

EFFECTIVE PROPERTY RATE ADMINISTRATION IN GHANA'S LOCAL GOVERNMENT: A STAKEHOLDER ENGAGEMENT PERSPECTIVE OF SELECTED CASES.

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Abstract

The Metropolitan/Municipal/District Assemblies (MMDAs) of Ghana's Local Government Service are mandated by laws and other regulatory frameworks to ensure citizens' participation in decision-making, including ways to generate local revenue to finance development. There appears to be ineffective stakeholder engagements, which lead to failure in achieving the expected results. Property rate is one of the main sources of local revenue for the MMDAs. The study sought to unearth some critical success factors of property rate administration (PRA), from the perspective of stakeholder engagements of selected case scenarios.

The theories underpinning the study are Agency Theory and Stakeholder Theory. The study focused on three stakeholder groups that hold a stake in the PRA of the MMDAs; first, the MMDAs as the Regulator (Stake keeper) who propose the payment policies; second, the Rate payer, either an individual or organisation (Stake holder); and third, the Pressure Groups (Stake watchers) whose role is to align the interests of the other two.

The study was qualitative in design and the main tools for data collection were interviews and focus group discussions. Inductive thematic data analysis was used to analyse the data. The findings add to literature and contribute to knowledge and practice. The study revealed that MMDAs' stakeholder engagements on the PRA were not effective enough to yield the desired results. Secondly, property rate payers were more willing to make payments where there was accountability and they were made to participate in decisions on development. Thirdly, the stakeholders proposed some "non-conventional" ways of engagement to make the PRA more effective.

Keywords: Effective, Property rate, Stakeholder engagement.