

ASSESSING THE EFFECT OF LAND ADMINISTRATION REFORMS ON SERVICE DELIVERY BY THE LANDS COMMISSION OF GHANA.

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Abstract

Land service delivery in Ghana remains problematic, often characterized by delays, poor records management, rent-seeking behaviors, political interference, unreliable information, uncertainties and insecurity of land rights; a situation that eventually undermines national development and investment in the real estate market. The Lands Commission of Ghana has been operating in an environment beset with costs and delays in service delivery. This suggests the need to develop reform interventions through re-engineering of business processes and calls for organizational citizenship behavior. This study, therefore, intends to fill this gap and to add to the body of knowledge of research by examining how internal and external reforms impact on services provided by the Lands Commission and the moderating role of commitment and motivation on service delivery. The study used a quantitative approach utilizing an explanatory research. The instrument used in data collection was the questionnaire. SPSS was used to analyze the data by making use of multiple regression analysis. The results of the regression found a significant positive relationship between internal and external reforms and service delivery. Relating to the moderating hypothesis, commitment moderated both the positive relationship between internal reforms, external reforms and service delivery. Motivation moderated the positive relationship between external reforms and service delivery. Out of the six main hypotheses, five of them were supported. Several implications and conclusions were drawn based on the findings of the research. The results of the study have revealed that reforms in the Lands Commission of Ghana influence quality of service delivery with committed and motivated employees. Hence, directors, board members and human resource managers of Lands Commission in Ghana should consider ways and means to meet employees intrinsic and extrinsic motivational needs.

Key words: Land Administration Reforms, Service Delivery, Motivation, Commitment.