the first site constituting more than 16500 houses including dwellers units, shops, and communal houses. They are located at the urban periphery of the city, more than ten kilometers away from central Addis Ababa. The following table illustrates the no of housing units in the area.

Table 6 No of household units in Jemo condominium

Condominium sites	Project office	Wereda	Housing block	Communal buildings	Household		
					Living	Shops	Total
Jemo 1	Lideta+Gulela	01	337	49	9090	710	9800
Jemo 2	Nifas silk	01	172	31	3552	258	3810
Jemo 3	Gulela	01	144	20	2970	290	3260
Total	-	-	653	60	15,612	1,258	16,870

Source: Nifas silk Lafeto sub-city

Figure 8 Location Map of Jemo Condominium



The study identified that in the Jemo condominium case, the general resettlement process has followed four sub-processes: urban redevelopment process, implementation, and construction of a condominium, allocation of the relocatees, and monitoring, as referred to in figure 9. The urban redevelopment sub-process is the pre-resettlement where the land is designated for developing a project in the area through renewing the deteriorate neighborhoods, substandard kebele houses, and slum areas. The Implementation and construction of the condominium is a process that is focused on building a multi-story condominium in the land that was previously occupied by farmers for agriculture in the case of the Jemo condominium. The government compensates the farmers and takes the land for developing the condominium. During resettlement, the government institute allocates the condominium for those who were living in kebele house through the lottery system by paying the down payment. The other option in the allocation sub-process is replacing with other kebele houses for the relocatees who used to live in the governmental rental housings. People who privately own houses will be also compensated based on their assets in the land. In Jemo condominium some relocatees are resettled on one block together with a coincidence from one neighborhood called *arat kilo* and the others are allocated from a different area within the available vacant blocks. The fourth sub-process is monitoring where the community forms the association in the condominium after resettlement to develop and manage their new neighborhoods. These sub-processes are administered and processed independently which lacks coordination with each process. In the lower sections of the analysis chapter, the stakeholder involvement, accountability, and transparency in the process are put forwards.

Figure 9 Resettlement process in multi-story condominium provision

case	Resettlement process in Multi-story condominium provision			
	Urban Renewal and Redevelopment process	Implementation and construction of condominium process	Allocation of condominium to relocatees	Monitoring
Jemo Condominium	<ol style="list-style-type: none"> 1.Land clearing 2.Displacing the community 3.Developing the areas 	<ol style="list-style-type: none"> 1. Preparation of housing unit typology 2. Neighbourhood plan preparation 3. Searching for serviced land 4. Constructing condominium 5. Infrastructure and services provision in the condominium 	<ol style="list-style-type: none"> 1.Informing the community 2.Registration the relocatees 3.Distributing in the available condominium or Kebelle unit 	<ol style="list-style-type: none"> 1.formation of community committee 2.government and committee communication
			<ol style="list-style-type: none"> 1.Informing the community 2.Registration the relocatees 3.Allocating together in same condominium site or Kebelle unit 	

Source: Author, 2021

4.3. General Characteristics of the sample

This section describes the general characteristics of the respondents which are nine stakeholders, eight community members in the Jemo condominium, as well as one researcher who is an expert in resettlement. The general characteristics described in this chapter include the stakeholder’s respondent occupation, level of education, and the number of years involved in the condominium development project. Similarly, the community respondent described years living in the area, employment status, and the previous location.

Accordingly, most of the respondents from the government are 5 to 10 years of working experience and worked as a manager and heads in the institutes. The relocatees are also diverse which includes women, men, community leaders, and physically challenged relocatees from Jemo Condominium who lived in the area for 7 to 10 years. The following tables 7 and 8 summarize the stakeholder's respondents and relocatees characters respectively.

Table 7 Stakeholder Respondents Description

Code	Organization/institute	Position of the respondent	Year of involvement	Level of education
S01	AAHDAB, infrastructure coordination	Construction and redevelopment supervision	10 years	Degree
S02	AAHDAB, Housing allocation, and transfer	Head of development-induced relocates monitoring team	5 years	Masters
S03	Project Office 13	Consultant/ Site Supervisor	5 1/2 years	Masters
S04	Project Office 6	Head of the project office	9 years	Masters
S05	Arada Sub City Administration	Head of Development induced relocated monitoring team	5 years	Degree

S06	Kirkos Sub-city administration	Development induced resettlement issues senior professional	8 years	Degree
S07	Kirkos Wereda Administration	Housing protection and development-induced displaced people monitoring team head	6 years	Masters
S08	Arada Sub City Administration	Development induced relocates issues senior administer	9 years	Degree
S09	Land Redevelopment and Management		4 years	Masters

Table 8 Relocatees respondents' descriptions

Code	Relocatees Respondents	Gender	Previous location	No of years lived in the area
C01	Community committee member	Female	Arada Sub- city wereda 08	10 years
C02	Physically challenged	Male	Arada Sub- city wereda 08	10 years
C03	Community	Male	Kirkos Sub-city wereda 15/16	8 years
C04	Community	Female	Arada Sub- city wereda 07	10 years
C05	Community	Male	Kirkos Sub-city wereda 15/16	8 years
C06	Physically challenged	Male	Kirkos Sub-city wereda 15/16	7 years
C07	Community committee member	Female	Arada Sub-city wereda 08	10 years
C08	Community	Female	Kirkos Sub-city wereda 15/16	8 years

Source: Author, 2021

4.4. The governance of resettlement processes

In the analysis, the governance of the resettlement process includes the accountability of the involved stakeholders, the transparency of the process, and the level of stakeholder involvement in the process. In general, accountability in terms of role and responsibilities are ensured whereas the stakeholders' involvement has a lower value and transparency of the process has a medium value (referred to in table 9) according to the data collected. In this vein, each of the sections is elaborated in the lower sections.

Table 9 the governance analysis output

Concept	Variable	Code in Atlas Ti	Quotations	Value according to Operationlization table 3
Governance	V:Accountability	I: Accountability - Arrangements	10	Yes
		I: Accountability -Role and responsibilities	53	Yes
	V: Stakeholder involvement	I: Stakeholder - level of Capacity building	32	No

		I: Stakeholder -level of Stakeholders mobilization	57	Mechanism – Medium Level of involvement – Semi-active
		I: Stakeholder - Scope of Social Inclusion	71	Level of involvement – Low Mechanism – Low Form of involvement- Passive
	V: Transparency	I: Transparency - Access to information	21	Medium
		I: Transparency- The openness of the process	46	Low
				Total Quotation – 290

*note that refers to the operationalization table 3 for the description of the value

Source: Author, 2021

4.4.1 Accountability

There are different stakeholders from governmental institutes engaged in the process of resettlement with different roles and responsibilities. Addis Ababa city is evolving in economic, political, and social dimensions, and it is becoming increasingly required to construct an organizational structure for the executive and municipal services organs that is commensurate with the city's degree of growth. It is presumed that determining the organization, as well as, the power and function of each institute, are written in the proclamation 35/2012 as one of the possible solutions to be successful in the national growth and to transform to a higher level the city's development activity and alleviate the gaps and problems observed in the various sectors of the city government. According to the interview with each stakeholder and triangulating with the proclamation, the role and responsibilities of each organization engaged in the process of resettlement are discussed and can be summarized as follow.

The Addis Ababa Housing Development and Administration Bureau is a governmental organization whose main responsibility is organizing the delivery of housing in the city as referred to in figure 10. The Addis Ababa City Administration established the Addis Ababa Housing Development Bureau in 2006 to address the housing shortage of the city's residents and ensure equitable distribution of wealth using the proclamation of the city. It is also an institution that has created jobs for many citizens in various fields. As the secondary data from the official reports of AAHDAB indicated, their revelation is to see Addis Ababa residents become homeowners in 2017 by providing affordable quality housing and with a mission of meeting the high demand for housing in Addis Ababa, build a participatory housing that is cost-effective and affordable for the home-seeking community by establishing a monitoring and control system to manage the various housing options in line with national development policies, legal frameworks, and strategies. As the institutional structure indicated, AAHDAB has a different department under the office which engaged in the process of resettlement and construction of the condominium that is used also for the redevelopment induced resettlement in the city.

One of the departments in AAHDAB is the construction and infrastructure development supervisor directorate which is responsible to evaluate, monitor and overseeing the construction in the process through creating a bid for design and search for consultants and

contractors. In the same institute, there is another department called the housing transfer and administration directorate which engaged in the allocation of housing based on the received list of relocatees from the Addis Ababa City Administration. They also check the information about the people who are relocated with cooperation to the sub-city administration.

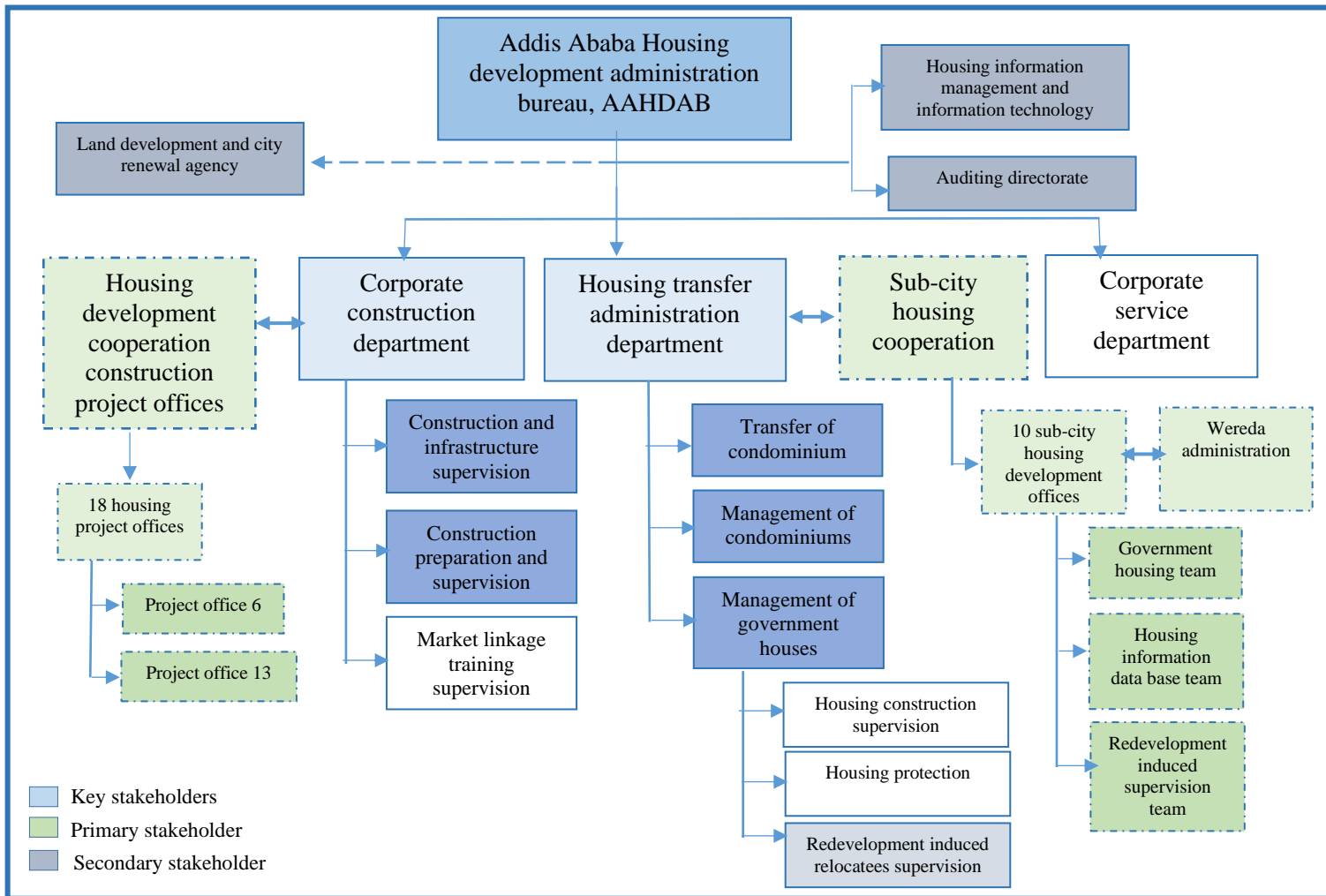
The lower figure 10 illustrates the structure of the departments in the AAHDAB and their relationship with the sub-city administration and project offices. There are 18 project offices under the AAHDAB, the main task of the Building Construction Directorate, is to supervise the condominium block in the construction process. The stakeholder's respondents in the project offices indicated that they are only responsible for constructing the condominium but triangulating with the proclamation of the city, it is stated that the housing construction project office has the following functions:

- Construct convenient and accessible residential dwellings that serve the city's citizens in response to the AAHDAB's demand.
- Ensure availability of land and infrastructure for the houses it constructs and causes to be constructed
- Strengthen the construction industry by applying and disseminating cost-minimizing and new alternative house construction input technologies.
- Cause the speedy performance of the housing development by making the work process from design up to construction maintain the standards
- Cause the preparation of the detailed local development plan and design necessary for the housing construction in a manner compatible with the urban plan and cost-minimizing condition by the Urban Plan Institute
- Transfer to the AAHDAB of houses the construction of which is accomplished more than 80% by identifying them in type and those the construction of which is accomplished 100% along with the cost of construction

When the Jemo condominium was constructed, there were only 10 project offices based on the number of the sub-city administrations. According to changes in the structure of the government, the previous Lideta project office³ become the current project office 13 that did the Jemo condominium site-1, whereas, project office 6 which was the previous Gulela and Nifas Silk lafeto project offices built Jemo condominium 2 and 3, as referred to in table 6. Each project office will have different contractors and consultants and take different sites in Addis Ababa city. The consultant, contractors, and small-scale enterprise took subcontracts from the AAHDAB but were managed and supervised by the project office. Each individual in the project office supervised six housing blocks and two communal blocks at a time according to the standard provided. The respondents from the project office of 6 and 13 illustrated, they were responsible to construct the housing where other infrastructure and services will be constructed by other governmental institutions. Those institutes are the Addis Ababa Road Authority, Water, and Sewerage Authority, and Ethiopian Electric Utility, which were responsible for the provision and construction of road, water, and electricity respectively. Yet, as triangulated to the proclamation of the city, the project office has to ensure the availability of infrastructures and construct accessible housing which they failed to implement the infrastructure with the housing.

³ Lideta , Gulela and Nifas silik lafto project office were three of the ten housing project office according to the previous structure in the construction of the condominium in Adiss Ababa.

Figure 10 Structure of the government institutions involved in the process



Source: Author, 2021

The AAHDAB act as a client in the project, and they provided building materials, design, and drawings except for the formwork, sand, and stone. Above all, as the proclamation indicated serviced land is prepared by the Land Development and City Renewal Agency with the corporate and coordination Bureau of Land Development and Management and Municipal service organs for the purpose of implementation and coordination of the urban development. It is specified that the Land Development and City Renewal Agency have the following function in accordance with preparing land for housing development:

- Design and submit execution strategies of land development and city renewal
- Conduct study work on land development and city renewal based on the master and structural plan
- Prepare the land to be used for different development work within the city
- Notwithstanding those to be developed through public participation develop and renew through renewal work areas of the city which are damaged and deteriorated
- Fix and effect the proper compensation payment to persons relocated due to different development and renewal work in the city
- Follow up boundary based on the plan of development infrastructure

- Give order for land clearance in accordance with appropriate law, follow up the implementation
- Prepare substitute plot of land and house; notify the concerned body
- Get a loan from a domestic source upon permission of the city government where it finds proper for the development of the city; invest in partnership along with other public enterprises or private developers by contributing the lease price of land; transfer its share where it found necessary.

However, since the department cannot enforce the infrastructure providers to provide the facilities in the land, they rather prepare a land that lacks services. As the expert interview indicated the project offices also sometimes act as a client and a conflict of interest and overlapping of tasks occur.

Concerning the housing allocation and administration directorate of AAHDAB, there are sub-city administrations that will have a direct connection with the relocatees' communities and collect data on the land where the redevelopment is carried out. The sub-city administration discussed with the wereda and organize files, identified people who need prioritization, surveyed their needs of housing and allocated the relocatees based on the housing unit send from the AAHDAB. The wereda administration will give the list of people that are certified and live in the governmental rental housing and the Sub-city administration will allocate them to condominium and kebele houses using a lottery system and the quotas sent from the AAHDAB. Finally, after allocation, the new host sub-city will certify the relocatees and register under their system once they finished their debt of the housing.

Accountability is ensured in a place where each subordinate institute throughout the process is obligated to regularly report their progress and achievements to the vertical higher authorities. In the AAHDAB there is a constructed auditing directorate to check both activities audit and financial audits. Horizontal accountability is also ensured within each stakeholder through the labor code of the institutes. The sub-city administration indicated that once they experience to enforce the punishment of the stakeholders in the allocation sub-process due to a responsible employee in the institute allocate housing for people who are not fulfilling the requirements.

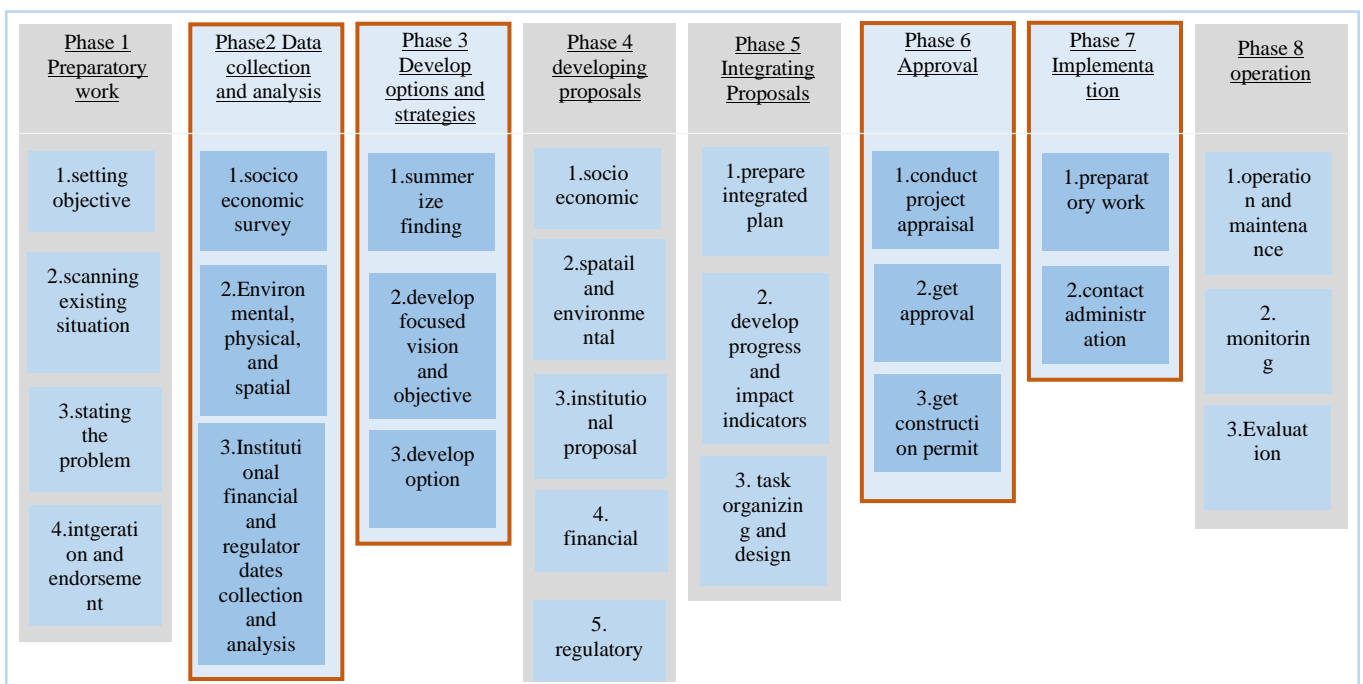
4.4.2 Stakeholder Involvement

4.4.2.1 Stakeholder mobilization

The above section shows that different governmental organizations are engaged in the resettlement process (as referred to in figure 12), where their responsibilities are written under the proclamation. Those institutes use meetings, discussions, and contractual agreements as a mechanism of stakeholder mobilizations. According to the data collection from the Land Management and City Renewal office, in the first phase, before the resettlement occurs, the renewal office selects the potential areas for redevelopment and clears the lands if the places are already occupied by the urban dwellers. The urban upgrading and renewal manual from the Federal Urban Planning Institute illustrates that the renewal initiatives are being implemented in line with the LDP research, provisioned by the government, and considering the social, economic, and physical problem pressures. For instance, the status of houses such as where the houses are very old without proper sewerage system and even without toilets that result in pollution in the village, lack of inside roads, density in small places, etc. The other factors are the surrounding development pressure where the developers are interested mostly and the institutional capacity that is related to the ability to pay for compensation of properties and housings. The manual shows eight phases, for clearing land and developing, that must follow

in the redevelopment process: the preparatory phase, data collection and analysis phase, strategies, proposals, integrations, appraisal and approval, implementation phase, and Monitoring and Evaluation phase (refer to figure 11). In the process, the manual directs the stakeholders to identify preferred residential resettlement sites in phase 2, to negotiate optimal solutions and strategies for on-situ/of-situ resettlement in phase 3, and to notify formal letters to those affected by the project in phase 6/7. However, in the practice of Jemo condominium cases, relocatees are not engaged in redevelopment rather the renewal and resettlement process mobilized stakeholders independently with a lack of cooperation. Hence, dwellers who lived in the governmental rental housing are resettled in the periphery area under the condominium projects or another kebele housing. In another perspective, stakeholders' respondents disclose that in Jemo Condominium after the dwellers immediately resettled, their previous places stay idle and vacant for years due to developer and administrative problems.

Figure 11, Renewal project flow diagram with the resettlement analysis



In the implementation of those condominium housing, the project office is constructing the housing on a large scale and with a common process without coordination with the other infrastructure and services providers. As the respondents indicate, the infrastructure will be constructed after the housing construction is finished. The project offices worked independently, and they transferred the housing to the AAHDAB. In the process, there is a lack of information sharing and coordination between the project offices and infrastructure providers on which task they will perform at which timeline. This results in the projects being delivered without following their timeline. The stakeholders' respondents in the project office indicated that:

“There is nothing we do parallelly with other sectors you mentioned which are infrastructure and facilities. There must be main services like water, electricity, and telecommunications as most of these condominiums are constructed in the urban periphery including Jemo. However, what we currently did is the reverse. There is nothing

we plan co-ordinately. We first build the housing units, and the other services and infrastructures will follow as the project office finishes constructing the blocks.” (S04, July 2021)

The other process is the allocation of relocatees to condominiums (during resettlement), where there is information sharing between the AAHDAB, sub-city administration, and wereda administration. The wereda will discuss with the sub-city for collecting the information from the community while the sub-city will have a discussion with the AAHDAB for receiving the condominium unit quotas according to the list send to the agency. In the Jemo condominium, it was distributed from different areas by losing their social life. However, there was a block called “*aratkilo*” which was a group of people relocated together from a village called *aratkilo* in one block with a coincidence. Yet, most of the other relocatees in the site are from different areas into a different block.

The Kirkos and Arada wereda administration also have’s minimal communication with the infrastructure providers. This communication is restricted to sending a letter supporting their relocatees community to get water and electricity lines in the new condominium resettlements. The letter indicates the status of the agreement they have and ensures that they pay the rent of their kebele house properly. The wereda’s main prioritization in the process is collecting correct and well-organized information in the redevelopment area about the relocatees’ community status.

“The plan will come from the housing agency. Our office will give them the information, but we will not participate in the planning. Again, on the infrastructure, we don’t have a role. Therefore, we gave the required information to the housing agency and sub-city administration by discussing with the community” (S07, July 2021).

Figure 12 Stakeholder and community involvement analysis in the Resettlement process

	Urban Renewal and Redevelopment process	Implementation and construction of condominium process	Allocation of condominium to relocatees	Monitoring
Community				
AAHDAB				
Land Redevelopment and Management				
Project office 6				
Project office 13				
Kirkos sub city				
Arada sub city				
Arada Wereda				
Kirkos Wereda				

Source: Author, 2021

The result of the study shows that most of the organization's employees are working with related knowledge such as economics, management, and sociology field. Despite the fact that the education status of the stakeholders is not specifically related to resettlement, almost all the key respondents stated they have built useful skills and experiences throughout the process. The stakeholder respondents also confirmed the need for more training, workshops, and upgrading their knowledge of government institute employees which can increase their capacity. Additionally, the stakeholder in AAHDAB, sub-city, and wereda administration indicated that they studied and researched different cases (e.g., Brazil) before implementation. However, in the implementation, only Ethiopian governmental institutes were engaged who lacked specific knowledge and training, which resulted in a lack of capacity to build the units and to deliver the projects on time. When the projects are delayed, the community will be suffering to get replacement housing and the government cannot construct more since the community will not pay the debt of the housings.

4.4.2.2. Social inclusion

The fieldwork of the research shows that the relocatees will be informed and engaged in the process at sub-city and wereda administration levels. In the Jemo Condominium resettlement process, they don't have a role in the work of AAHDAB and the project offices, which results in a lack of participation in the project planning and decision-making process. The community leaders in the Jemo condominium indicated that in the process of the resettlement to a multi-story condominium, the relocatees do not participate in the redevelopment and are distributed randomly from different areas using the lottery system. The stakeholders described that:

“... since the relocatees will come by lottery, our project office did not have any communication about their resettlement and related issues.” (S03, July 2021)

Preceding urban dwellers' displacement in the urban renewal process, the government prepares documentation for discussion, and orientation is given to the local authorities in order to prepare them for the dialogue with the relocatees. Information gathered about fixed assets and identified properties of dwellers i.e., legal documents, photos, and videos (refer to annex 4) which helps to recognize the relocatees category (private and governmental houses), in accordance with proclamation 455/2005 and compensation directives No. 19/2006. Then the replacement of land and houses and compensation payment system decided considering tenure security and amount of fixed and movable assets in case of privately owned lands.

In the case of kebele dwellers in the area, one or two meetings were organized between the relocatees and the government through the sub-city and wereda administration. These meetings focused mainly on the possibility of choosing either the replacement kebele housing or the condominium housing. Even though the manual of the Urban Renewal encourages community engagement from the early stage in the redevelopment (refer to annex 3), in practice relocatees are not involved. They were informed about the advantage of redevelopment and asked to choose between replacement kebele house or condominium housing from the IHDP program.

“There is no participation of the relocatees on the project plan and implementation. They are called for a meeting when they decide to be relocated from the area.” (S06, July 2021). “The community will not participate in the planning process; it is managed by the housing agency of the city. When the area is needed for the redevelopment, resettlement is not a choice for the community rather it is an obligation.” (S07, July 2021)

When the relocatees choose the kebele houses, the wereda administration searched for similar ones considering the no of a bedroom in the previous dwelling unit. For those relocatees who chose the condominium, they were asked to fulfil the same requirement as the other home

seekers in the city except that they are given priority in the lottery system of IHDP according to the directive 3/2011.

The first requirement is saving the down payment of the units at the time of lottery and the unit was allocated depending on the no of the family size. At the time of receiving the housing, they were expected to bring their original ID, marriage certificate, confirmation of replacement house certificate, house rental receipt, and lottery confirmation letter at the wereda administration office. As the relocatees indicated that most of the kebele houses are not in good condition (refer to annex 8) and even people who initially opted for replacement kebele housing changed their opinion when they visited the replacement kebele housing and in the end choose to move to the condominium. Nevertheless, most of the dwellers could not afford the down payment of condominiums and they asked for a loan from their relatives since they cannot access any formal financial institutions because they cannot fulfill a requirement of a collateral agreement for taking credit. As the community leader in Jemo condominium indicated that majority of relocatees were forced to give their condominium housing unit for rent as they are not affording the mortgage and consequently about 70% of condominium houses are occupied by private tenants.

Moreover, the result of the interview with the stakeholders and community indicates that the discussion is more one way and focused on informing the relocatees about the allocation sub-process. The relocatees mostly raised a question on relocating together as a community. However, the stakeholders indicated that they are allocating them within the availability of vacant spaces in the condominium through lottery.

“On the discussion, the most raised question by the relocatees was that they want to be relocated together with their neighbors. In the case of Jemo Condominium, it was a coincidence that happened to be relocated together. This is because the condominium is constructed and planned to target the low- and middle-income community in the city. There is no constructed plan that is specific to the relocated community, so we use an open or vacant condominium that is available at that time to relocate the communities.” (S05, July 2021)

In the discussion forum, the relocatees are willing to be engaged and the government also warned the community to be present. Nevertheless, while the community expresses their ideas and inquired about the process, the stakeholders and administrators did not respond to many of the questions and complaints rather they transferred the questions to the higher authorities, and then there is no response. Thus, the community appears in the forum for signing in the attendance list as they fear the warning letter from the government.

“There were one or two meetings that the community were willing to participate however since there is no chance of participation it is better not to speak.” (C02, August 2021)

The other aspect is the inclusion of vulnerable groups in the process which shows the extent to which the process inclusively addressed the needs and wishes of the relocatees. According to the stakeholders' respondents, it is shown that the vulnerable group does not participate in the process, rather they are given special attention in the allocation of the units based on the directive 3/2011. In the directive, at part four and no. 17, it is indicated that the prioritization group in the lottery is as follow: for women 30%, governmental employees 20%, physically challenged 5% (includes people who have physically challenged children's). Consequently, in the allocation, the physically challenged and some old age groups will be provided with a unit on the ground floor after they are either certified by the community or the board of the hospitals. However, they could not allocate all of them on the ground floor since there were only a limited

number of available units on the ground floor. Physically challenger relocatee also highlighted that

“It is considered if there are available resources that are compatible with the demand. I personally placed on the 2nd floor, and it is hard to access my home.” (C02, August 2021)

Likewise, children are not considered in the process where the community respondent demonstrated that

“I pay 600 birrs per month for a single child learning in private school when I came here but before I used to send my child in a public school which I almost didn’t pay anything. Here there is no alternative and hence I should pay whatever is asked rather than letting my child stay home” (C07, November 2021)

4.4.3. Transparency

4.4.3.1 Access to information

The result of the study shows that most of the information is disseminated to the relocatees at sub-city and wereda administration levels. The main information is transferred in the discussion and meeting forums that illustrate the advantage of the redevelopment and the options for the relocation. In their respective wereda administration, information will be posted on the board and disseminated through brochures that indicate the criteria that must be fulfilled at the time of resettlement, as well as indicate the services they can get from the administration (refer to annex 5). The brochures are available in the wereda administration and will be given to the relocatees in the discussion forum and when they go to the offices. There is also the commencement of disseminating information using social media such as telegram channels, but this does not work properly due to internet network problems and the lack of electronic devices amongst both the stakeholders and community. The relocatees also highlighted that they were informed by the wereda administration before a year, as the proclamation directs, but in some projects, the actual implementation happens very suddenly. The stakeholders did not communicate the timeline of the process. There is also informal information sharing between neighbors through different social interactions.

“At first, we were asked to pay the down payment. As we were preparing the finishing work in the new housing, our previous house was demolished suddenly. On the discussion forum, we were communicated that all facilities will be available there. However, there was nothing there as it is promised. We went to the area suddenly within 5 days. The infrastructure is provided fully after we started living with our effort. I do not oppose development as long as it is done for the benefit of all, but I will say what is going on is not development rather it is destruction!” (C08, November 2021)

The housing transfer and administration directorate of the AAHDAB also transfer information with brochures and media centers about the general news in the condominium development. According to the proclamation, the government is required to disseminate and communicate the information one year before the resettlement occurs. However, in the implementation of the Jemo condominium, the timeline to be communicated with the relocatees communities depends on the projects. When the land or the area was needed immediately, the communication and discussion period was very short. The respondents described that:

“If they want it for a shorter period we will communicate and plan within the time frame. And again, the project is the one it is planned, nothing will be planned where they are going to resettle and the process.” (S02, July 2021)

Furthermore, information dissemination between the stakeholders is carried out with reports and letters indicating the progress. In such a process the project office will report and inform their progress on the construction of the housing to the AAHDAB every three and six months and get their payment according to the report. The project offices do not directly disseminate any information to the relocatees rather the AAHDAB will collect the information and transfer it to the community through the news and social media. Similarly, there will be information sharing between the AAHDAB, sub-city, and wereda administration regarding the no of housing units allocated and audit depending on the quotas transferred to the lower administrations.

4.4.3.2. The openness of the process

The openness of the process included the availability and adherence to the existing rules and regulations and the possibility of lodging complaints. The study found out that there are different documents used in the redevelopment, implementation, and transferring of housing in the resettlement process (refer to table 10). Accordingly, as the stakeholders' respondents indicated that the most used regulation is Directive 3/2011 which is applicable in the allocation of housing and the other document applied in the process is PPA which is a government procurement guide. The PPA document is adapted from international and used with the project office for performing the contractual agreement in the construction process. All the payment and administration issues were managed according to the PPA document. The directives used by the sub-city and wereda administration and direct them on how the information will be organized and support the allocation process of the condominium. However, the policies, directives, and proclamations are not aware by most of the relocatees and the implementors also do not try to create awareness. Furthermore, the collected data indicated that discrepancies between the law, regulation, and plan with its actual implementation on the ground has a huge gap between the documents and implementation, which results in insecurity and suffering to the relocatees. Some of the employees in the governmental institution are also not fully aware of the documents so that they do not implement as it is required. For instance, in section 4.4.1 (accountability) it is indicated that even though the proclamation clearly states the role and responsibilities of each institute, the stakeholders acknowledged few of them. The following table 10 illustrates all the documents used in the process with a description based on the data collected.

Table 10 Documents i.e., laws, regulations.... used in the resettlement process

No	Title	Description	Year	Process
1	Proclamation 35/2012	It is cited as the "Addis Ababa city government executive and Municipal service organ Re-establishment proclamation" which put the institution organization and detailed role and responsibilities of the offices	2012	Legal and policy documents in the urban redevelopment and resettlement process
2	Proclamation 1161/2019	It is about the expropriation of landholding for a public purpose, payment of compensation, and resettlement of displaced proclamation. It determines the types of compensable properties and lost economic interest and the principles, as well as identifies the roles and responsibilities of authorities that oversee	2019	

		payment of compensation and resettlement.		
3	Directive 19/2006	This is illustrating a practice guideline on compensation and replacement house for property owners for public benefit	2006	
4	Urban Upgrading and Renewal Manual	It provides basic principles, procedures, planning typologies, and processes. It is general to be used as a handbook by technicians and urban managers; thus, the need for having detailed guidelines for respective specific urban planning issues basing this manual.	2006	
5	Addis Ababa City Structural plan and Local development plan	It is a city plan that will provide a framework for the organization of land and it is the base for the development and implementation of redevelopment and resettlement. It is the most governing a citywide plan and legally binding plan along with its explanatory texts formulated and drawn at the level of an entire urban boundary that set out the basic requirements regarding physical development and the fulfillment of which could produce a coherent urban development in social, economic, and spatial spheres.		
6	Urban Housing Policy and Strategies	The objectives and mission of the government coordinated the housing development program and give a clear direction that will support the housing development and provision through the provision of urban land and holistically supporting the construction.	2013	Implementation document in the design and construction of the condominium projects
7	Public Procurement Agency (PPA)	It is a bidding document for the procurement of condominium construction work that illustrates the requirements in bidding procedures, schedule of requirements (scope of work, technical specifications, drawings, and bill of quantities), and contract forms.	2006	
8	Standard conditions of contract for construction of civil work projects	It indicated the Engineers and Engineers representative duties, General obligation, and guidance for the overall process in the construction such as materials quality, insurance. timeline, dispute management, and soon.	1994	
9	BATCODE- Technical specification	It applies to all parts of technical specification (codes and standards) to establish quality work.	-	

10	Directive 3/2011	It directs the implementors from housing allocation to transfer and debt settlement process and entails the stakeholders' responsibilities for better practice according to proclamation 64/2011	2011	Condominium Housing allocation process
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Source: Author, 2021

The Government receives many complaints from the relocatees concerning the relocation, resettlement, and compensation issues due to substantial projects of renewals. Mostly the people are not willing to resettle since Jemo condominium areas are in the urban periphery and, they do not want to lose their community association such as *edir* and *ekub*⁴. The most repeated complaints, according to the interview with the stakeholders and relocatees community, were on:

- distance of the resettlement from their working space,
- incompatibility to access units for physically challenged and old age communities,
- relocatees with incomplete legal documents that interrupt the implementation in time,
- the local authority failure in providing replacement houses where basic infrastructure is not fulfilled
- allocating houses to relocatees without considering family size,
- relocatees dissatisfaction in the compensation payment etc.

Moreover, the other complaints are from relocatees which are people living dependently with other families. They asked for a replacement of their unit which the administrators are challenged to respond to it. Most of the complaints are presented either at the wereda administration or sub-city administration in written form and they are supposed to be answered by the administrators according to the available resources (refer to annex 6). The expert in administration hears and first approve if the complaints are reasonable. As the result, they review the legal documents and respond accordingly. However, as the community leader in Jemo condominium 2 indicated in the interview, the majority of relocatees did not appeal out of frustration and their negative anticipation that there won't be any solution for their problems. Few of the relocatees appealed but there was no feedback from the authorities. In another perspective, the government is challenged to respond to all the complaints due to the lack of resources and capacity of the institutions.

“There was no properly organized way of listening to complaints. Especially the aging community was challenged on getting an accessible unit in the condominium, but no one was willing to listen their complains.” (C05, August 2021)

4.4.3.3 Program and Strategies

In the study, it is found that the target of the program and strategies implemented in the resettlement process is also important to factor the governance. According to the housing policy of the country, IHDP is a government coordinated housing development that targeted constructing cost-effective housing delivery, especially for low- and medium-income city

⁴ Edir is an association established among neighbors to raise funds that will be used during emergencies whereas ekub is establishment of association by a small group of people in order to provide substantial rotating funding for member to improve their lives and living conditions

dwellers relating to the different financial capacities of citizens. The community who lives in the government rental housing will be administered in the same system when resettlement is carried out. There is no specifically designed system for the resettlement program which will administer within the same condominium projects. The researcher that is an expert in resettlement emphasized that the target of the condominium is too much, and it has multiple processes. It is not a one-way thing. Within this, it is seen that there is a lack of coordination. For instance, infrastructure development has to go with the development of housing construction. However, in practice, even with the known fact there is a lack of water in the area, the housing will be continued constructed. This is due to the government wanting to increase the housing supply.

“These condominiums are built for the mass of the people. No identified process is for the relocatees so it is hard to participate in the process. It is not planned for them; it is planned for the whole population of the city.” (S02, July 2021)

4.5 Accessibility for Adequate housing

Correspondingly, the access for adequate housing is analyzed in the distribution of infrastructure and services and the spatial and location attributes which have a lower value as referred to in table 11. Further elaboration is followed in the lower sections.

Table 11 The access for Adequate housing output

Concept	Variable	Code in Atlas Ti	Quotations	Value according to the operationalization table
Accessibility to adequate housing	V: Level of Accessibility	I: Level of Accessibility - Infrastructure and services	47	No
		I: level of Accessibility - Spatial and locational attributes	12	Low
				Total quotation = 59

*note that refers to the operationalization table 3 for the description of the value

Source: Author, 2021

4.5.1 Infrastructure and services

In the resettlement process the provision of housing with infrastructure, the timely establishment of safe and affordable transportation services, well-organized health care facilities, schools, and accessible market centers in the nearby areas among other things are important to enhance the resettlement development. As the study of the case discloses many of these social services in the area do not adequately exist. Even the few available services are owned and run by the private sector, and it is unaffordable and provides low quality. In the Jemo condominium, at first, land, soil test, neighborhood design, and budget plan were prepared by the AAHDAB, and a contractual agreement was created for the implementation with other governmental institutes. The stakeholders stated in the interviews that, the housing and infrastructure are mostly not carried out within the planned timeline. Often there is a problem with a lack of roads, inadequate water, and electricity infrastructure provision at the time of the allocation of the housing unit.

“It is hard to say everything is performed on time. For instance, if they choose kebele housing, we will wait till kebele housing is released. So, we cannot host those people. There is also some administration structure change in the middle of the project. Therefore, it will take time till we get used to the new system and communicate with the new staff allocated in the office. We will take more time to adapt the system and mobilize the employers. In the process, the community will suffer but we try to prioritize the project.” (S06, July 2021).

The timeline planned for building the G+4 and G+7 condominiums was 18 months and 24 months respectively. However, it took an averagely of 5 years for finishing the blocks. This is due to the project office did not make the building materials ready before they start the construction. For instance, what happened in the Jemo condominium construction period is that they waited for one year to finish the roof work (Game work) since they could not find an input material. They waited till the AAHDAB supplied the material. In the middle of this, the contractors are not flexible to do some other work. Therefore, such a situation will contribute to the delay of the construction which will in return create a burden for the housing provision.

The respondents from the community also justified that the housing units they received were not finished properly and they use their resources to reconstruct them. As most of the relocatees respondents indicated water and toilet facilities were challenging since the upper floor was leaking to the lower floors. Thus, the relocatees communities were reconstructed the toilet facilities again at their costs. Similarly, the upper floors in the condominium were challenged to get water services till now since there is a lack of proper planning on the pressure of the water. The development of the area was carried out after they started living (refer to annex 7). At the time of receiving their housing, the surrounding is vacant without basic service and infrastructure. After a community was placed in the area, they developed the area by organizing themselves with committees and contributing money for the development of roads and other infrastructures.

“We got electricity after four months since we reached here. When we resettle there was almost only the building structure. It was dark. We were cooking using wood. Due to this, I have an eye problem now. Previously we were paying 5.40 birr for the kebele houses but now we should pay for 900 birrs every month.” (C04, August 2021)

The other problem is that there is also supply deficiency from the housing agency as indicated by the wereda administrators. There were people allocated in the studio units even if their family unit and the survey indicated they deserve a three-bedroom housing unit. If the relocatees did not agree to this arrangement, they were asked to wait till the administrator found a vacant unit. Additionally, the community could not afford the down payment even if they wanted the condominium and therefore, they were allocated to replacement kebele housing, which is not in a good condition. The wereda administration indicated that the kebele housing deteriorates and they are not adequate (refer to annex 8). They share toilets and kitchens for more than six to seven families and 70 to 80 people are living in one compound.

“The relocatees asked whether they need a kebele housing or condominium housing. More than this, there is no other assessment that is done. Because the condominium is pre-determined, pre-designed, and pre-constructed. Therefore, it is a known fact that they are going to be placed there. Maybe what matters for them is which typology they are going to receive and the locations of those condominiums.” (S07, July 2021)

Above all, the intended goal is not achieved due to demand is increasing and there is a lack of land and budget to construct more housing. However, the key stakeholder in the provision,

AAHDAB indicated that as those multi-story condominiums are built in the urban peripheries, it makes the area to be developed. The housing agency respondents illustrate that:

“...as we construct this condominium, other developments also followed. We also bring a modern way of living style” (AAHDAB, July 2021)

4.5.2 Spatial and locational attributes

In the planning of the urban peripheries, it is visioned by the government to be developed integrated with other service giving facilities and creating centers that are near to the urban peripheries for creating accessible facilities. The master plan further discloses that when resettlement occurs in new areas, the city government must make certain that at least the minimum basic services and infrastructures to be in place before moving a relocatees household into a new location. The study result indicated that the housing unit was better when it is compared to the previous kebele housing living standard. Yet, they were challenged as most of the social services were not available at the time, they received their housing. For people resettled around the urban periphery, as in the case of the Jemo condominium, an accessible and affordable transport system is important to maintain their link with the center of the city. The relocatees respondent complained about the transport situation in those areas and that they are challenged with the traffic congestion at rush hours. Correspondingly, as they moved to the urban peripheries, their transportation cost added to their living cost. There is also the absence of children's playgrounds and public parks around the neighborhoods. The government institutes are more prioritizing on providing housing and changing the outlook of the city with inner redevelopments; hence, the development of infrastructure and facilities will follow the resettlements of the relocatees.

Moreover, the area was not accessible for marketplaces, grinding mills (wefecho bet), and similar services. Women, especially the elderly women, are mostly involved in preparing food which amplifies the necessities of finding a market when they can buy different commodities and the grinding mill used to process the grains nearer to the neighborhood. Even if the marketplaces are now developed, the prices are not similar to the previous nearby large marketplaces such as Mercato and Atkilittera. If they continue to go there, they have to use transportation and it will be added cost of living when it is compared to the previous one. Some respondents who were living from selling vegetables (Gulit), serving fast food, and other income-generating activities, are challenged, and their income is affected negatively as in their previous neighborhood there was a high social mix. Yet, the new condominiums are segregated from the center, do not have a mix of different income groups, and there are fewer activities. Most of the social services and other facilities including marketplace and grinding mills which residents used to reach by foot walk before relocation has now become inaccessible unless transportation cost is involved. Once the government resettles the communities, there is a lack of supervision and support for recovering their livelihood and a lack of participation in the process.

“The infrastructure is not fully provided. The road is provided after the community is resettled. There is nothing that is organized when we come here. Previously our marketplace was nearby, and it was accessible but here there was no marketplace, and it was difficult to get transport.” (C06, November 2021)

Once the housing is provided to the relocatees, the sub-city administration supported them to create a community association under their block to monitor any problems. As the sub-city administration in the interviews indicated that some community associations work in unity and

develop their common areas. But in most cases, the association was not strong and when there is a problem, they prefer to rent the housing and move to other places.

4.6 Discussion

This section discussed the relationship between the independent variable which is the governance and the dependent variable which is accessible to adequate housing based on the above analysis of each indicator. The study indicated that there is a direct influence of governance on the accessibility of adequate housing in the resettlement process of Addis Ababa and there is also an interrelationship between the variable of the governance. The following section discusses more on the relations.

4.6.1 The influence of governance on the accessibility of adequate housing

As previously mentioned, in Jemo, the condominium is allocated for resettlement and it is not accessible to infrastructure, services and the relocatees are challenged to pay the down payment to get access to housing there. The majority of the relocatees respondents raised the issue of the difficulty of accessing the developed condominium in the process of resettlement, but the development of condominiums is also making the urban periphery be developed within a process and time.

The study confirms that the governance of the resettlement process influences the provision of accessible multi-story condominiums in different ways. The co-occurrence analysis (as referred to table 12) output of the interrelation between the main concepts, the governance, and the accessibility to adequate housing provision show that stakeholder mobilization in the process is the most recurring combination of code, which is considered as the more important governance aspect that influences the provision of access to an adequate multi-story condominium in Jemo Condominium. Additionally, it is analyzed that the stakeholder involvement has a strong relation to the level of accountability and transparency in terms of stakeholder mobilization and the level of social inclusion which indirectly influences the provision of accessible adequate multi-story condominium housing provision in the resettlement process. Therefore, in the following three sections it is further discussed the relationship between each of the Governance indicators.

Table 12 co-occurrence table using Atlas Ti as a tool for analysis

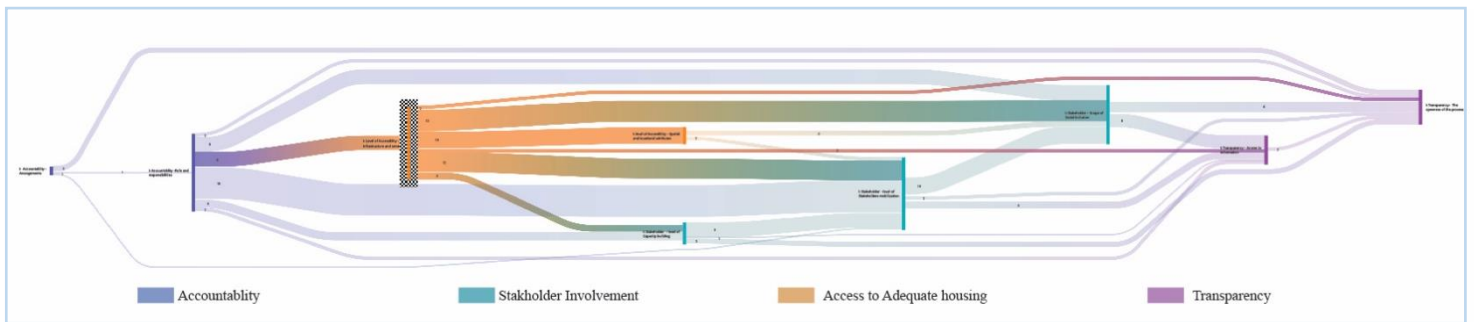
	● I: Accountability - Arrangements Gr=10	● I: Accountability -Role and responsibilities Gr=53	● I: Level of Accessibility - Infrastructure and services Gr=47	● I: level of Accessibility - Spatial and locational attributes Gr=12	● I: Stakeholder - level of Capacity building Gr=32	● I: Stakeholder -level of Stakeholders mobilization Gr=57	● I: Stakeholder - Scope of Social Inclusion Gr=71	● I: Transparency - Access to information Gr=21	● I: Transparency- The openness of the process Gr=46
● I: Accountability - Arrangements Gr=10	0	1	0	0	0	1	0	0	3
● I: Accountability -Role and responsibilities Gr=53	1	0	9	0	5	19	9	2	2
● I: Level of Accessibility - Infrastructure and services Gr=47	0	9	0	7	4	11	11	2	1
● I: level of Accessibility - Spatial and locational attributes Gr=12	0	0	7	0	0	2	1	0	0
● I: Stakeholder - level of Capacity building Gr=32	0	5	4	0	0	9	0	1	3
● I: Stakeholder -level of Stakeholders mobilization Gr=57	1	19	11	2	9	0	9	4	2
● I: Stakeholder - Scope of Social Inclusion Gr=71	0	9	11	1	0	9	0	7	6
● I: Transparency - Access to information Gr=21	0	2	2	0	1	4	7	0	2
● I: Transparency- The openness of the process Gr=46	3	2	1	0	3	2	6	2	0

Source: Author, 2021

4.6.1.1 The relation between the stakeholder mobilization and accessibility of adequate housing

The study confirms that the level of stakeholder mobilization and the scope of social inclusion highly affects the provision of access to adequate housing in the resettlement process, as referred to in figure 12 of the Atlas Ti output. The above analysis indicated that a resettlement process and the provision of a condominium are managed by different governmental organizations which have four distinctively separate processes that are not connected. In the construction process where the main provider is AAHDAB, they have a meeting and an agreement with the other infrastructure providers to manage accessible housing which includes water, electricity, road, transport, and sanitary facilities. Yet there is a lack of collaboration with the project office and sub-city administration. The facilities are provided after the project offices finished constructing the housing units. They do not plan the process together rather; they operate independently which affects the timely provision of infrastructure and housing. Besides, the relocatees are not engaged in this process, not in the planning and not in the implementation of the condominium and infrastructure facilities.

Figure 13 Sankey diagram that shows the relation of stakeholder mobilization with accessibility of adequate housing



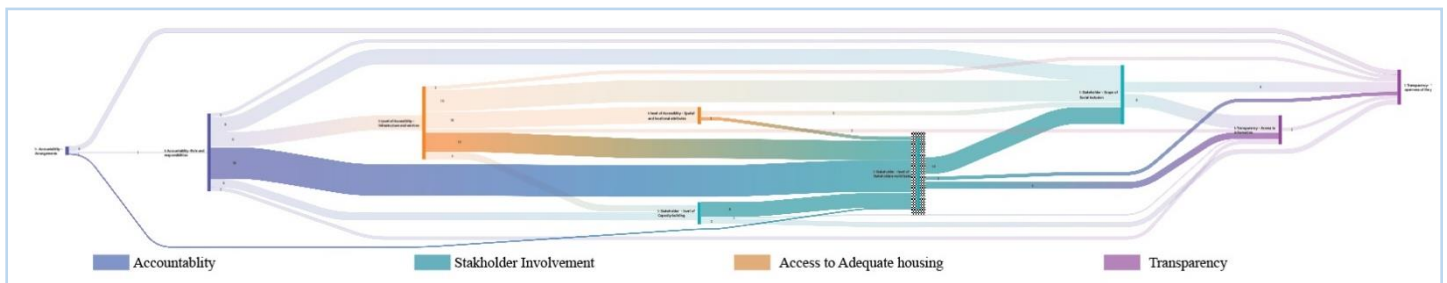
Source: Author, 2021

The other process is the allocation of housing, which is separately managed and administered with another department under the AAHDAB. The department will transfer tasks and responsibilities to the sub-city and wereda administrations. The allocation process is the only stage that engaged the community by asking their preference for kebele houses or condominiums. The kebele housing does not have accessible infrastructure whereas the condominium housing required a down payment that is not affordable for the relocatees. As the relocatees are not engaged in every process, the provision of the housing is not considering their capacity to pay the mortgage and need which led them to rent it out and leave the area.

4.6.2 The relation between Stakeholder Mobilization and Accountability

As the analysis from the interview and secondary data indicated that AAHDAB, project office, sub-city administration, and wereda administration are the main stakeholders that are engaged in the process which each stakeholder has their role and responsibilities. Each stakeholder has its structure and capacity that capacitates them to be involved in the resettlement process, implementation, and management. Accordingly, the resettlement process is a role and responsibility of the land redevelopment and Management office and implemented within project office, sub-city administration, and wereda administration. All the process is managed and controlled by the AAHDAB which is the key stakeholder in the process. As the Sankey diagram in figure 13 illustrates that stakeholder mobilization has a strong relation with accountability in terms of clear assignments and responsibilities and involvement of stakeholders. Yet, there is a lack of relocatees inclusion and collaboration between each stakeholder which affects the provision of accessible adequate housing.

Figure 14 Sankey diagram that shows the relationship between stakeholder mobilization and Accountability

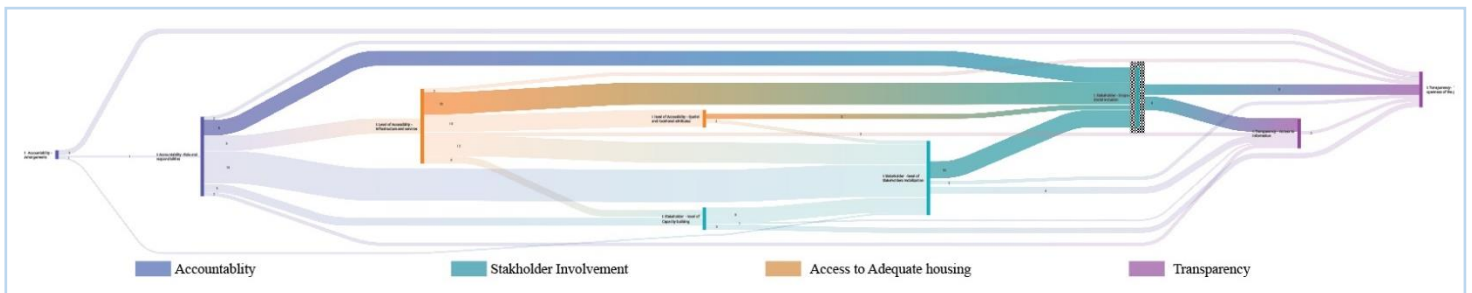


Source: Author, 2021

4.6.3 The relation between social inclusion and transparency

As the co-occurrence of the analysis indicated that there is a moderate relation between social inclusion and transparency in the resettlement process. In the planning and implementation stage of the resettlement process, the community is not part of the discussion and meetings. The information about the process is transferred to the community through discussion forums and brochures in wereda and sub-city administrations. In the process, there are directives and proclamation that are used for managing the process, but it is not accessible for the relocatees. They do not understand and know about it which indirectly constrain the accessibility of adequate housing. Therefore, 'as the community is limitedly engaged in the process, it influences the accessibility of information, rules, and the timeline of the process.

Figure 15 Sankey diagram that shows the relation of social inclusion and transparency



Source: Author, 2021

Chapter 5: Conclusions and recommendations

This last chapter presents the conclusion with respect to the literature review in chapter 2. It also presents the recommendation with regards to the governance of resettlement for the provision of accessible adequate housing in Addis Ababa. As redevelopment and resettlement are still growing in Addis Ababa, it can be expected that these findings might provide some further solutions in the context.

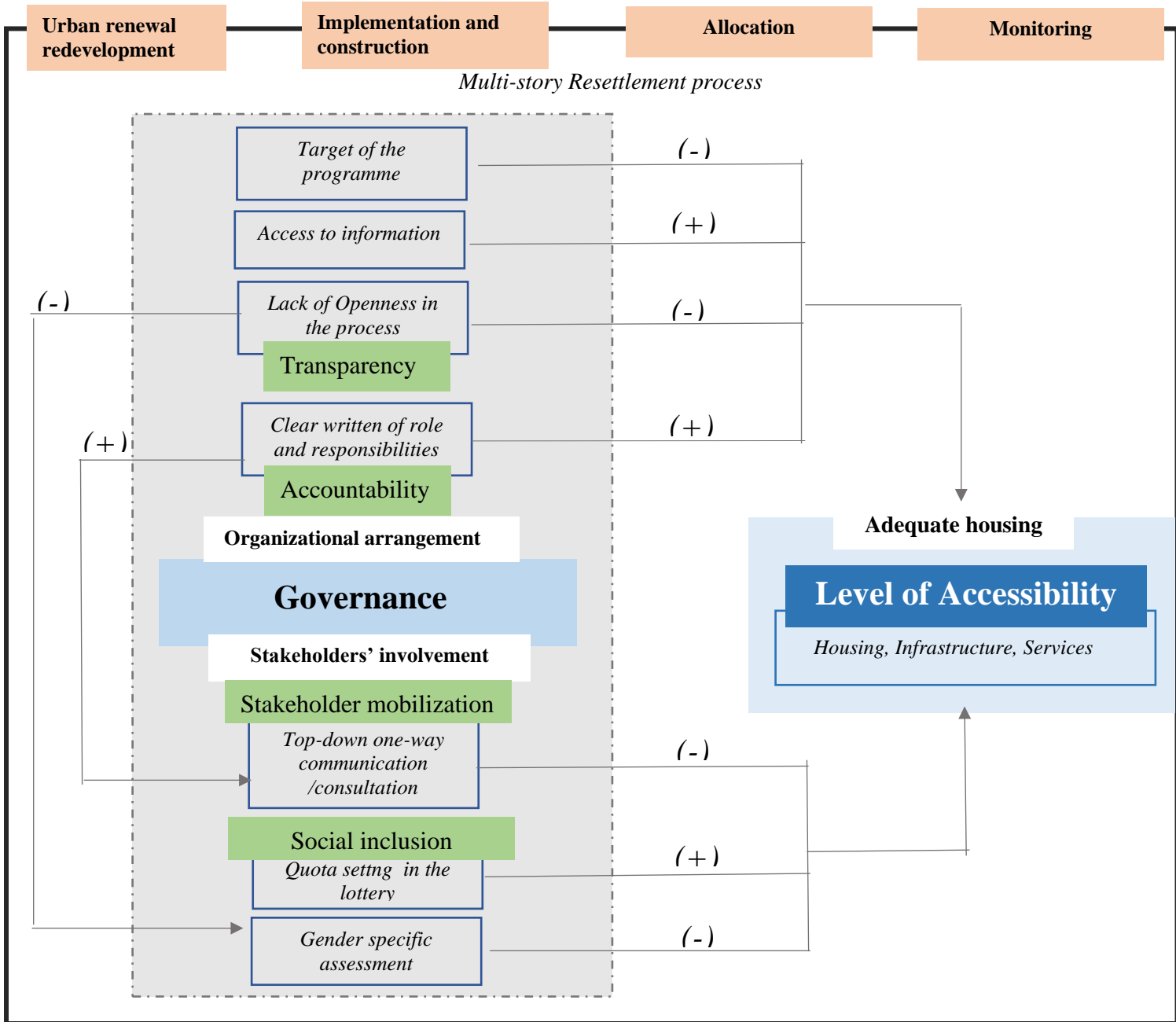
5.1 Research purpose

Cities are changing due to developmental intervention which led to a lot of people displace physically, socially, and economically (Vanclay, 2017). From past decades to the current time, the urbanization trend, urban renewal, displacement for seeking of land, and bring adequate resettlement plan are continually discussed in the urban research. Consequently, different international guidelines are formulated for a well-organized, realistic, justified, and participatory resettlement process (World Bank 2016 and EBRD, 2017). Regardless of this, the resettlement process encountered significant challenges such as an unrealistic time frame, lack of community participation, awareness, and information (Vanclay, 2017). Moreover, Wet (2010) also indicates that the chain of communication and decision-making is inefficient in the process due to the inadequacy of capacity and coordination of different agencies. In Addis Ababa, the urban periphery becomes a site of resettlement through the IHDP program as the inner city subsequently faces an urban redevelopment due to deteriorated neighborhoods. Alemayehu and Stark (2018) indicate that the transformations in the resettlement area are not comprehensively analyzed and documented. Furthermore, there is a knowledge gap in the analysis into the developmental and stakeholders' decision-making process in the resettlement site and the interaction it has with the outcome is underestimated (Nikuze, et al, 2019). Currently, the question of 'how' the process is carried out in urban planning is emphasized for the best of 'what' the outcomes will be (Dijk, 2020). Therefore this study contributes to the knowledge gap by identifying the comprehensive resettlement process and analyzing the governance of the resettlement process in terms of accountability, transparency, and stakeholder involvement in the case of the Jemo condominium. It also studied the influence of the governance of the resettlement process on the outcome which is the provision of access to adequate housing in terms of infrastructures and services.

5.2 Conclusion: governance influence the accessibility of adequate housing

The study seeks the relationship between the governance of the resettlement process and the accessibility to adequate housing provision in the case of Jemo multi-story condominium. Through the combination of qualitative interviews and secondary data collection methods, it is analyzed that stakeholder involvement and social inclusion highly influence the provision of access to adequate housing in terms of governance of the resettlement process. In figure 16 summarize the study and cumulative explanation of the extent of the influence.

Figure 16 Summary of the study



Source: Author, 2021

5.2.1 Organizational arrangement of a multi-story condominium in the resettlement process

Transparency and accountability are principles that measure the level of good governance indicating the accessibility of information, openness of the system, clearness of the role to stakeholders, and liability arrangements in the process (Asiama, et al, 2017). In terms of accountability, the study result indicated that there are diverse governmental institutions that are engaged in the process and have their own independent responsibilities based on the proclamation of the city. Each institution has its own priority stated in terms of providing

housing, infrastructure, and services in the process according to the plan provided by the AAHDAB, yet it is not realistic for the resettlement process in terms of the targeted group and considering the capacity of the relocatees. In the proclamation, it is clearly written that the AAHDAB is the main provider of housing and who monitors and controls the process of housing development whereas the project office, sub-city administration, and wereda administration are the implementors in constructing and allocation phases respectively.

In the perspective of transparency, the study finds out that there are ten documents used in each phase of the resettlement. Legal and policy documents are used in the overall resettlement process whereas the structure plan of the city and technical documents are used in the implementation phases. There is also a directive which is the main document in the allocation sub-process. Yet the relocatees community does not aware of the laws and regulations that govern the process, as well as there is a gap in implementing those documents. Similarly, the timeline and the overall process of the resettlement are not shared with the relocatees and stakeholders. Asiama, et al (2017) indicated that the plans of the resettlement, the timeline, and documents need to be easy for accessing to maintain transparency in the process. In the process, there is a possibility of filling complaints, but the responsible stakeholders did not respond to the issues and the communities also do not appeal to these frustrations.

Moreover, the lower authorities of sub-city and wereda administration disseminated information on the advantage of the redevelopment and resettlement through discussion forums as well as collected information on the relocatees about the preference of replacement kebele house or condominium and other information such as the existing tenure security and soon. There is also information sharing using brochures that direct the relocatees to prepare documents at the time of receiving the condominiums and illustrate the institution structure and services. Even though the relocatees are informed about the resettlement before a year, the implementation is carried out suddenly which makes them resettle without preparing their properties.

5.2.2 Stakeholder involvement of a multi-story condominium in the resettlement process

As different institutions are involved in the resettlement process, implementation, and management, communication, and sharing of information are important factors. Based on the theory of Reed (2018), the result of the study on stakeholder involvement matches with the first level which is a top-down one-way communication/consultation type of engagement. This is due to the fact that condominium projects in Jemo cases are being initiated by the top organizations and the stakeholders are working together during the implementation. In the process there are few meetings within the stakeholders for planning and mostly share information with contractual agreements and reports. There is a lack of collaboration and networking in implementation which leads to delays in the provision of access to adequate housings, the quality of services is compromised and the relocatees community complain about the location of the site, affordability of the housings, as well as timely provision of services and infrastructure. Moreover, as the relocatees community is only involved in choosing their preferences from kebele houses and condominiums, it is more one-way communication and focusing on informing only about the advantage of redevelopment to the relocatees. In order to fulfill the accessibility principle which is one of the minimum requirements stated in ICESCR (1966) and as one of 5A principles of adequate housing in Ayala et al (2019), equal participation of the relocatees in the decision-making process is an important factor (United Nations, 2007). Community involvement in the ongoing and inclusive discussion of the resettlement process makes a difference for a successful resettlement process and the better

result will be achieved with the interaction to the strengthened capacity of the institutions (Hernández, 2016 and Rogers et al, 2020).

5.2.3 Social inclusion in the resettlement process: Gender and vulnerable group

The World Bank Operational Policy (OP) 4.12 identified the vulnerable group as children, the physically challenged, elderly, and women and indicated that good practice is called for the incorporation of their concern and need (World Bank, 2016). The loss of livelihood opportunities in the resettlement process impacts particularly the lives of vulnerable groups and women since neighborhood, social ties, and wellbeing play an important role for women (Sikka & Mathur, 2018). The study result of social inclusion on resettlement process in the cases of Jemo condominium shows that vulnerable groups are only considered while allocating the condominium in the lottery system. As the directives and the stakeholder respondents indicated physically challenged relocatees and elderly relocatees are prioritized with giving them on ground floor units. In practice when there is a lack of resources and units on the ground floor, they are forced to be placed in the higher floors which is not accessible. Yet, the children and women are not given any special attention and prioritization in accordance with the resettlement process. The resettlement process in the Jemo condominium is gender blinded and it is carried out the losses are not gendered which limits them from accessing marketplaces and grinding mills that are essential services in their day-to-day activities. Even though the World Bank group prepared a toolkit which indicated that to undertake gender impact screening, assessment, and monitoring of women's desires (World Bank, 2019), the resettlement process in Jemo condominium neglects this and considered the process as homogenous with a lack of recognition of peoples various capabilities.

5.2.4 Enabling and limiting factors of the governance in the resettlement process

The success factors of the resettlement are transparency, participation, understanding the informal social network, adaptive management, capacity building, and integration of planning into a wider municipal urban planning and housing policy context (Roquet et al, 2017). Among all the factors, the engagement of governmental institutions with specific roles/responsibilities and the availability of a separate housing policy are enabling factors for the resettlement process in the case of the Jemo condominium. Prioritization of the physically challenged and women by quota setting in the lottery system and providing information on the resettlement are other factors that enable the resettlement process for the provision of access to adequate housing.

However, there are a lot of limiting factors in the resettlement process. The first one is the lack of coordination and collaboration within the engaged stakeholders and the relocatees community which influences the timely provision of housing, infrastructure, and service. As the process is top-down and one-way communication, the prioritization of the institutes is not realistic in targeting the relocatees and their capacity as they were not affording in paying the down payment of the condominium and after the resettlement, the relocatees are challenged in accessing different service due to the location and not affording the transportation. However, Ayala et al (2019) indicated that the eligibility criteria of the housing project have to be realistic in terms of targeting the intended group and social capacity through priority setting, quota setting for the specific target group, and understanding the real housing need to enhance accessibility. The other limiting factors are that the renewal process and the implementation

are not open for the relocatees and the time plan of the sub-process is planned independently and not communicated within the stakeholders and relocatees. On top of this, there is a lack of an approach and a strategy that is specifically tailored made for the resettlement of low-income groups since condominiums are targeted at all the lower- and middle-income communities in the country.

5.3 Recommendation

5.3.1 Recommendation for resettlement process in Addis Ababa

A stakeholder involvement level in the governance should be the focus in the resettlement process for the provision of access to adequate housing. The finding of this study recommends that the government stakeholders including policymakers, planners, and decision-makers should acknowledge the potential in the governance of the resettlement process. Some specific recommendations are stated derived from the findings especially following the Jemo condominium.

- Stakeholders should recognize the potential of meetings and discussions that can create a better platform to coordinate activities in terms of planning the timelines and implementing the intended plan successfully.
- Policymakers should integrate the planning of a specific program and strategies for resettlement into the wider municipal urban planning and housing policy context
- The involved governmental institutes have to prepare and implement meaningful consultation and participation of the relocatees in the process to make the realistic prioritization and eligibility criteria, form tailored made programs and strategies for resettlement, and make the relocatees aware of the process.
- The stakeholders engaged in the implementation of the condominiums should further rethink the process of developing the land in the urban periphery considering the availability and accessibility of infrastructure and services.
- The stakeholders should manage and implement the resettlement process with a proper assessment of women's desires to consider the challenges for women and men is different with the fact that the social role as dictated by the patriarchal cultural framework varies.
- The government further considers the engagement of local private institutions and civil society organizations for increasing the capacity in terms of resources and skilled manpower and increasing transparency in the process.

5.3.2 Suggestion for future work

The research has focused on the case study of the Jemo condominium in Addis Ababa with only qualitative insightful information and data about the governance in the process is collected and analyzed. Thus, it can be further investigated with different cases and in combination with quantitative research. As most stakeholders in the study indicate the resettlement process used in the IHDP for different case studies is the same, other researchers can perform the same topic by changing the case to the IHDP program for more generalized output. Moreover, the study identifies only the resettlement process in the government building multi-story buildings which creates room for further study by including the cases of the privately owned houses resettlement process and illegal landowners in the area in detail. It can also further expand the process to the interaction it creates with the host communities in the area after resettlement. Above all the study only select the accessibility principle from the adequate housing principle so further researchers can also consider the other principles especially affordability of adequate housing.

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Annex 1: Research Instruments_ Interview Guides

Research topic: Governance of the resettlement process influences the access to adequate housing in the multi-story housing provision at the urban periphery of Addis Ababa.

1. Governance process

Definition: It is the administration of society via the use of established institutions and formal provisions to bring together people's concerns, responsibilities, and objectives, as well as those of interest groups and civic representatives. The process is considered good when the technique and instruments for making decisions, planning, and implementing the project are clearly defined with the principles, as well as when they provide a common platform for conversation and debate among participants and stakeholders. (Asiama, Lengoiboni, & van der Molen, 2017).

2. Accessibility of Adequate housing

Definition: it is a dual benefit of utilizing housing and other infrastructures and services provided in an integrated way. It can be enhanced by setting realistic eligibility criteria through targeting the intended group and prioritizing considering the real housing needs of the group (Ayala, Van Eerd, & Geurts, 2019).

-Housing – Living area and lot size

-Infrastructures: Road, Public parks, and Market place

-Services: water, electricity, education, health facilities, and transportation

Accordingly, accessibility is promoted through planning and implementing housing in consideration of density, diversity (land use mix), distance and route characteristics, safety, and aesthetical qualities. Land use structures and transport mobility are two determinants of the accessibility of adequate housing (Li & Liu, 2017).

1. Interview protocol: Stakeholders involved.

Hello, my name is Matadale, a master's student from the Institute for housing and development studies at Erasmus University in the Netherlands. The main objective of this study is to explain how the governance of the resettlement process influences the accessibility of adequate housing in the Jemo multistorey condominium housing provision of Addis Ababa. The purpose of this interview is to gather information and data on the resettlement process you follow for academic purposes only and I would like to assure you that all information you provided will be confidential.

The interview will take around 40-45min of your time. If you give permission, I would like to voice record the interview. I will use the recording solely to transcript the interview that helps me to ensure that the data is as accurate as possible.

Part I: Introduction

Q1. Could you please briefly introduce yourself?

- Name:
- Occupation:
- Role in the resettlement process:
- Level of education:

Q2. How did you get involved in the project? How long have you been involved in this condominium development project?

Q3. Can you tell me what was your motivation for involvement in the project?

Part II: Stakeholder and Public Involvement in the Project

Q4. What are your organization/department roles and responsibilities in the project? What did you prioritize in the involvement of the (*Jemo*) condominium development in terms of resettlement?

Q5. What is the capacity of your institute in terms of skilled manpower and the experience they have related to resettlement development (**condominium development in the Urban periphery**)?

Q6. What process did you follow in planning and implementing housings, infrastructure, and facilities in the resettlement process of developing (*Jemo*) condominium housings in the Urban Periphery?

Q7. How did you collaborate with the other stakeholders engaged in the housing provision process? How often did you discuss the process?

Q8. How did you plan the timeline to finish the housing infrastructures and facilities development in the area?

Q9. To what extent did the relocatees and the stakeholders involve cooperatively together in the project? How often did you meet and discuss with the community?

Q10. How did the relocates played role in the project decision-making at planning and implementation of the project?

Q11. To what extent do you engage the vulnerable groups namely Gender, Aging group, and children in the process? How did you give any special attention to these vulnerable groups?

Part III Organizational arrangement of the Process

Q12. What kind of tools are used to disseminate information (*both for the stakeholders and community*) about the process?

Q13. What are the policies, rules, laws, and regulations that govern the process? How did you adhere to the rules and regulations in the process?

Q14. What was the mechanism to listen for the compliment from the relocates?

Q15. What is the availability of mechanisms to ensure accountability is in place throughout the program?

Part IV Outcomes – Accessibility of Adequate Housing

Q16. How did you include the relocates knowledge, wants, and needs? Do you survey the housing needs of the Gender, Aging community, and Disabilities? How did you incorporate it?

Q17. To what extent did you achieve the intended plan? Are housing, infrastructure, and services provided according to the timeline planned?

Q18. What was your limitation and enabling factors to provide accessible adequate housing?

Q19. To what extent your services are co-ordinately provided with the other infrastructures? How are you managing and controlling the services after the implementation?

This is the end of our discussion at this moment. Before we stop, do you have any further suggestions or comment about the topic? Is it ok if I need to contact you later for further clarification about what we discussed today?

Thank you for your response, time, and attention! Wish you all the best!

ERASMUS UNIVERSITY ROTTERDAM (EUR)
INSTITUTE OF HOUSING AND URBAN DEVELOPMENT STUDIES (I H S)
MSc. URBAN MANAGEMENT AND DEVELOPMENT (UMD-17)
June /July 2021

Research topic: Governance of the resettlement process influences the access to adequate housing in the multi-story housing provision at the urban periphery of Addis Ababa.

2. Interview protocol: **Community Leaders**

Hello, my name is Matadale, a master's student from the Institute for housing and development studies at Erasmus University in the Netherlands. The main objective of this study is to explain how the governance of the resettlement process influences the accessibility of adequate housing in the Jemo multistory condominium housing of Addis Ababa. The purpose of this interview is to gather information and data on the resettlement process for academic purposes only and I would like to assure you that all information you provided will be confidential.

The interview will take around 40-45min of your time. If you give permission, I would like to voice record the interview. I will use the recording solely to transcript the interview that helps me to ensure that the data is as accurate as possible.

Part I: Introductions

Q1. Could you please briefly introduce yourself?

- Name:
- Occupation:
- Level of education:

Q2. How long did you live in the Jemo condominium neighborhood?

Q3. Can you tell me what was your motivation for being the community leader?

Part II: Stakeholder and Public Involvement in the Project

Q4. How did the relocatees and the stakeholders involve cooperatively together in the project? How often did you meet and discuss with the stakeholders?

Q5. To what extent do your stakeholders engage the Vulnerable groups namely the Gender, Aging group, and children in the process?

Q6. To what extent the relocatees played role in the project decision-making at planning and implementation of the project?

Q7. How did the relocatees have influenced the decision-making process of the project?

Q8. How did the stakeholders communicate the timeline of the process?

Q9. How often did you discuss the resettlement process within the community? Is the community willing to discuss this?

Part III Organizational arrangement of the Process

Q10. How did you get information on the resettlement process? How often is the information disseminated?

Q11. To what extent the community understands the laws and regulations that govern the process?

Q12. What was the mechanism were used by the governors to listen for the compliment from the relocatees?

Part IV Outcomes – Accessibility of Adequate Housing

Q13. What infrastructures and facilities are provided with the housing from the governors? Are the facilities provided timely, before you resettle?

Q14. Do the housing needs of the Gender, Aging community, and Disabilities incorporate? How did it incorporate?

Q15. How did the infrastructures and facilities maintain by the providers?

Q16. Is the services are affordable when compared to the previous arrangements? Why is it affordable or not affordable?

Q17. What were the challenging issues in the provision of housing, infrastructure, and facilities from the governors sides?

This is the end of our discussion at this moment. Before we stop, do you have any further suggestions or comment about the topic? Is it ok if I need to contact you later for further clarification about what we discussed today?

Thank you for your response, time, and attention! Wish you all the best!

ERASMUS UNIVERSITY ROTTERDAM (EUR)
INSTITUTE OF HOUSING AND URBAN DEVELOPMENT STUDIES (I H S)
MSc. URBAN MANAGEMENT AND DEVELOPMENT (UMD-17)

June /July 2021

Research topic: Governance of the resettlement process influences the access to adequate housing in the multi-story housing provision at the urban periphery of Addis Ababa.

3. Interview protocol: **Expert**

Hello, my name is Matadale, a master's student from the Institute for housing and development studies at Erasmus University in the Netherlands. The main objective of this study is to explain how the governance of the resettlement process influences the accessibility of adequate housing in the Jemo multistorey condominium housing provision of Addis Ababa. The purpose of this interview is to gather information and data on the resettlement process you follow for academic purposes only and I would like to assure you that all information you provided will be confidential.

The interview will take around 40-45min of your time. If you give permission, I would like to voice record the interview. I will use the recording solely to transcript the interview that helps me to ensure that the data is as accurate as possible.

Part I: Introduction

Q1. Could you please briefly introduce yourself?

- Name:
- Occupation:
- Role in the resettlement process:
- Level of education:

Part II: Discussion

Q1. In the fact that different stakeholders are engaged in the process as for the allocation, developing the condominium, and service provision. In your perspective, what do you think about how these stakeholders collaborate in the resettlement process?

How do you think their communication one to another influences the provision to access to adequate housing?

How did it affect the timeline to finish the development and attend the intended plan?

Q2. Do you think the capacity in terms of skilled manpower of those stakeholders influences the process? Do you think these affect the provision of housing and infrastructure in the provision?

Q3. What about the incorporation of those relocates communities in the process and their contribution to the development?

Q4. World Bank has identified that the vulnerable group as Gender, Aging group, and children voices and concerns needs to be incorporated in the early stage but in the case of Addis Ababa, the directives state to get prioritization in terms of allocation. How do you think this affects the relocates provision of access to adequate housing in the resettlement process?

Q5. Information is disseminated with flyers and posts in the administrations. And again, there are directives that the stakeholders followed. How do you think those mechanisms are influencing access to housing and services?

Do you know other policies or proclamations that are applicable for the resettlement?

Q6. The community indicated that there is no responding to our complaints and the stakeholders are indicating that there is responding to the complaints within their capacity even though there are no constructed teams for that. What do you think about this and how did it influence the accessibility of housing?

Q7. What do you think are the limitation and enabling factors of the governance in the process to provide accessible adequate housing?

This is the end of our discussion at this moment. Before we stop, do you have any further suggestions or comment about the topic? Is it ok if I need to contact you later for further clarification about what we discussed today?

Thank you for your response, time, and attention! Wish you all the best!

Annex 2: Work Plan

Table 13 Research work plan

Month		April				May				June				July				August				September				October				November			
No	Activities	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Writing thesis Proposal (Chapter 1-3)	■																															
2	Thesis Proposal Approval												■																				
3	Data collection Preparation												■	■																			
4	Interview on stakeholders (First Round)												■	■	■	■																	
5	Interview on Stakeholders (second Round) + Researchers																■	■	■														
6	Interview on Community Leaders																	■	■														
7	Revised interview on community																											■	■				
8	Data inception and Transcriptions														■	■	■	■	■	■													
9	Data Analysis																■	■	■	■	■	■											
10	Thesis writing																																
11	Thesis Defence																																

Source: Author, 2021

Annex 3: Data collection: stakeholders Identification and Analysis in Urban Upgrading Renewal Project process

Key Stakeholders	Areas of participation	Roles to be played	Level Representation of	Form of Representation	Potential Interests
1. Local Communities (Residents)	Phase I: Need assessment and visioning	Expression of needs and vision	<ul style="list-style-type: none"> • SC & RF • Individuals, the households, etc • SC • RF 	<ul style="list-style-type: none"> • Idirs, • youth associations, • women association, • produces/service cooperatives 	<ul style="list-style-type: none"> • Improved leagues and access • Sustain their location • Sustain & increase income • Improve their living conditions
	Phase II: Data collection	Information supply			
	Phase VI: Appraisal	Ensure their needs are addressed			
	VII: Implementation	Financial and resources contribution			
2. Local Business Community	Phase I: Need assessment and visioning	<ul style="list-style-type: none"> • Expression of needs and vision 	• SC	<ul style="list-style-type: none"> • Business association • Known businesspersons 	<ul style="list-style-type: none"> • Sustain their business
	Phase II: Data collection	<ul style="list-style-type: none"> • Information supply 	• RF		
	Phase VI: Appraisal	<ul style="list-style-type: none"> • Ensure their needs are addressed 	• SC		
	IV: Implementation	<ul style="list-style-type: none"> • Financial and resources contribution 	• RF		
3. Neighboring Communities	Phase I: Need assessment and visioning	<ul style="list-style-type: none"> • Information supply • Cooperation and collaboration 	• RF	<ul style="list-style-type: none"> • Local administration • Business associations 	<ul style="list-style-type: none"> • Align programs and interests
	Phase II: Data collection		• RF		
	Phase III: Appraisal		• RF		
	IV: Implementation		• RF		
4. Utility companies (Road, Water, power, telephone)	Phase I: Need assessment and visioning	Expression of needs and vision	• SC	Institutional	<ul style="list-style-type: none"> • Sustained service provision
	Phase II: Data collection	Information supply	• TC		
	Phase VI: Appraisal	Ensure their needs are addressed	• TC		
	Phase VII: Implementation	Align interests	• SC		
	Phase VIII: M&E	Resource allocation and execution	• TC		
Land Administration a LIS	Phase I	Periodic evaluation and progress monitory	• TC & SC		<ul style="list-style-type: none"> • Efficient & effective land use
	Phase II				
	Phase VI				
	Phase VII				

SC – Steering Committee RF – Representative Forum TC – Technical Committee

Annex 4: Data collection: Form for surveying the area before resettlement

I. ጠቅላላ መግለጫ

20.3.1.1. የተነሻው ሙሉ ስም ከነሐያት:- _____
 መኖሪያ አድራሻ:- ክፍለ ከተማ _____ ወረዳ _____ ብሎክ _____
 ፖርብል _____ የቤት ቁጥር _____
 የሚነሳው ንብረት አድራሻ:- የቀድሞ ወረዳ _____ ቀበሌ _____ ብሎክ _____
 ፖርብል _____ የቤት ቁጥር _____

20.3.1.2. የይዘታው ባለቤትነት :-
 የግል መያድ ሌላ
 የቀበሌ የሕዝባዊ ድርጅት
 የመንግሥት ቤቶች ኤጀንሲ የየይግዣት ተቋም

20.3.1.3. የይዘታው አገልግሎት መኖሪያ:-
 ድርጅት መኖሪያና ድርጅት የተከፈለ ቦታ
 የእርሻ ቦታ ጊዜያዊ መጠቀሚያ የጓሮ አትክልት
 የግጠሽ ቦታ ሌላ

20.3.1.4. ስበ ይገኛል የቀረበ ሰነድ :-
 የይዘታ ማረጋገጫ ካርታ የቤት መጠቀሚያ ደረሰኝ

ደብተር ሽመሰሪት ልማት አቅርቦት ደረሰኝ/ቤት
 የሀይልስላሴ ካርታ የቦታ ጊዜያዊ መጠቀሚያ ጧል
 የግብር ማስታወቂያ ቤል ሌላ የግጠሻ መጠቀሚያ ደረሰኝ

5. ለልማት የተፈለገው መሬት ላይ የሰፈረው ንብረት ዓይነት:-
 ቤት የግጠሽ መሬት አዋፎ
 የተከፈለ መሬት ትንቅሮ የሚተክል
 የጓሮ አትክልት መሬት የእርሻ መሬት

6. ለልማት የተፈለገው ንብረት የሚነሳበት አግባብ :-
 ሙሉ በሙሉ በከፊል

7. ለልማት የተፈለገው የመሬት ይዘት መጠን ካሜትር ወይም _____ %/ር

8. ይዘታው የተፈለገበት የልማት ዓይነት ወይም ፕሮጀክት መጠሪያ _____



ገጽ 54/54

ፊርማ _____
 ቀን _____

(ሐ) ካህ ያልተከፈለ እና ምትክ ቦታ ወይም ቤት ያልተሰጠ ከሆነ ያልተሰጠበት ምክንያት:-

የወሰነው ኦፊሰር ከም _____
 ፊርማ _____
 ቀን _____
 ግዛቱም _____



ገጽ 58/54

II. የይዘታው የባለቤትነት ማረጋገጫ

1. ይዘታው ከይግባኛል ባይ ነጻ ነው ነጻ ይይዛልም
 2. ከይግባኛል ባይ ነጻ ካልሆነ ምክንያት _____

III. የካሳና ምትክ ባለቤትነት አግባብ

1. የካሳ ባለቤትነት ነው አይደለም
 2. የምትክ ቦታ ባለቤትነት ነው አይደለም
 3. የምትክ ቤት ባለቤትነት ነው አይደለም

IV. የካሳና ምትክ መጠንና ስታንዳርድ

(በ) የተወሰነ የካሳና ምትክ መጠን
 በዚህ መመሪያ የካሳ ክፍያና ምትክ ክፍያ ስርዓት ተግባርና ስርዓታዊነት ስር በተደነገገው መሠረት የዚህ ማጠቃለያ ሰነድ የፊደል ተራ (በ) እና (ሐ) በካሳ ክፍያ ምትክ ክፍያ ተግባር የክፍያው ስም ተመዝግቦ እና ተፈርሞ ከእያንዳንዱ ተነሿ የካሳና ምትክ ማገደር ጋር መያያዝ አለበት:-

1. የካሳ ክፍያ መጠን:- _____
 2. የምትክ ቦታ መጠን:- ለመኖሪያ በካ.ሜ _____ ለድርጅት በካ.ሜ _____
 3. የምትክ ቤት መጠንና ዓይነት:- ከንድሚያም _____ የቀበሌ ቤት _____

የወሰነው ኦፊሰር ስም _____
 ፊርማ _____
 ቀን _____

(ለ) የተከፈለ የካሳና ምትክ መጠን
 በዚህ መመሪያ የመረጃና ደንብ መንግሥት ክፍያ ስርዓት ተግባርና ስርዓታዊነት ስር በተደነገገው መሠረት የዚህ ማጠቃለያ ሰነድ የፊደል ተራ (ለ) በመረጃና ደንብ መንግሥት ክፍያ ተግባር የክፍያው ስም ተመዝግቦ እና ተፈርሞ ከእያንዳንዱ ተነሿ የካሳና ምትክ ማገደር ጋር መያያዝ አለበት:-

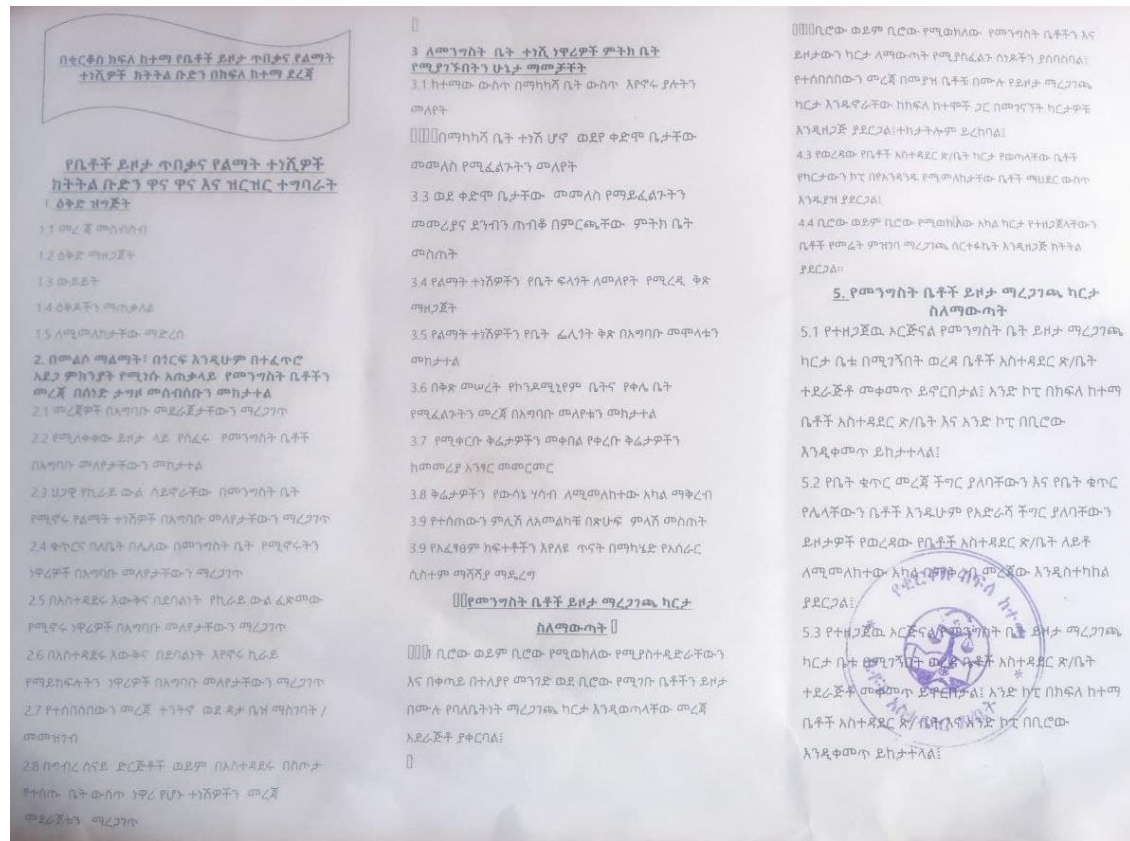
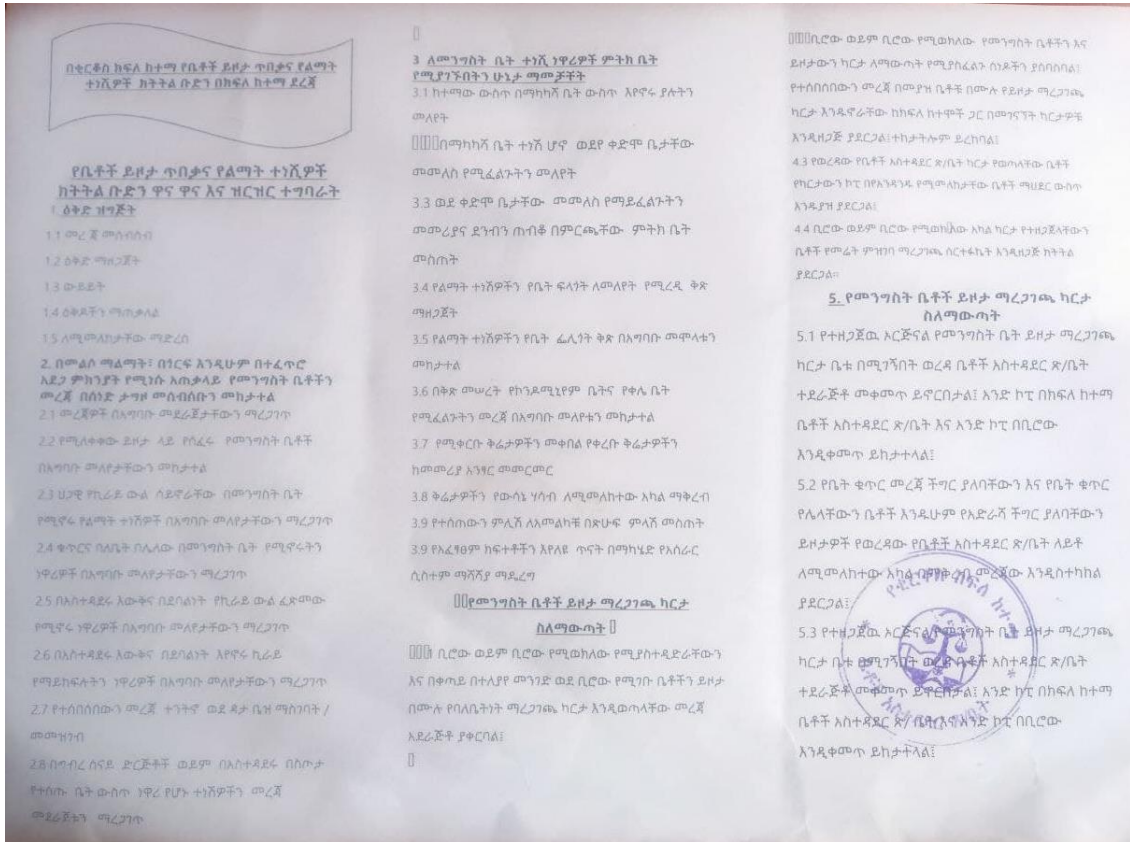
1. የካሳ ክፍያ መጠን:- _____
 2. የምትክ ቦታ መጠን:- ለመኖሪያ በካ.ሜ _____ ለድርጅት በካ.ሜ _____
 3. የምትክ ቤት መጠንና ዓይነት:- ከንድሚያም _____ የቀበሌ ቤት _____

መረጃውን አጣርቶ የሞላው ኦፊሰር ስም _____

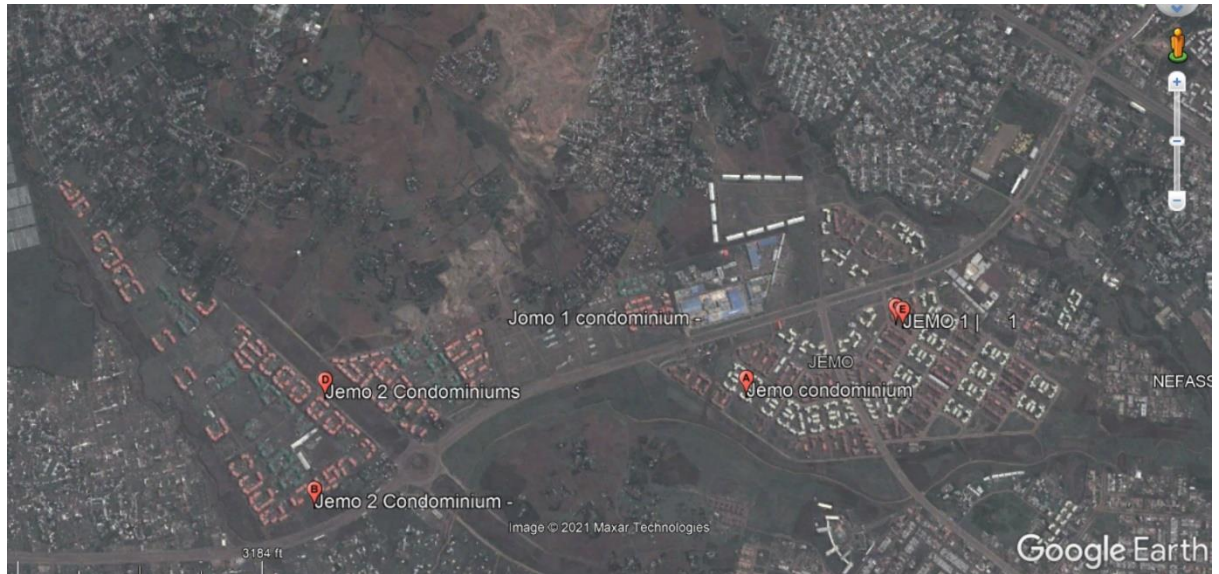


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Annex 5: Data collection: Brochures used for information dissemination



Annex 7: Data collection: Spatial progress of Jemo condominium



A google earth map was taken in the year 2011 at the time of resettlement which lacks infrastructure and services. The area was vacant and they lacked proper road and the relocatees should go to the inner cities to get access to market, schools, and hospitals



A google earth map was taken in the year 2021 where most of the infrastructures and facilities are developed with the communities effort. Comparably to the above, the condominium development in the area attracts other settlements which increases activities in the area.

Annex 8: Data collection: Kebele houses examples in Addis Ababa



Kebele housing in Addis Ababa (photo: Elias Yitbarek Alemayehu, 2015)



Kebele housing, Addis Ababa. UN-HABITAT / Katherine Hegab, 2011

Annex 9: IHS copyright form

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