

AN ASSESSMENT OF THE PERCEPTIONS OF RESIDENTS ON THE GOVERNANCE OF
RELOCATIONS IN OKALONGO SETTLEMENT IN NORTHERN NAMIBIA

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ABSTRACT

The main aim of the study was to determine the different roles performed by those involved in the relocations carried out in the Okalongo Settlement. Additionally, it aimed to investigate the level of their involvement in the process and examine their expectations for the new arrangements. The researchers successfully collected and analyzed data by using a combination of methodologies. The study asked specific questions about the contributions made by stakeholders to the relocations and aimed to understand the various ways in which stakeholders participated in the relocation process within the Okalongo Settlement. Lastly, it sought to examine how well different stakeholders followed the established relocation procedures in Okalongo. A mixed-method approach was used to collect and analyze the data. The findings of the study showed that while some stakeholders fulfilled their assigned roles in the relocations, others did not fulfill their responsibilities adequately. Additionally, although a majority of stakeholders actively participated in the relocation process, some residents expressed dissatisfaction. The study also revealed that 62.5% of participants believed that stakeholders had adhered to the relocation procedures, while 53.5% agreed that stakeholders had followed these procedures. However, a significant percentage of 78.39% remained neutral about the adherence of stakeholders to the relocation procedures. Furthermore, a substantial 83.0% of respondents disagreed that communication with stakeholders was effective.

KEYWORDS

Replacement, Governance, Stakeholders, Inhabitants, Opinions, Reimbursement

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LIST OF ABBREVIATIONS

ETSIP	-	Education and training sector improvement programme
GDP	-	Gross domestic product
HIV	-	Human Immune Virus
MOHSS	-	Ministry of Health and Social Services
NDP5	-	Namibia Fifth National Development Plan
NHAG	-	Namibia Housing Action Group
NCCI	-	Namibia Chambers of Commerce and Industries
NNFU	-	Namibia Farmers Union Association
SDFN	-	Shack Dwellers Federation of Namibia

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DEDICATION

I would like to extend my heartfelt dedication to my family, who have served as the bedrock of my determination throughout my academic pursuit, particularly during the critical phase of data analysis. Their resolute backing has bestowed upon me resilience and valuable guidance during rough circumstances, notwithstanding moments when the thought of abandoning my academic endeavors may have crossed my mind.

I will be forever grateful!

DECLARATION

I, Johanna Niitula KAPENAMBILI, hereby declare that this study is my own work and is a true reflection of my research, and that this work, or any part thereof has not been submitted for a degree at any other institution.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter introduces the background of the research, including historical issues surrounding relocation in the pre- and post-independence world, Africa, and Namibia. It also addresses compensation issues and rural and urban growth. This chapter describes the problem statement, research purpose, research hypothesis, and thesis framework.

1.2 Background of the study

Relocation is the physical act of moving people through voluntary or involuntary measures on large or small scale. McAdam & Ferris (2015), after gaining independence in 1990, the government of the Republic of Namibia committed itself to ensuring the equitable distribution of land to its citizens as stipulated in the Namibian Constitution so that all citizens have access to land.

To manage resettlement, National Communal Land Compensation Standards have been introduced to control resettlement. Namibia Compensation Policy (2009). Residents are expected to relocate smoothly ensure well relationships between both parties. Unfortunately, this is often not the reality in most townships as people continue to experience injustices from authorities.

The relocation process in many towns across Namibia has been hindered by inadequate infrastructure especially concerning roads water and energy. Consequently, citizens have become wary of the relocation system due to concerns regarding corruption and a lack of transparency. Namibia's relocation efforts have experienced a slow pace regardless of three decades of independence.

The presence of land imbalances has powered political opposition as citizens resist the forced dispossession in their lands. De Villiers *et. al* (2019) highlight the significant lack of independent checks or tracking projects to evaluate the effectiveness of the relocation manner. The Namibian authorities recognizes the importance of improving services and acknowledges the want to transform villages and localities into cities.

Before the relocation takes place, it is considerably vital to properly compensate the residents who're affected. The purpose of relocations is to enhance the exceptional of life for residents by means of ensuring the supply of vital services thereby growing accessibility for the Okalongo community in northern Namibia. Hitchcock, (2012) states that information implies a widespread reluctance amongst people to relocate no longer most effective to the Okalongo community but additionally to different regions within Namibia. Promises made before relocations had been by no means honored, its miles obtrusive that those challenges necessitate thorough assessment, identity and implementation of alternative treatments.

Several global research performed in Africa and Namibia on relocations have discovered good sized conflicts and tensions among individuals and the governments arising from relocation issues (Arnall 2019; Hui *et al.*, 2011). China experienced rapid city development due to compelled displacement of thousands and thousands of people across China, the scenario induced big collapse of vast neighborhoods (Li *et al.*, 2018). In contrast in other countries like the United States of America and Western Europe the importance of the affects vary. For instance, in China people experienced tremendous damage in comparison to other countries.

Similarly, relocation efforts in different international locations like France and USA were said difficult. For instance, residents in France were compelled to relocate to underdeveloped regions, Bora&Voiculescu (2021). Numerous troubles arose at some point of the relocation manner which did no longer meet initial expectancies of residents, the city of New London initiated the big-scale relocation with the aim of redevelopment and enhancing the lives of its citizens within the location, Oakley *et al.*, 2013.

However, the current scenario has resulted in the displacement of families and therefore a public outcry regarding the extra taxes and charges incurred at some point of the relocation process. Such activities disrupt the lives and livelihoods of families and groups making it a destructive option for those affected, (Vengesai& Schmidt 2018). In some villages of Mberengwa in Zimbabwe southern Africa, citizens expressed their dissatisfaction with the implementation of the relocation, people are sad with the involvement of the government

due to lack of engagement with citizens to planned on relocations, (Vengesai & Schmidt 2018). In the colonial period of South Africa, the apartheid regime created the Odendaal commission in 1962 to analyze the social, political, economic and ethical situation of its colony, South West Africa that is now called Namibia. The commission made recommendations for the relocation procedure, ensuing in the eviction of indigenous Namibians from the old location that is now called Pioneers Park, a prestigious neighborhood in Namibia's capital town, Windhoek. Black Namibians were moved to underprivileged areas based totally on their ethnic historical past, missing important services. Meanwhile, white citizens deliberately opted to live in prosperous suburbs.

After independence, Namibia initiate relocation techniques to mitigate emergencies inclusive of floods, as well as to promote improvement via proclamation of new urban regions. Zambezi area is one of the maximum susceptible region to flood due to its proximity to the Zambezi River flood simple in eastern Namibia, Mabuku *et al*, (2019). The location on occasion affected by sparkling floods which motive harm to properties along with homes and street infrastructure.

Affected citizens frequently relocated to excessive ground regions, but they're generally confronted with the aid of different challenges which includes shortage of food, safe haven, and shortage of ablution centers.

Regardless the government's preference for the public to permanently move to low-mendacity areas so one can save you frequent relocations. The process is expensive and may reason disruption to schooling, as they lead to the interruption of services like school closures and prevent children's get right of entry to schooling. People are pressured to vacate their homes, leaving behind their property and disrupting their daily routines, which includes fishing. The repayment application aimed to assist residents in underdeveloped regions, but, there have been disputes between residents and authorities concerning the management of the relocation manner (Afademen-Adeyemi, 2010).

In 2009, the Namibian government created a compensation policy document to guide and modify communal land relocations and repayment tactics (Engelbrecht, 2014). All valuable assets are compesatable depending on their precise values, such as homes, fruit-bearing timber, cultivated and uncultivated land (Namibia compensation policy, 2009).

Many communities relocated aren't happy with the modern-day repayment method executed by means of local governments, residents are claiming that the procedure is unfair because it lacks transparency and authorities are not accountable, (Chatu, 2016) Okalongo settlement has made limited development on account that independence, because the local authority lack economic capability to maintain itself, consequently rely upon the local Council subsidy, due to its condition status. Despite the vast population, minimum improvement efforts have been made to enhance the status of the settlement.

Communities displaced are not happy with the relocation system, current repayment procedure carried out by local authorities, arguing that it's far unjust and poorly done. Although few empirical researches conducted on the subject, citizens of Okalongo settlement have showed that the development of the settlement has been slow since its establishment, which can be attributed to ineffective administration and dishonesty.

Residents had been allocated plots of land were recommended to delay constructing activities till the city obtained authorization. Regardless of residents organizing non-violent protests, their attempts have been fruitless, which underscores the dilemma posed with the aid of inadequate management. The study proposes recommendations to improve the relocation process and address any inconsistencies in future relocations. The recommendations have the capacity to facilitate changes in relocation methods and improve the implementation of relocations within Okalongo settlement.

1.3 Problem statement

After independence, local authorities started relocating people to clear land for urban development. This strategy became popular as it was a common way for authorities to displace residents from their communal lands in order to make room for urban expansion. The swift advancement of urban projects is generally viewed as beneficial for better service delivery to residents and fast-paced development; however, these initiatives can have both positive and negative outcomes. The improvement of amenities and quality of life is considered to be accelerated by rural-urban development.

However, the compensation received by residents has generated mixed reactions as some complain of not receiving land or housing, despite the implementation of the Namibia compensation policy in 2009. Consequently, this has led to confrontations and disagreements between residents and authorities. Vengesai and Schmidt (2018) have found that the relocation process has negatively impacted agricultural productivity, animal welfare, and income generation. The objective of this study is to evaluate the views of individuals regarding the relocation process in Okalongo Settlement, located in northern Namibia.

1.4 Research objectives

The primary objective of this study is to evaluate the residents' perspectives on the relocation process and the effectiveness of governance in Okalongo Settlement in Northern Namibia.

- a) To ascertain the extent to which stakeholders have fulfilled their responsibilities in Okalongo Settlement.
- b) To evaluate the degree of stakeholder involvement in the relocation initiatives undertaken at Okalongo Settlement.
- c) To assess residents' perceptions regarding stakeholders' adherence to the relocation protocols in Okalongo Settlement.

1.5 Significance of the study

This study holds importance as it will enable policymakers to assess the efficacy of the Namibian compensation guidelines regarding relocations and compensations given to rural communities. The research findings will contribute to relocation procedures through policy evaluations. Moreover, the study results will provide insightful information to stakeholders about the status of relocations, helping them identify shortcomings in the policy and discover potential solutions.

1.6 Limitations of the Study

Some of the officials usually work outside office, making it difficult for the researcher to access them, therefore the researcher made arrangements and scheduled appointments with them based on their work schedule. This has made it easier for the researcher to acquire relevant data from research participants. However, it is worth noting that a language barrier exists because a few participants lack proficiency in the English language, therefore a translator is used.

1.7 Delimitation of the Study

The purpose of this study is to focus on Okalongo Settlement in the Omusati region, northern of Namibia while also addressing the Namibia compensation policy.

The subject of study focuses on the management and regulation of land transfers in Okalongo Settlement given the recurrent conflicts associated with these relocations, the aim of the study is to assess the effectiveness of current government practices.

1.8 Chapter summary

The chapter present the procedures used for relocations in the Okalongo settlement in northern Namibia, the study was carried out to respond to prevalence of conflicts, which occur during relocations. The objective of the study is to analyze the efficiency of the relocation procedures used by the Okalongo Settlement to relocate residents. The next chapter will present a thorough review of the existing relevant literature to the study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This section presents an overview of the existing literature on the execution of relocations and experiences of people affected during relocations at the local, regional and global levels. This study mainly concentrates on the administrative procedure of relocations. The aim is to present a systematic analysis of the relocation procedures employed as well as the implications and underlying justifications for these procedures it commences by elucidating the definitions and theories related to governance and relocations addressing the research gap and discussing the empirical studies conducted on governance and relocations at both local and global scales.

2.2. Governance

According to Merriam-Webster governance is described as the act of governing or supervising the control and guidance of a nation or a group, Merriam-Webster, (nd).

The term governance pertains to governments' capacity to establish and enforce regulations as well as provide the necessary services irrespective of whether the government follows a democratic model, (Fukuyama, 2013, p. 3). For instance, an example of governance in action is the government introduction of a tax policy on civil servants salaries with the aim of generating revenue to be allocated towards public health

initiatives and the construction of essential infrastructure such as roads. Governance encompasses all facets of the government's role in promoting the progress of society and the economy in contemporary society. Governance encompasses a comprehensive approach to governance that involves both governmental and non-governmental entities, civil society organizations and private enterprises in the formulation and implementation of policies collaborates with various stakeholders. These includes policymakers and non-governmental organizations, civil society groups, private sectors and other entities actively take part in decision making process aiming to enhance societal welfare governance is commonly understood as the exercise of authority by those in power within a defined framework of regulations and principles.

Governance refers to leaders' ability to wield power and establish rules for the population. It involves political leaders utilizing their power for the betterment of nations or their constituents. Although it is a complex process, it requires the involvement of various sectors of society in order to influence public policy.

Additionally, governance has an impact on the interactions of institutions and the socio-economic progress of societies. When leaders exercise power, it affects the political and economic status of citizens. Legislators also use their power to implement policies that influence the socio-economic status of individuals and societies as a whole.

Governance encompasses systems and mechanisms that aim to ensure accountability, transparency, and the rule of law. Through the principles of governance, institutions administer public affairs in an open, participatory, inclusive, and responsive manner. Therefore, governing bodies have a responsibility to align with governance operations, Admin, (2016). Governance is intertwined with different aspects, sharing some similarities among various definitions. Some definitions highlight the state's ability to administer regulations and provide services, while others emphasize the involvement of diverse stakeholders in policy-making. Another definition focuses on the ability to exhibit power through coercion, where leaders have complete control and use force to govern the population. The autocratic style of governance limits individuals' freedom to express their opinions in a similar manner. The fourth definition shares similarities with the third definition but differs in the utilization of power for the collective purpose of improving society's socio-economic well-being.

Finally, the fifth definition rejects the use of authoritative power and instead emphasizes governance principles, arguing that governmental structures should prioritize good governance principles. However, it is important to note that the final definition aligns with the study as it embraces the principles of good governance. Therefore, it is the most suitable definition to analyze the perceptions of residents about the relocation process in the Okalongo settlement, with the aim of incorporating governance through improved service delivery.

2.3. Theories of governance

Theories of governance help to analyse and understand the contemporary world. Different theories have different purposes. Some theories focus on how a number of actors, dominions and organisational arenas interact, collaborate and coordinate action when implementing authoritative decisions.

Moreover, other theories dwell on governance, enhancing us to appreciate how different types of governance help in solving social problems, providing public services or regulating social and economic development. Five theories of governance have identified, explained and analysed differences. However, the Marxism theory of governance has been selected as the best theory for the study.

2.3.1 Neoliberalism

This theory of government believes that freedom and liberty are the important values of governance and civilisation. It is a theory which also looks at the political-economic practices used by a government (Newman, 2013). This provides a definitive outlay of governance through a market mechanism. It proposes that the welfare of people can be improved through maximising entrepreneurial freedom within organisational structure, categorised by free trade, individual rights and private property rights. The state is perceived to preserve and create organisational framework that support development in a specific area.

However, Stenberg (2023), postulate that the state seeks to promote social integration through inclusive policies that aims at promoting better life for all citizens. If the administration function doesn't exist in areas not limited to health care, education, and social security, thus can be availed by the state. Government intervention need to be kept at minimum when it comes to administration since there is every likelihood that potent interests distort government involvement for its benefit. An example of a country which has particularly practised this form of governance system is the United Kingdom. Lovering (2007) notes that during the 1980s in the United Kingdom under Margaret Thatcher's administration and the USA under Ronald Reagan, they aggressively pursued the neoliberal approach to governance.

Neoliberalism has been blamed for the re-distribution of resources giving preference to elite class. So basically, some wealthy class citizens have criticised this governance approach towards how resources were distributed. On the other hand, this governance approach has been very beneficial for poor and lower class citizens.

Scholars such as Newman (2013) have often criticised the neoliberalism governance approach in the sense that its accountability to private actors is questionable. Newman further says that development through neoliberalism is not sustainable because it can cause the erosion of natural resources in the long term. It also promotes social injustice and produces economic inequality.

These are some of the issues which affect governance using this mentioned approach. Therefore, governments should be aware of some of the drawbacks to using this approach more efficiently with caution.

2.3.2 Regulation Theory

According to Christensen (2019), regulation is restriction mostly by an entity which is not directly involved on organisations process. Regulations governance theory was introduced due to political, economic, business or governance issues. Regulation helps to correct some administration imperfections, address some externality issues and re-distribution of wealth. It is seen to help in controlling some unethical behaviours which can be found in the governance of a state.

Regulation governance is seen to have the public interest of people at heart. Christensen (2019) is asserts that effective regulation is attained when the state promotes human wellbeing. During regulation process, some basic assets are captured by the government, for example, the land of a given area. Law & Levine (2020) asserts that many a time regulatory agencies are biased towards interest groups whose state involvement is mainly aimed at regulating how things are done in the state. Governments use this governance approach to intervene to ensure certain economic gains and outputs within the country. Levi-Faur (2017) argues that regulation theory examines the forms of governance about the possible option to mask the instabilities of different forms of capitalism.

The theory locates a new governance strategy about a wider social and economic change to post-Fordism. Fordism involves both monopolistic and regulation. Regulations governance theory creates an element of control and subordination of government. Ministries such as finance to currency and international money markets can easily be controlled through the use of a regulation governance system. There are more market-friendly and flexible forms of social and economic governance. It also increases the worry with controlling regional, local and global economies.

2.3.3 Communitarianism

According to (Ridley-Duff & Bull, 2019) the Communitarianism theory of governance holds each individual to be responsible for each of his or her progress. (Ansah and Mensah, 2018) established that it inspects the way good conceptions are enforced. The main idea is that societies need to resolve their problems without or minimum government involvement.

Additionally, according to communitarians, state been used as a tool for managing political conflicts (Brien & David, 2018). Hence, for communitarians, the government generates many problems as it tries to solve some of these problems. Organising the governance without government is perceived as the antidote by the communitarian. It views that when the government is too involved in a process without the consent of the community, this can affect progress.

Ostrom (2019) postulates that communitarianism is a good way of having the state at different levels deciding on issues the community members can solve. A sense of collective responsibility in a community is established on how to govern. This theory can also be seen as a political theory that brings the market and state together. In addition, communitarianism goes against governance models which are formal and hierarchical. Ansah and Mensah (2018) further states that communities rather than individuals sacrifice for the common good making communitarianism a potent option.

Nevertheless, governance based on communitarian governance encounter challenges when it comes to ensuring the common will especially on those who are against proposals to that effect. Communitarianism ends up exaggerating the blessings of harmony and the bad of disputes. On the other hand, disputes can be viewed as community diversity.

2.3.4 Marxism

Marxism theory aims to uncover the economic and political aspects of capitalism. For instance, the way production is planned and how the capitalist controls the resources. So basically, capitalism can be seen as an effective governance model which allows things to be done with compromise because of money or profit. As postulated by Peters (2020, p. 9) that, “Marxism rather identifies the individuals having same interests as one singular entity which plays its part in the societal transformations.

Gregor (2017) notes that fundamentally, capitalist society comprise of classes. The elite class, controls production and the proletariat who provide labour. However, at a given time, several class sub-divisions will exist, for instance, the elite can be divided into High or hate bourgeoisie who runs big organisations; Small or petit bourgeoisie, professionals who control the operation of companies.

Furthermore, Marxist governance theory is characterised by human history in terms of how means of production was significant sole factor. Simpson (2016), noted main differences being, primitive communism and slave society. In these circumstances, people did not have the means to freely govern themselves but were governed by the wealthy and powerful elite. There was also the feudal society. According to this society, land was the main factor of production. The aristocratic elite controlled the feudal society while most people were peasants. Peters (2020) concurs that, development in technology has enabled the capitalist society to exploit factors of production for personal gain. The landowners have been co-opted or marginalised into the elite most people are labourers.

2.3.5 Institutionalism

Another form of governance is institutionalism. Dugger (2020) notes that it is a way of collective action that creates predictability, stability and order. Beginners are taught based on assumed knowledge within an existing local government and institutions as a long-lasting governance strategy. This strategy concentrates on using state institutions including the legislature, army, police, and judiciary to carry out governing duties.

The idea of institutions and institutionalism is centered on formal rules, constitutions, processes, electoral systems, organisations and political affiliation. The organisational approach focuses on procedures and rules adopting wider approach of institutions that consist of cultural customs and norms along with formal procedures and rules. Mega projects are associated with complexities due to their dynamics, the involvement of different actors may result to conflicts (Qiu *et al.*, 2019). This theory allows government branches to have defined goals. Organisations play a significant role when it comes to discharging of good governance. Christensen (2019) says that they bring order, stability, predictability, and flexibility to the governance system.

However, the study uses Marxism theory of governance as the theory that is appropriate for the study because Marxism theory focuses on exposing the political and economic contradictions of the capitalist state to promote sound governance. Hence the study aimed to assess the perceptions of residents of Okalongo Settlement in Northern Namibia on the governance of relocations procedures to ensure better service delivery, therefore Marxism theory was deemed fit for the study.

2.4 Relocations

It is the act of moving or moving something or someone from one place to another (Cambridge English Dictionary, 2022, p. 2). The definition focuses on the movement of something or a person from an ordinary place to a new place.

Relocation involves allocating load addresses to different areas of the programme and regulating the code and data to mirror the allocated addresses. Even though relocation is mainly the duty of a linker, it can be carried out during execution time through running programme itself.

The definition focuses on the process of assigning load address in terms of a computer programme used in searching files to replace symbolic references used in libraries. Chance to explore fresh and diverse parts of one's self-concept has to be provided. As far as person environment relationship is concerned, total continuity is not guaranteed (Brescia 2016). The definition focuses on the social change taking into consideration the adaptability of the relocated person to the new environment in terms of new relationships and meeting new people.

Forced relocation entails the whole community being forced by the government to move to semi-permanent or permanent areas aiming to protect the populace from political revolt. Actually, is a way of reducing the population as a counter-insurgency strategies implemented by the state. (Bennett, 2000, p. 2). This definition focuses on the movement of a group of people through the use of force usually by authorities such as the government under the control of the military.

The first definition focuses on the general movement of a person or something from its original place to a new place. While the second definition has focused on the relocation of people but rather the procedure of allocating load addresses to several fragments of a programme to adjust codes and data to reflect the assigned addresses. This process is applied in library sciences. On the contrary, the third definition focuses on relocation which involves a radical change considering physical setting and the social aspect of the relocated person. The person is exposed to a new environment with new people which influences new behaviour and new relationships.

However, the fourth definition contradicts other definitions because this definition focuses on forced relocation where people and usually the entire community are forced to move to a new area to permanently or partially reside there. This is indirectly or directly done by the military units.

Therefore, the third definition of relocation is close to the study because it constitutes radical change hence when people are relocated to new places they need to be provided with support physically, socially, emotionally and financially for them to be able to adjust and adapt to the new environment. The new environment requires a social change in terms of building new relationships, finding role models and behavioural change. The research assessed views of Okalongo residents on the governance of the relocations by the Settlement Office on the relocations in Okalongo Settlement in Northern Namibia.

2.5. Theories of Relocations

Different theories of relocations have been identified and three theories of relocations have been defined and explained. However, the institutional theory of relocations has been selected as the theory that was deemed appropriate for the study because of its relation to the study.

2.5.1 The neo-classical theory

Neo-classical theory is based on the premise that businesses aim at maximising profit at optimal level. What is produced depends on the profits to be attained. Human wants and needs are not considered when making decision of relocation. Rather, decisions are based on solely cost reduction aiming at profit maximisation. Neo-classical theory assumes that companies aim to attain maximum profits by implementing rational decisions made whereas having comprehensive information on the given decisions. As far as the neo-classical theory is concerned, drivers for relocation try to lessen costs by locating near inputs and a market that promote company growth while maximising profit (Busweiler & van Bergen, 2020).

2.5.2 Behavioural theory

According to behavioural approach, decision makers have limited information, thus unable to effectively analyse the market. Hence, resolving for a relocation not necessarily close profit maximisation. Decision-makers are not able to gather all the information neither capable of fully analyse information gathered.

This theory is related to bound rationality, where individual decision making highly depend on available information. Allocation of companies is based on areas which first meet company needs. When examining the factors that drive relocation from a behavioural perspective, personal preferences of decision-makers and other emotional factors also play a significant role in influencing the choice of a new location (Busweiler & van Bergen, 2020).

2.3.3 The Institutional Approach

The institutional approach presents a different perspective. It considers firms as integral components of larger institutions and takes into account their behaviour and cultural context when making relocation decisions. This theory is particularly suitable bigger companies that can influence to negotiate and potentially shape the environment to their benefit. The approach assumes extensive negotiations with key institutions.

The theory considers the longer duration of the firm at a location as that way it is less likely to relocate as the firm has become embedded at the location when a company is forced to relocate (Busweiler & van Bergen, 2020). The institutional theory is criticised since it is mainly inherently static whereas it seeks to explain the world of politics that is inherently dynamic. However, institutional theories are variant and better explain differences among institutions than clarifying development an individual institution.

Consequently, Institutional theory's external factors are important at all levels of the economy. (Brouwer& Mariotti, 2004). The research selected institutional theory of relocation as an appropriate theory for the study because it considers the behavioural and cultural context of firms during relocations. It also values negotiation to influence the environment.

The theory also considers the external factors caused by the relocations. The current study assessed the perceptions of residents on the governance of the relocation processes in the Okalongo Settlement by the Okalongo Settlement Office. The theory was deemed appropriate for the study because it considers the behavioural and cultural aspects of the people and also other external factors which may affect the relocated people. In addition, the theory emphasises negotiation as a tool of communication to deliver the message and reach out to the affected communities during and after the relocations.

2.6. Governance and relocations

However, studies conducted in China and Pacific countries found that the causes of conflicts in relocation are caused by the exclusion of local people in the decision-making process, which usually resulted in disputes and resistance from local people and this negatively impacted the relocations process (Li, *et al.*, 2018, p. 14; Gharbaoui, 2019, p. 205). Relocation conflicts are caused by a disagreement between residents and property management companies, when residents are reacting against their changing living environments (Tang, 2019, p. 39). Studies conducted in India (Mortreux, *et al.*, 2018, p.

131) found out that, lack of institutional arrangements for relocation in the state of West Bengal allows for poor implementations. However, poor execution is attributed to poor decision-making, given the historical experience of failure and current political and electoral realities.

Masta (2013, p. 29, established that if policymakers could use a participatory system of governance to involve people in decision-making through negotiations and engagements with slum-dwellers, the relocation process could better contribute to the formulation of public policy. Siyum (2022, p.13) postulates that government regulations of urban land are ambiguous and they cause the regional government to remotely control the facilitation of land relocation activities. This create confusion in statutory terms and also obstructs the transparency and accountability of the relocation process.

However, studies conducted in Ethiopia and Ghana found that relocation programmes were ineffective due to a lack of participation, transparency and unfair compensation.

The newly destined locations do not offer employment opportunities for people to make a living, resulting in the deterioration of households' income levels.

In addition, there is no provision of public facilities such as schools, public roads, and trade markets and the situation has negatively affected livelihoods (Asiama *et al.*, 2017, p.18). Relocated communities are not satisfied with new houses because of their smaller sizes, are expensive and of poor quality, and the absence of provision of public facilities

such as schools, public roads, and trade markets has negatively affected residents (Sait, 2021, p.10; Schopp, 2020 p. 21).

A study conducted in Southern Africa found that authorities lack collaboration to foster partnerships with stakeholders in relocations. Thus, the absence of partnerships has caused delays in the provision of major infrastructural projects. Masiya *et al.*, (2021, p.10) established that local governments do not constantly and effectively engage the local community on relocations.

Therefore, the relocation process is not transparent and authorities have the responsibility to implement the process, which can be achieved through the institutionalisation of the legal framework of local government participation in all sectors, as well as the financial and intergovernmental platform to enhance the effectiveness of public governance (Maloba, 2015, p. 255).

However, studies conducted in Lesotho found that relocation programmes were ineffective due to a lack of participation, transparency and unfair compensation. Boakye (2014, p. 279) revealed that the housing conditions of the newly constructed houses in Shurugwi is deficient, houses are very small and of poor quality, and the relocated communities describe them as a health hazard (Vengesai & Schmidt, 2018, p.7). Mwangi (2007, p. 51) contributes that the poor communities were never compensated as promised, and people felt that their dignity was compromised. (Helao & Naidoo, 2016, p.110) and

(Zibani-Maundeni,2007, p.70) established that Namibia has a good governance structure in place but this is ineffective due to the dependency of the local government on the central government and lack of local capacity and resources. However, poor communication channels between the government and the community have also created ineffective citizen participation and reduced policy implementation, thereby delaying infrastructural development and services delivery.

Similarly, Chatu (2016, p. 81) and Likwira (2014, p.11) postulate that communities in Bukalo and Nkarapamwe villages are unhappy and dissatisfied with the process of relocation as they lament that it is slow. People were not mobilised and engaged in the relocation process by the authorities. In addition, people were relocated without compensation and they were exposed to harsh weather conditions due to unhygienic conditions in the new locations.

2.7. Theoretical Framework

The study assessed the governance of the relocations in Okalongo Settlement by focusing on the procedures used to implement the relocation processes considering the tools utilised and the implementations of the relocation process.

Although many studies were conducted around the world, few studies were conducted in Southern Africa and very few conducted in Namibia, therefore the present study fills the gap in research.

However, the study identified good governance theory as the best theory fit for explaining the governance of relocations in Okalongo Settlement in Northern Namibia. The theory is based on a number of principles introduced by the World Bank. World Bank customarily necessitates good governance as a form for assisting less developed countries.

Development of public sector in developing countries is determined by good governance. Bjork & Johansson (2001) asserts that current method of government requires efficiency, accountability and transparency between the state and its citizens. Therefore, Okalongo settlement relocation programme should be implemented through the principles of good governance.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The research design and methods which were used to collect data are explored in this chapter. Sampling method, population of the study and research instruments were defined and outlined. It also outlines data collection process and identifies methods used to analyse and present data.

3.2 Research Design

Mixed method approach was used to gather data. Almalki (2016), defines mixed design as a method which seek to compliment vast information on a similar topic that can be incorporated.

3.3. Target Population

The target population are two hundred (200) residents of Okalongo Settlement aged 18-55 years five (5) affected residents aged between 44-70 years, five (5) Okalongo Settlement Office aged between 30-55 and Officials from different Institutions in Okalongo Settlement.

3.4. Sample

Two sampling techniques; purposive sampling and simple random sampling were used to select respondents who took part in the study in Okalongo settlement. The research used purposive sampling whereby according to Omona (2013), characteristics of the population are specified. Taherdoost (2016) argues that simple random sampling gives all respondents equal chance of being selected.

The researcher distributed questionnaires around offices, outlets and shops where most people are found. The targeted population for the study is 224 inhabitants of Okalongo Settlement. Krejcie and Morgan's (1970) table of determination was used to ascertain the size of the sample. With a target population of 200 residents of Okalongo Settlement between 18-60 years, four (4) affected residents aged between 44-70 years, five (5) Okalongo Settlement Officials aged between 30-55, (5) officials from different Institutions in Okalongo Settlement those knowledgeable about the relocation process in Okalongo Settlement.

Krejcie and Morgan (1970) table of sampling depicts a positive relationship between population size and sample size. In the table, a population of 24 stakeholders' participants is represented by 19 sample size. Lastly, the population of 1114 Okalongo Settlement residents is represented by a 224 sample size.

Table 1 Sample Size

	Population	Sample according to Krejcie and Morgan's (1970) table of sample determination
Affected Relocated Households	10	5
Stakeholders in Okalongo Settlement	20	19
Population of Okalongo Settlement	1,114	200
Total sample		224

Two hundred and twenty-four (224) respondents were selected from 1,114 residents of Okalongo Settlement through the use of Krejcie and Morgan's (1970) table of sample determination.

3.5. Research Instruments

The study use face to face interviews with the officials knowledgeable about relocations processes in Okalongo Settlement Office, Okalongo Constituency and other stakeholders involved in the relocation. The study also use face to face interview with affected residents in order to assess their experiences on the relocation. Lastly the study used self-administered questionnaires with residents to assess the perceptions of residents on the relocations process in Okalongo Settlement.

3.6. Data Collection Procedure

Permission was granted to the researcher by Okalongo settlement to undertake the research. In addition, University of authorised the researcher to carry out the research. All participants completed informed consent forms before the study commenced. The researcher made appointments for interviews with the officials knowledgeable about relocations procedures in Okalongo Settlement as well as the affected residents experienced relocations, all interviews recorded and transcribed.

In addition, the researcher visits shopping malls and business outlets in Okalongo Settlement engage people and distribute self-administered questionnaires, the researcher get the details of the research participants and collect the questionnaire after one week.

Data were recorded and entered into the SPSS software analyzed and presented in tables, 224 participants were selected from 1,114 residents in Okalongo Settlement through the use of Krejcie & Morgan table of determination.

Two-hundred (200) self-administered questionnaires were distributed, completed and collected by the researcher. The researcher prepared ten (10) semi-structured interview guide questions for the in-depth- interviews conducted with twenty (20) stakeholders of Okalongo Settlement and four (4) affected residents on the governance of relocations in order for the investigator to obtain profound information concerning the governance of relocations in Okalongo settlement.

3.7. Data Analysis

The data were analyzed manually. The data collected from interviews categorized and coded with the following, perception of residents on relocations, stakeholders' roles in the relocations, Implemented relocation activities, Adherence to the relocation policy. Themes that express assessment of developed to determine the communication by the stakeholders, the assessment of the procedures used by stakeholders to implement the relocation process, to assess the adherence to the relocation policy.

3.8. Ethical Consideration

The ethical permission was requested from University of Namibia before commencing with the process of obtaining data from the research participants. The permissions obtained from identified institutions and respective participants enable the researcher to carry out the research. Information obtained was confidentially treated and names of participants were not disclosed.

3.9 Chapter summary

In conclusion, research design and sample size were presented in this chapter. Moreover, the chapter presented research instruments used to gather data. Also, collect data, data collection procedure used, data analysis and ethical considerations about the participants in the study.

CHAPTER FOUR

DATA ANALYSIS AND FINDINGS

4.1 Introduction to the findings

This chapter encompasses the examination of data and the outcomes derived from it. The depiction of the findings is organized based on the research inquiries posited by the study. The initial segment introduces the reader to the discoveries, and subsequently identify the stakeholders involved and their respective responsibilities in the relocations. Following that, the subsequent section explores into an elaboration on the engagement of stakeholders in the relocation process. Lastly, this chapter concludes with an encapsulation of its contents.

4.2 Stakeholders and their roles in the relocation process

The participation and involvement of various stakeholders played a crucial role in the relocation process of the Okalongo Settlement. These stakeholders included the Okalongo Settlement office, the Okalongo Constituency office, the Ombadja Traditional Authority, the Ministry of Land Reform Office, the Ministry of Education, the Ministry of Health and Social Services, the Ministry of Safety and Security, the residents of Okalongo Settlement, the Shack Dwellers of Namibia, the Red Cross of Namibia, the Namibia Chamber of Commerce and Industries, and the Namibia Farmers Association. Each stakeholder had significant contributions throughout the process.

4.2.1. The Okalongo Settlement Office

The Settlement Office has the responsibility of overseeing and managing all activities within the settlement, including infrastructure development and providing services to residents. The office also collaborates with the traditional authority and constituency office to advocate for the settlement's objectives and prospects during relocations.

Additionally, it is in charge of informing and mobilizing residents about governmental procedures and compensation guidelines for those affected by relocations. The office also submits land evaluation requests to the Ministry of Land Reform for residential and commercial purposes.

However, certain affected residents have expressed dissatisfaction with the office's handling of their compensation throughout the relocation process. In order to ensure the successful development of the area and the provision of essential services, the settlement office must engage and educate stakeholders and residents about the importance of planned development, which includes sanitation, housing, road infrastructure, and waste management. The office has organized community mobilization meetings to raise awareness among residents about the value of upcoming development initiatives and the necessity of voluntary relocation.

Furthermore, it is responsible for compensating affected residents for the impact on their properties, arranging transportation for relocated residents and their belongings, and providing compensation to households impacted by new developments that require relocation.

4.2.2. Okalongo Constituency Office

The Office's duty was to engage the community in conversations concerning crucial development initiatives through community gatherings. The office actively engaged in meetings held by the Settlement Office to discuss the relocation of Okalongo Settlement. Additionally, it aided in mobilizing and disseminating information to the community regarding the Settlement Office's development projects and their plans to relocate impacted residents via community gatherings. The Constituency office offered guidance to residents on relocation processes and helped to resolve any problems or conflicts related to relocations in collaboration with the settlement office. It also conducted consultation meetings with affected residents to keep them updated on the relocations and take their opinions into account.

4.2.3. The Ombandja Traditional Authority

The Traditional Authorities Act empowered traditional leaders within the Ombandja area to carry out their responsibilities. Their main role in relocating the Okalongo Settlement was to facilitate connections within the community and protect cultural elements.

Traditional leaders played a significant part in the decision-making process by resolving disputes, coordinating with local law enforcement for safety, and overseeing the allocation of communal land for affected residents. They also shared information about development projects with the community and organized gatherings to educate and mobilize those affected. To effectively engage community members, traditional authorities worked alongside the settlement office and the Okalongo Constituency Office in community mobilization meetings. They fulfilled their obligations in supporting policies set by central, regional, and local authorities and ensuring the sustainable management and control of communal land.

4.2.4 The Ministry of Land Reform

Although the Ministry of Land Reform has a wider range of responsibilities, the division of land use planning is tasked with providing land use planning services to the communities. This division is tasked with developing land-use planning through coordination with various stakeholders across different sectors. However, the office is also responsible for conducting assessments to areas or sites embarked for development before any development project is taking place such as roads or buildings.

4.2.5 Ministry of Basic Education, Arts and Culture

The Ministry of Education, Arts, and Culture aims to provide education and skills to the people in Okalongo Settlement, with the goal of promoting the development of the

settlement. Additionally, the education office strives to support arts and culture and provide high-quality education at Okalongo School. In the context of settlement relocations, the office plays a crucial role in advising the settlement and constituency offices, as well as the affected community, on education-related matters concerning planned development projects.

In addition, the office also responsible for suggesting measures to facilitate the relocation of residents to new areas, ensuring uninterrupted access to schools and quality education for all children in the affected communities. In the event that the relocation leads to long distances for Okalongo children to travel to school, the education office can cooperate with the settlement to tackle this issue and seek approval from the regional education office to establish a new school in the vicinity. Ultimately, the Ministry's aim is to ensure that every child can attend school and receive a quality education.

4.2.6 The Ministry of Health and Social Services

The Ministry of Health and Social Services plays a vital role in assisting the Okalongo settlement relocations by providing necessary healthcare services to the affected residents. To ensure that the vulnerable individuals in the villages are informed about preventing malaria, the Primary Health Care Centre organizes health information campaigns and educates them about the usage of mosquito nets.

Considering the potential water shortage in the new areas, health officials also educate the relocated residents about using water purification medicine to ensure that people use of alternative available water. Moreover, the Primary Health Care Centre offers various healthcare services to the community, including immunization campaigns to all children under ten years and prenatal care for pregnant women.

4.2.7. The Ministry of Safety and Security

The Ministry of Health and Social Services plays a vital role in the relocation of the Okalongo settlement by providing crucial healthcare services to the impacted residents. In order to reach the vulnerable affected individuals in the villages and raise awareness about the use of mosquito nets. However, the Primary Health Care Centre carries out health information campaigns, as they are at a higher risk of contracting malaria due to their circumstances.

Moreover, health officials also educate the affected residents about the use of water purification medicine because they may face water shortages in the new areas. It is important for the relocated individuals to have access to this vital information, as basic services may be lacking in these areas. Additionally, the Primary Health Center offers various health services to the community, including immunization campaigns and antenatal care for expectant mothers.

4.2.8 Residents of Okalongo Settlement

The inhabitants of Okalongo Settlement are referred to as the residents, and they are directly or indirectly impacted by the advancements and relocations taking place in the settlement. It is crucial for the settlement office to provide these residents with necessary information and involve them in decision-making when introducing new developments. While certain residents actively took part in the relocation process through community gatherings organized by the settlement and constituency offices, those who attended these meetings shared their thoughts on the process of relocation. Some residents have also voiced concerns regarding unfair actions and injustices during the relocations. However, they have also emphasized the importance of receiving fair compensation and assistance to facilitate their relocation and ensure the continuation of their livelihoods

2.4.9 Shack Dwellers Federation of Namibia

This is a cooperative network comprised of members from savings groups that are driven by the community. Their shared objective is to acquire affordable land and housing in all thirteen regions of Namibia. The main purpose of this alliance is to enhance the welfare of vulnerable individuals within the community, particularly women (Scharrenbroich & Shuunyuni, 2020). It consists of community clusters that unite with a common goal: to address housing concerns and offer microloans for small enterprises. Members contribute funds on a weekly basis, maintain records, and patiently accumulate money to purchase construction materials for their homes.

Numerous women have successfully constructed their own houses through this initiative and have also managed to sustain prosperous small businesses. The implementation of this program has significantly ameliorated the living conditions of villagers, as they have been able to construct houses, support their families, and afford their children's educational expenses.

4.2.10. Red Cross Namibia

It is a welfare organization devoted to alleviating human suffering, protecting life and health while promoting human dignity, particularly during times such as at time of relocations and emergencies such as floods. The organization works to minimize human suffering and raise awareness of diseases and infections in communities, especially in areas affected by disasters, where families may be living without basic services such as clean water.

The main goal of Red Cross Namibia is to support communities by empowering them with knowledge and skills to identify and mitigate health risks, particularly highly contagious diseases like HIV, TB, and malaria. The organization is striving in preventative campaigns in order to reduce the transmission of these diseases through training and education. According to one facilitator, the organization actively empowers affected households by teaching them how to promptly recognize and address infectious diseases, thus preventing potential disease outbreaks.

In addition, residents impacted by resettlements also receive guidance and knowledge on crop cultivation to improve their means of subsistence, through informative door-to-door campaigns. This initiative not only improves household livelihood stability, but also increases food production levels and enhances opportunities for vocational training and acquiring productive assets. During the Okalongo settlement relocations, the Red Cross played a crucial role in improving livelihoods by encouraging relocated communities to engage in backyard gardening, ensuring food security for their families.

4.2.11. The Namibia Chamber of Commerce and Industries (NCCI)

It serves as a platform for trade and business initiatives as to advice and advocate for support to local business people. Within the context of the Okalongo Settlement relocations, the NCCI plays a pivotal role in liaising with the settlement office to explore and capitalize on various business and trade prospects. These efforts are vital for the advancement of the Okalongo Settlement, as they serve to generate employment opportunities and facilitate the acceleration of economic activities within the settlement. As a designated representative of the NCCI in Okalongo Settlement, it is incumbent upon me to provide guidance, promote trade, and offer expertise to both the Settlement and its business partners, in order to enhance the economic landscape of the settlement”, the representative mentioned.

The Chamber of Commerce and Industry has also provided support for business initiatives and projects to the Okalongo Settlement and its members, particularly as the Settlement grows. This assistance encompasses various aspects such as trade facilitation, information dissemination and networking, as well as advocating for their interests. The NCCI proactively identifies any challenges that could potentially impede the business environment at the community level and advice and advocates for immediate resolution. The NCCI has identify challenges that could impact the business environment at the settlement due to the relocation and has taken the initiative to devise strategies to address them," remarked one representative

4.2.12 Namibia Farmers Union Association (NNFU)

The role of the Namibia Farmers Union Association is to provide farming guidance and advice to the Okalongo settlement on matters that may impact both subsistence and commercial farmers affected by the relocations, it can also propose potential strategies to alleviate these challenges. The Farmers Union of Namibia has advised the Okalongo Settlement on the condition of the farmers whose households affected by the relocations to be relocated to areas where there is arable land for farming. The union also aimed at educating and mobilizing local communities to engage in agricultural activities at the local level in order to produce their own food and make surplus for profit, boost crop and animal production for survival and profit.

Moreover, the union seek to support the affected farmers, ultimately boost agriculture productivity which contribute to sustained food security at the households' level by increasing food production and reduce dependence of communities to food handouts by the government. Lastly it promotes and improve marketing of farming products, thereby generating higher household incomes contribute to the improved quality of lives.

4.3 Stakeholders' participation in the relocation processes

The following section presents how different stakeholders participated in the relocation processes of Okalongo Settlement.

4.3.1 Okalongo Settlement Office

Before initiating the relocations, the Settlement Office sought advice from the Ombadja Traditional Authority office and headman regarding its plans to relocate residents who might be impacted by the relocations. Furthermore, the Settlement has also had discussions with stakeholders in Okalongo Settlement, allowing them a period of six (6) months to consult their clients before the relocation process began.

The Settlement Office has held meetings with the Ombadja traditional authority and the Constituency Office to discuss their plans to relocate households within the settlement boundaries in order to expand and make new developments.

These meetings involve all relevant stakeholders such as the Traditional authority, Ministry of Health, Ministry of Education, and Constituency office, to consult and inform them about the relocations. In return, the stakeholders are expected to consult with their clients.

Additionally, the Settlement Office has organized community mobilization meetings with residents to inform them about upcoming developments in areas such as sanitation, housing, road infrastructure, and waste management. The purpose of these meetings is to encourage residents to willingly vacate their homes to make way for these developments.

According to three planners, the affected residents were consulted and mobilized to inform them about the intentions of the Settlement Office and address any questions they may have had regarding the proposed development. The Ministry of Lands officials used the assistance of the Settlement Office to assess the value of properties for compensation purposes. Unfortunately, the evaluations were conducted with delays, causing a prolongation of the compensation process. This delay required additional budgeting from the line ministry, which was often difficult and burdensome, as confirmed by the Administrator.

Additionally, the Settlement Office was responsible for issuing consent agreement letters to residents for their approval. The affected residents have also been given compensation for their properties, including their land and buildings. However, there has been a long delay in receiving the compensation, as two affected women mentioned, "It took us five years to receive the compensation, and it was paid into my late mother's account, who had already passed away before we were compensated."

Furthermore, the Settlement office offered transportation services to relocate the residents and help them move their belongings to the new area, aiming to assist those in need. On the other hand, certain residents' express dissatisfaction with the delay in compensation, which has had physical and economic impacts on them. According to one respondent, they were instructed not to cultivate in 2008, but only received the compensation money in 2012. The objective of compensation is to restore affected residents to their previous state as closely as possible, as stated in the Namibia Compensation Policy Guideline of 2009.

Despite this, some residents are discontented with the compensation they received, as they had to wait for an extended period to be compensated while being prohibited from cultivating their mahangu fields, which serve as their primary source of livelihood. One respondent described their situation during this period: "We were told to stop cultivating our fields since 2008. However, we were not yet compensated at that time."

The payment was only made in 2012, five years later." Additionally, they were promised an additional plot, but it hasn't been provided to them, which has left them unhappy. However, it has been confirmed by officials that the delay in providing compensation is a result of the extensive procedure and insufficient funds allocated by the Ministry of Urban and Rural Development. Due to the restricted budget granted by the Ministry of Urban and Rural Development, the compensation process often extends for a longer period of time, and in some cases, it may take up to three years, as stated by three officials.

Despite the fact that the Okalongo settlement provided land and compensation to the majority of residents, a small number of residents expressed that they did not receive any land during the relocation process and were left with nothing. Some individuals stated that they were not offered any land for settlement. An elderly woman stated, "We were simply instructed to leave our homes. Our previous homestead was located in that school you see there, but we were not allocated any place to live. We had to find our current location by ourselves." However, there are residents who are discontented with the relocations due to the challenges in acquiring land for housing and farming.

According to one elderly women, they have resorted to seeking shelter and land from their relatives in Angola, who have allowed them to grow crops like millet to sustain their families temporarily.

The Settlement Office has also organized community meetings to persuade the residents to leave in order to facilitate development projects. Nevertheless, certain inhabitants held the belief that the efforts made by the settlement office and constituency office were ineffective due to the inability of many residents to attend the meetings and the occurrence of deadlocks in discussions between residents and the settlements. According to one resident, "We had three meetings with them, but they were poorly attended and often failed to result in an agreement between the residents and officials." The Settlement Office has distributed consent agreement letters to residents to obtain their permission for compensation and relocation.

According to the administrators, there were only a small number of residents who initially opposed relocation. The Administrator stated that, eventually, those residents who resisted later gave their consent to be compensated and relocated. The affected residents have received compensation for their properties, including land, buildings, and fruit-bearing trees, as part of the Settlement. However, there are some residents who are unhappy with the compensation because they had to wait for a long time before being compensated.

Moreover, residents were also instructed to stop cultivating their mahangu fields, which are their main source of survival, but were not compensated until five years later in 2012. Additionally, they were promised an additional plot of land, but have yet to receive it,

causing further dissatisfaction. While most of the residents received land and compensation from the Okalongo settlement, a small group of residents claimed to not have received any land after being relocated, leaving them with nothing.

According to one elderly woman, they were simply told to leave their homes without being offered an alternative place to live. Their previous home was near a school, but they were not provided any accommodation in their new location. As a result, they had to find a place to live on their own. The woman expressed her dissatisfaction with the situation, stating that they struggled to find a millet field where they could grow their crops. In the meantime, she had to rely on her relatives in Angola, who offered her a temporary portion of land where she could cultivate millet to support her family.

4.3.2 The Ministry of Land Reform

The Department of Land Evaluation has carried out land assessments in order to facilitate relocations; however, these assessments have been time-consuming, resulting in delays in compensatory measures. Two officials from the ministry have acknowledged that the evaluation process is burdensome due to a lack of staff, causing a backlog of work. The Settlement Office together with other stakeholders has requested the ministry to expedite evaluations based on their work schedules, but it still took nearly two years to complete them. This delay has frustrated affected residents, causing some of them to resist their

relocations. Furthermore, residents are upset about being asked to give up their Mahangu fields, which are an important source of income. For land evaluations to be initiated, the settlement office must consult with the Ministry of Land Reform, but this process depends on the availability and work schedule of ministry officials. As a result, the entire process can take up to three years. To determine compensation for affected residents, assessments are conducted on their structures, including buildings, trees, and cultivated fields.

However, the prolonged assessment procedure has left residents feeling disillusioned as they have had to wait a considerable amount of time for compensation and alternative housing. This has resulted in a breakdown in communication between the settlement office and residents, leading to grievances being expressed through peaceful demonstrations.

4.3.3 The Okalongo Constituency Office

The Okalongo Constituency Office has actively engaged in consultation meetings with various stakeholders to address development projects and relocations. The Office disseminated public announcements via radio broadcasts to reach the community and arranged consultation meetings for maximum outreach. The office has also collaborated with the settlement office to resolve issues arising from relocations and has organized meetings to raise awareness and provide education on relocation procedures. However, some residents' express dissatisfaction with the frequency of these meetings.

4.3.4. The Ombadja traditional authority

The traditional authority in partnership with the constituency office, has organized community mobilization meetings to inform affected community members about development projects and the need for relocation. However, due to the reluctance of some residents to leave their homes, mediation sessions were planned but did not materialize. It has also facilitated the transfer of some affected community members to other villages, although there were complaints about the process. Some residents felt abandoned without land for housing and grazing.

4.3.5 Ministry of Education, Arts and Culture

The Ministry has provided counsel to the settlement office regarding potential repercussions of relocations on students' access to schools. Education officials recommend relocating residents to more convenient locations to prevent school dropouts and academic underachievement. The Education Office advises the settlement office to improve school road access for relocated residents during rainy seasons and consider resettling them near schools. However, some affected residents are dissatisfied as they were not provided with alternative accommodation, making it difficult for them to access schools. One elderly woman mentioned that they had to find their own place to stay near the school so that her grandchildren could attend school.

4.3.6 The Ministry of Safety and Security

The Ministry has played a crucial role in maintaining peace and addressing conflicts between the settlement office and residents. They have also provided guidance on potential issues from relocations, such as an increase in criminal activities. Strategies to combat crime within the settlement have been formulated, including nocturnal patrols by the Police. However, concerns remain among residents about safety in deserted open spaces near their residences, which often become havens for criminals during night time.

4.3.7 The Namibian Shack Dwellers Federation

In the course of the resettlement procedure in the Okalongo settlement, the Shack Dwellers Federation of Namibia has collaborated with the Okalongo Constituency office to advocate for the provision of reasonably-priced land for individuals with low incomes, with the aim of enabling them to secure plots on which they can construct affordable houses for their families.

Additionally, the Federation has engaged in negotiations with the settlement office to ensure that low-income earners are granted access to affordable land for housing purposes. As a result of these efforts, a portion of land has been allocated to low-income earners through the Shack Dwellers Federation. “We made a recommendation to the settlement to offer subsidized serviced land to residents of informal settlements to expedite the

provision of housing to those, particularly women, who are unable to afford land," stated one woman. Under this arrangement, a portion of land was allocated to the Shack Dwellers Federation for the purpose of constructing houses, providing some fortunate low-income earners with the opportunity to finally have a roof over their heads. Other individuals in the low-income bracket were required to construct their houses on the designated piece of land provided by the settlement. "I acquired this land through the federation by saving money on a weekly basis and investing it towards the construction of our houses. With these modest savings, I was able to build my own one-bedroom house, and I am truly content," expressed one woman.

4.3.8 Red Cross Namibia

In its response to the challenging circumstances faced by affected communities, the Red Cross made efforts to engage them in risk communication related to infections such as hepatitis B and malaria. These initiatives were particularly important as some families were relocated to new areas lacking access to essential services and amenities like clean water and sanitation facilities. Communities were offered mosquito nets and educated on their proper use to prevent malaria infections. Consequently, by means of community mobilizations and door-to-door initiatives, extensive efforts were undertaken to empower communities with the necessary expertise to detect and mitigate health hazards, thereby curbing the transmission of infectious diseases like TB and Hepatitis.

Moreover, community residents were provided with comprehensive education on the significance of practicing proper hand hygiene. Affected communities were provided with the necessary knowledge and resources through door-to-door information and education campaigns to effectively identify and address infectious diseases and prevent outbreaks.

Furthermore, schools and households were equipped with the necessary skills to build tip-tap hand washing facilities, promoting proper hygiene practices. As one respondent mentioned, they received training on health education to prevent diseases such as malaria and hepatitis, as well as instructions on building tip-tap hand washing facilities at their homes. In addition, residents affected by relocations were also educated on crop farming as a means to enhance their livelihoods. This educational effort aimed to improve household livelihood security by increasing food production and enabling the creation of productive assets and providing vocational training.

During the process of relocating the Okalongo settlement, the Red Cross has assumed an immensely significant position by enhancing livelihoods through the mobilization of the affected communities. In order to empower families to guarantee sustenance, we organized comprehensive training sessions on backyard gardening, which involved going from one household to another.

A facilitator remarked, "We can now cultivate different vegetables, such as tomatoes, carrots, and onions, which were formerly only accessible through retail outlets. With the presence of backyard gardens, we not only manage to meet our own needs but also generate additional income by selling any surplus." This sentiment was shared by a female respondent.

4.3.9 The Namibia Chamber of Commerce and Industry (NCCI)

As an influential trade and business entity that actively participates in consultation sessions addressing critical matters pertaining to business and trade opportunities. This involvement aims to foster the growth and prosperity of Okalongo Settlement, not only by generating employment prospects but also by expediting economic initiatives within the settlement.

The Chamber has provided guidance on development and trade services to both the Settlement and its business partners as a means of enhancing the economic activities within the settlement and attracting potential investors. Additionally, the Chamber of Commerce has offered support in terms of facilitation, information dissemination, networking, and advocacy campaigns aimed at assisting new Small and Medium Enterprises (SMEs).

The significance of these advocacy, networking, and information mobilization opportunities lies in their ability to educate entrepreneurs on essential business skills and establish new networks that contribute to the improvement of their respective businesses. An individual expressed their appreciation for these initiatives.

Moreover, the NCCI has established business networks and has forged partnerships with numerous prospective entities, including governmental and non-governmental institutions that express interest in operating businesses and offering services within Okalongo settlement. Through seminars and business meetings, the NCCI actively engages with Small and Medium Enterprises in Okalongo, allowing for the identification of their specific needs and potential challenges that could impact the business environment within the settlement. A young man acknowledged the NCCI for their highly productive business meeting with small businesses, expressing gratitude for the advice and mentorship provided on various business opportunities.

4.3.10 The Namibia Farmers Union Association (NNFU)

The Association functions as a nationwide coalition of regional farmers' unions. Throughout the process of relocating the Okalongo Settlement, the Union has actively collaborated in mobilizing communities, particularly farmers, to settle in areas where viable grazing land is readily accessible. By doing so, the Union seeks to foster sustainable

practices in animal husbandry. Furthermore, the Union has undertaken efforts to communicate with the Okalongo Settlement office, advocating for farmers to be relocated to areas more suitable for agricultural activities. Additionally, the Union has facilitated advanced training sessions and workshops for affected residents, focusing on both animal husbandry and crop farming practices. These initiatives aim to increase productivity in crop and animal farming, thereby promoting income generation and overall improvements in livelihoods. "We have provided training to women in agriculture in order to equip them with modern farming techniques that will enhance food security," stated one facilitator.

Moreover, the Union has implemented sustainable farming methods, such as utilizing crops and bush plants to create animal feed, thus promoting the long-term viability of agriculture and reducing expenses. "Attending such informative and life-altering training sessions was truly a privilege, as it will enable us to improve our lives by producing our own food and nourishing our animals," remarked a female participant. Additionally, the Union has organized consultation meetings with the community to identify intelligent marketing strategies necessary for maintaining a sustainable economy, noted a facilitator.

5. Assessment of the governance of the Okalongo Settlement Office and stakeholders

In this section, the assessment focuses on the elements of governance regarding the Settlement Office and other stakeholders, as perceived by the residents of Okalongo

Settlement. These governance aspects mainly involve the coordination of relocation, communication practices, and adherence to relocation protocols and guidelines. The Settlement Office, being the governing body in the region, receives particular attention in order to thoroughly examine its governance framework during the relocation process.

To assess the mobilization aspect within governance, participants were asked a specific question: How much do you agree that the Settlement Office effectively involved residents in the relocation efforts? Analysis from, Table 2 reveals that the majority of respondents neither strongly endorse nor oppose (139, 69.5%) the effectiveness of the Settlement Office in carrying out its mobilization role.

Table 2 Government Mobilization of the community

	Frequency	Percent
Agree	5	2.5
Neither agree nor disagree	29	14.5
Disagree	166	83.0
Total	200	100.0

A small proportion of individuals (5, 2.5%) expressed their satisfaction with the efficient communication of the Settlement Office. A substantial portion (29, 14.5%) remained ambivalent towards the effectiveness of the Settlement Office's communication. To evaluate whether the Settlement Office adhered to the governance aspect of relocation procedures, respondents were posed the question: To what extent do you agree that the Settlement Office followed the relocation procedures? The responses are summarized in table 3.

Table 3. *Table 3 Procedure used by the Settlement*

	Frequency	Percent
Agree	5	2.5
Neither agree nor disagree	29	14.5
Disagree	166	83.0
Total	200	100.0

Table 3 showcases the procedure employed by the Settlement Office:

Table 3, demonstrates that a substantial number of participants (125, 62.5%) concurred that the Settlement office adhered to relocation procedures during the process of relocating residents. Conversely, a segment of respondents (55, 27.5%) maintained a neutral stance

regarding the adherence of the Settlement office to relocation procedures. Additionally, a small proportion of respondents (20, 10%) expressed their disagreement with the notion that the Settlement office complied with relocation procedures when relocating residents. To gauge the level of adherence to relocation guidelines, participants were asked the following question: To what extent do you agree that the Settlement Office followed the relocation guidelines? The outcomes are summarized in Table 4. The settlement provides a set of guidelines categorized in Table 4.

Table 4 Guidelines by the Settlement

	Frequency	Percent
Agree	107	53.5
Neither agree nor disagree	78	39.0
Disagree	15	7.5
Total	200	100.0

The data in Table 4, depicts the distribution in terms of frequency and percentage. 107 individuals, which accounts for 53.5% of the total, agree with the guidelines. 78 individuals, representing 39.0% of the total, neither agree nor disagree with the guidelines. A minority of 15 individuals, constituting 7.5% of the total, disagree with the guidelines.

The total number of individuals surveyed for this analysis was 200, representing 100.0% of the sample. In accordance with the data presented in Table 4, it is evident that a substantial proportion of participants (107, 53.5%) have affirmed the adherence of the Settlement office to the established relocation guidelines. Nevertheless, a notable segment of respondents (78, 39%) neither concurred nor dissented on whether the Settlement office followed the relocation guidelines when relocating residents. A minority of respondents (15, 7.5%) expressed disagreement with regard to the compliance of the Settlement office with the relocation guidelines.

CHAPTER FIVE

DISCUSSION OF THE FINDINGS

5.1 Introduction

This chapter present the findings of the study based on each questions and gives a conclusion to the findings.

5.2 Findings on question 1

The research findings showed that specific stakeholders did not fulfill their obligations as scheduled during relocations. The residents felt that effective communication and mobilization were lacking in certain activities. Additionally, some residents were dissatisfied with the relocation process due to delays in compensation payments and the denial of land allocation.

The findings demonstrate that physically relocating communities can have long-lasting negative consequences on the social, economic, and cultural progress of the affected individuals. This is especially problematic when there is a lack of coordinated plans to restore their social infrastructure and environment (Vengesai & Schmidt, 2018).

5.3 Findings on question 2

The settlement office has been given the responsibility of administering the area and providing services in accordance with the Regional Council Act (Naruseb, 2018). The regional council has an important role in governing the settlement and ensuring that essential services such as water supply, housing, road infrastructure, sanitation, waste management, and others are provided to the residents.

However, the data shows that the stakeholders involved in the relocation process did not effectively fulfill their responsibilities, resulting in a lack of crucial services like housing, water, and sanitation. On the other hand, the Constitution of the Republic of Namibia guarantees the right of individuals to receive accurate information and expert guidance about any upcoming developments that may directly affect them.

The delay in land evaluations in the Okalongo settlement has had a negative impact on the compensation packages for the affected residents. These delays go against the Ministry of Land Reform's responsibility to oversee land management in both rural and urban areas, including conducting evaluations in designated relocation areas. These evaluations are necessary to determine suitable land for residential and business purposes. The investigation revealed that some individuals affected by the relocation process were left without land and homes, unable to find new settlements for themselves.

The Traditional Authority Act grants traditional authorities the power to provide cultural guidance to communities and resolve conflicts to ensure safety and security. They are also responsible for allocating land to the affected residents for resettlement purposes (Traditional Act, 2000). However, the traditional authority office did not adequately fulfill its responsibilities during the relocation process.

The objective of the Namibian Compensation Policy is to allow affected individuals to choose land in an officially designated town, and if that is not possible, alternative land may be provided (Namibia Compensation Guideline, 2009). However, during the relocation in the Okalongo settlement, some residents expressed dissatisfaction with the process because they were left without land, deprived of necessary services, and experienced delays in receiving compensation. As a result, their living conditions were negatively affected, making it difficult for them to afford housing and cultivate their fields.

These findings are consistent with the situation in Mberengwa, Zimbabwe, where residents were forced to relocate without receiving any form of compensation, which had a detrimental impact on their living conditions. Consequently, the affected individuals found themselves in a vulnerable situation, lacking adequate housing due to the absence of financial compensation after relocation (Vengesai & Schmidt, 2018).

5.4 Findings on question 3

The findings indicate that while 62.5% of participants acknowledged the stakeholders' adherence to relocation procedures, only 53.5% believed that they followed relocation guidelines. In contrast, a significant proportion (78.39%) of participants neither agreed nor disagreed with the stakeholders' compliance with the relocation guidelines. This suggests that 78.39% of participants either lacked information or were unaware of the relocation guidelines altogether.

Furthermore, a staggering 83.0% of respondents expressed dissatisfaction with the stakeholders' communication efforts, indicating that the majority of residents are not happy with the quality of communication provided by the stakeholders. Similarly, the results align with another study conducted in Bukalo Village Council, where residents expressed dissatisfaction with the relocation process, with 82% of the relocated population considering the procedures used for relocations as inadequate.

The study conducted in Bukalo village has found out that, the slow pace at which the relocation procedures is implemented hinder the development of the village. In addition, insufficient of information regarding the relocations procedures negatively impacted residents (Chatu, 2016).

CHAPTER SIX

SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

This chapter presents an examination of the roles played by various stakeholders in the relocation process within Okalongo Settlement. Furthermore, it analyzes the extent to which stakeholders have adhered to the relocation procedures in Okalongo Settlement.

The research findings indicate that most stakeholders in the Okalongo Settlement have fulfilled their responsibilities during the relocation process successfully. However, a small number of stakeholders have not met certain obligations, such as insufficient efforts to mobilize residents, inadequate provision of essential services, delayed compensation, lack of consultations, and postponed land evaluations.

Additionally, the research has identified cases where certain stakeholders have not fully engaged in the relocation process, despite their involvement in the Okalongo settlement. While stakeholders have carried out relocation activities in the Okalongo settlement, the level of success has varied. The study has found instances where certain activities, like compensating residents, have been delayed, resulting in some individuals being left without land. Furthermore, the methods used by stakeholders to mobilize and communicate with residents have proven ineffective. The research reveals that a significant 83% of respondents disagreed with the effectiveness of the communication

methods, and 18% expressed dissatisfaction with stakeholders' mobilization efforts. Consequently, it can be inferred that a majority of residents are discontent with how the relocation process was conveyed to them. Lastly, the findings have uncovered a discrepancy between the stated adherence to relocation guidelines and the perceptions of the respondents. While 53.5% of participants confirmed that stakeholders followed the relocation guidelines, a significant 83% of respondents disagreed and stated that stakeholders did not follow the proper procedures. These results indicate a lack of consensus among the participants regarding the stakeholders' utilization of the relocation guidelines.

6.2 Summary

To conclude, the investigation discovered that the stakeholders involved in the Okalongo settlement relocations did not completely follow the principles of good governance. Although some tasks were completed, it is important to recognize that certain elements of the relocation procedure lacked fairness, transparency, and accountability.

The stakeholders who were responsible for supervising the relocation endeavors in the Okalongo settlement exhibited a deficiency in transparency and accountability.

6.3 Conclusion

In summary, the investigation revealed that stakeholders involved in the Okalongo settlement relocations did not fully adhere to the principles of good governance. While certain activities were indeed executed, it must be acknowledged that certain aspects of the relocation process were not carried out with a sufficient degree of fairness, transparency, and accountability. The stakeholders responsible for overseeing the relocation efforts in the Okalongo settlement demonstrated a lack of transparency and accountability.

6.4 Recommendations

Based on the research findings and the main research questions of the study, the researcher proposes the following recommendations:

- ✚ After the relocations, certain residents experienced a lack of basic services such as water and sanitation. Therefore, the responsible Settlement Office needs to ensure that relocated residents have access to essential services, including land for resettlement.
- ✚ Prior to the relocations, affected residents expressed discontent with the insufficient consultation, information, and mobilization regarding the relocation process. Hence, stakeholders should ensure that residents are adequately consulted and informed in order for them to have a clear understanding of what to expect.

- ✚ Residents expressed a lack of knowledge about the Namibian guidelines on compensation documents. Therefore, stakeholders should implement effective educational initiatives to educate residents about the compensation guideline document, its contents, and the various relocation packages available.
- ✚ Concerns were raised by administrators and residents about the delayed land evaluations. As a result, the Okalongo Settlement Office, in collaboration with the Ministry of Land Reform, should prioritize conducting land evaluations promptly to expedite the relocation process, prevent unnecessary hardship for residents, and ensure timely compensation.
- ✚ Dissatisfaction was expressed by residents regarding the limited land available for resettlement after relocation. Therefore, the Settlement Office, in conjunction with the Constituency office and the Ombandja traditional authority, should explore alternative methods to provide enough land to accommodate the affected residents. This will help mitigate disputes and prevent landlessness.
- ✚ The Settlement Office should ensure that relocated residents have access to basic services and facilities, including housing, electricity, water, road infrastructure, schools, hospitals, and markets.
- ✚ Inefficient communication methods were identified as a significant obstacle during the relocations in Okalongo settlement. Therefore, stakeholders must employ effective communication strategies to reach and mobilize residents effectively throughout the relocation process.

- ✚ Relocated residents felt that they were not given an opportunity to voice their opinions and aspirations regarding the relocations. Consequently, the Settlement Office, Constituency Office, and traditional authority should create platforms that promote open dialogue, allowing residents to freely express their views and aspirations, while also facilitating negotiations with stakeholders to avoid disagreements.
- ✚ Residents have expressed concerns about delayed compensations. Therefore, the Ministry of Urban and Rural Development must ensure that the funds allocated for settlement development programs in the regions are allocated and released promptly, thereby avoiding delays in the relocation process.
- ✚ This study revealed that the majority of residents (83%) perceived that the Okalongo settlement did not adhere to the relocation procedures. As a result, the Omusati Regional Council and the Okalongo settlement office should establish monitoring and evaluation strategies to effectively monitor the progress of relocations and assess the outcomes.
- ✚ Given the respondents' statements that the Okalongo Settlement Office did not adhere to the relocation procedures, it is crucial for the office to assess the performance of its officials responsible for relocations. This assessment should determine whether these officials are accountable and transparent in carrying out their duties.

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APPENDICES



ETHICAL CLEARANCE CERTIFICATE

Ethical Clearance Reference Number: DEC OSH 0059

Date: 21/08/ 2023

This Ethical Clearance Certificate is issued by the University of Namibia Ethics Committee (REC) in accordance with the University of Namibia's Research Ethics Policy and Guidelines. Ethical approval is given in respect of undertakings contained in the Research Project outlined below. This Certificate is issued on the recommendations of the ethical evaluation done by the ethics committee.

Title of Project: AN ASSESSMENT OF THE PERCEPTIONS OF RESIDENTS ON THE GOVERNANCE OF RELOCATIONS IN OKALONGO SETTLEMENT IN NORTHERN NAMIBIA

Principal researcher: JOHANNA KAPENAMBILI

Staff Number/ Student number: 200105752

Remarks: Low Risk Approved after corrections done.

Centre for Research Services

Take note of the following:

1. Any significant changes in the conditions or undertakings outlined in the approved Proposal must be communicated to the ethics committee. An application to make amendments may be necessary.
2. Any breaches of ethical undertakings or practices that have an impact on ethical conduct of the research must be reported to the ethics committee
3. The Principal Researcher must report issues of ethical compliance to the ethics committee (through the Chairperson) at the end of the Project or as may be requested by the ethics committee
4. The ethics committee retains the right to:
 - i) Withdraw or amend this Ethical Clearance if any unethical practices (as outlined in the Research Ethics Policy) have been detected or suspected,
 - ii) Request for an ethical compliance report at any point during the course of the research.

The ethics committee wishes you the best in your research.

A handwritten signature in black ink, appearing to read "Hans J Amukugo".

Prof Hans J Amukugo (Oshakati Campus Chairperson Decentralized Ethics Committee)

Prof. Davis Mumbengegwi (Head, Multidisciplinary Research)

A handwritten signature in black ink, appearing to read "Davis Mumbengegwi".

Data Collection Tools

a) Interview guide for Stakeholders

Introduction

Good morning/Good afternoon. Thank you for accepting to take part and discuss in this meeting. I am, Johanna Kapenambili, a final year student, at the University of Namibia in the Faculty of Education and Humanities. I am pursuing a Master Degree in Development Studies. The study is titled, **An Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia**. The research is being carried out as a requirement for the completion fulfilment of the study.

As a researcher, I am interested in learning more from you today on your views on the issue of the governance of the relocations in Okalongo Settlement including progress made, challenges, how these have contributed or delayed development in the past years, and the roles the stakeholders in the relocations has played, how they participated and whether the stakeholders has adhered to the relocations procedures. With due respect, note that the aim of gathering this information is purely for this study. This discussion will last for an hour. All of the opinions are acceptable. I would just like to know about your own thoughts and views. So please feel to share your views on the issues that we will be discussing. If you do not understand a question, please tell me. If you do not want to answer any question, or discuss a specific topic, or want to leave the discussion at any time that is fine. Before we start, please remember that the information we discuss today

is confidential/private. I also promise that I will not be linking your name directly to anything you say, sharing your opinions with anyone else, or putting your name in my Thesis.

Part 1. The Roles of Stakeholders in the relocations in Okalongo Settlement

1.1 From your point of view, how do you understand relocations?

1.2 As a stakeholder in the relocations of Okalongo Settlement your office is entrusted to contribute to the relocations, what role did your office played?

1.3 Did your office has effectively communicated with residents on the relocations and how?

Part 2. Stakeholders' participation in Okalongo Settlement

1.4 As a stakeholder in the relocation of Okalongo Settlement how did your office participated in the relocations?

1.5 What specific activities did your office has implemented during and after the relocations in Okalongo Settlement?

1.6 As a stakeholder in the relocations how did you consult the residents concerning the impacts of relocations?

Part 3. Stakeholders Adherence to relocation guideline

- 1.7 Did you have knowledge about the relocation guideline, do you think your office has implemented relocations accordingly?
- 1.8 Do you think the current relocation guideline is appropriate?
- 1.9 Any other comments/advice before we close off?

Thank you for your time and patience!

b) Self-Administered Questionnaire for residents

Introduction

Good morning/Good afternoon. I appreciate your decision to accept to participate in the survey. I am a final year student, at the University of Namibia in the Faculty of Education and Humanities. I am pursuing a Master Degree in Development Studies. I am carrying out this research titled. **An Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.** The research is being carried out as part of fulfilment of the requirements of the University. I am interested in learning more from you today on your views on the issue of the governance of the relocations in Okalongo Settlement including progress made, challenges, how these have improved or delayed in the past years, and roles the stakeholders has played, how effective participated and if the stakeholders has adhere to the relocations procedures and your views on the current procedures.

Kindly note that the aim of the survey is purely for study purposes. This discussion will last for an hour. All the answers are acceptable. I would just like to learn about your opinions and views concerning the relocations. So please feel very free to write your views on the questions asked. If you do not understand a question, please tell me. Before you answer, please remember that the information you will provide is confidential/private.

I also promise that I will not be linking your name directly to anything you say, sharing your opinions with anyone else, or putting your name in the study.

Part 1. The perception of residents on the relocations

1.1 How do you rate the process of relocations in Okalongo Settlement?

- a) Excellent
- b) Very good
- c) Good
- d) Better
- e) Bad

1.2 Which stakeholders has consulted residents during and after the relocations?

- a) Okalongo Settlement Office
- b) Regional Constituency Office
- c) Traditional Authority Office
- d) Both
- e) Others(specify)

1.3 As a resident of Okalongo Settlement do you agree that the stakeholders has represented the views and aspirations of residents on the relocations?

- a) Agree
- b) Disagree
- c) Somewhat Agree
- d) Strongly disagree

Part 2. Stakeholders' participation in Okalongo Settlement

1.4 Do you agree that the stakeholders has effectively mobilized resident on the relocations?

- (a) Agree
- (b) Neither Agree
- (c) Disagree
- (d) Strongly Disagree

1.5 How do you rate the effectiveness of the methods of communication used by the stakeholders to mobilize residents?

- a) Excellent
- b) Good
- c) Average
- d) Poor

Part 3. Stakeholders Adherence to relocation guideline

1.6 As a resident of Okalongo Settlement are you satisfied with the current relocation guideline used?

- a) Completely satisfied
- b) Somewhat satisfied
- c) Neither satisfied nor satisfied
- d) Completely dissatisfied

1.7 Do you think the stakeholders has exceptional followed the relocation procedure?

- a) Exceptional
- b) Meet expectations
- c) Below Expectation
- d) Unacceptable

18. Do you agree that the relocation guideline procedure need to be changed?

- a) Strongly Agree
- b) Somewhat Agree
- c) Somewhat Disagree
- d) Strongly Disagree

Thank you for your time!

c) Interview guide for affected residents

Introduction

Good morning/Good afternoon. Thank you for accepting to share your experiences and opinions about relocations in this study. I am Johanna Kapenambili, a student in my final year, at the University of Namibia in the Faculty of Education and Humanities. I am pursuing a Master Degree in Development Studies. I am carrying out this research titled, **An Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.** The research is being carried out as part of fulfilment of the requirements of my study. My interest is to find out on your experiences and feelings on the issue of relocations in Okalongo Settlement, the challenges you have faced and how you view the Okalongo Settlement governance procedures used in the relocations. Kindly note that the purpose of gathering this information is purely for study purposes. This discussion will last for 1 hour. There is no right or wrong answer to the questions. I would just like to learn about your personal thoughts and opinions. So please feel very free to share your views on the issues that we will be discussing. If you do not understand a question, please tell me. If you do not want to answer any question, or discuss a specific topic, or want to leave the discussion at any time that is fine. Before we start, please remember that the information we discuss today is confidential. I also promise that I will not be linking your name directly to anything you say, sharing your opinions with anyone else.

Part 1. The perception of residents on the relocations

1.10 Based on what you experience; how do you describe the process of relocations in Okalongo Settlement?

1.11 Do you think stakeholders has effectively consulted residents on the relocations process?

1.12 As a resident of Okalongo Settlement do you think that the stakeholders has represented the views and aspirations of residents on the relocations?

Part 2. Stakeholders' participation in Okalongo Settlement

1.13 How did the stakeholders mobilize residents on the relocations in Okalongo Settlement?

1.14 Do you think the communication methods used by the stakeholders to mobilize residents where effective?

1.6 As an affected resident did you were given a platform to influence decisions on relocations?

Part 3. Stakeholders Adherence to relocation guideline

- 1.7 Do you have knowledge about the current relocation guidelines?
- 1.8 Do you think the current relocation guideline used in Okalongo Settlement is suitable?
- 1.9 Do you think the stakeholders has followed the relocation procedure in relocating residents?

Thank you very much for your time!

ANNEX 5

d) Participant informed consent/ assent form for affected residents

TITLE OF THE RESEARCH PROJECT: An assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

REFERENCE NUMBER:

PRINCIPAL INVESTIGATOR: Ms. Johanna Kapenambili

CONTACT NUMBER: +264 816940920

What is this research study all about?

Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

a) Where will the study be conducted; are there other sites; total number of participants to be recruited at your site and altogether.

The study will be conducted at Okalongo Settlement in Northern Namibia, the target research participants are (5) affected residents of Okalongo Settlement aged between 44-70 years.

b) Explain in participant friendly language what your project aims to do and why you are doing it?

The research is being conducted to find out the perceptions of residents on the relocations process of Okalongo Settlement in Northern Namibia. Relocations has never been an easy exercise in many upcoming towns in Namibia although different towns' resources endowments, results from this case study may be replicated to different upcoming towns of Namibia. Therefore the study will assist to improve the implementation in relocation, minimize conflicts between local authorities and inhabitants, as well as accelerate development in upcoming towns.

c) Explain all procedures.

Explain the procedures with the research participants at their place of work. If participants do not wish to answer any of the questions during the interview, they are free to say so and the interviewer will move on to the next question. No one else but the interviewer will be present unless participants would like someone else to be there. Self-administered questionnaires administered to participants at shopping centres, the researcher will give a consent letter and explain the purpose of research to the participant the participant can ask questions and the researcher will leave the participant to complete. The information recorded is confidential, and no one else except myself (researcher), the Research Ethics Review Committee and transcribers and external coder will access to the information documented during the interview. The entire interview is recorded, but no-one is identified by name in the recording. The recordings kept and stored in safe place to avoid leakage of information. The information recorded is confidential, and no one else except myself (researcher), the Research Ethics Review Committee and transcribers and external coder will have access to the recordings. The recordings will be destroyed after five years.

d) Explain any randomization process that may occur.

The (27) research participants will be selected purposefully from different stakeholders in Okalongo Settlement involved in the relocations, (5) residents affected by relocations in Okalongo Settlement identified purposely and 200 residents in Okalongo Settlement randomly identified.

e) Explain the use of any medication, if applicable. N/A

1. Why have you been invited to participate?

The research participants are being invited to take part in the study because they meet the criteria to participate in this study. The officials are the people involved in the implementation of the relocations in Okalongo Settlement. Affected residents are the people who experiences the relocations whether positively or negatively. The residents due to their proximity may be impacted by the relocations or affected by the relocations in many ways. The affected residents, resident of Okalongo and stakeholders in the relocations has the ability to propose strategies that can improve the relocations challenges. The officials in selected government ministries are involved in the relocation planning and implementation of policies, programs. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the challenges of relocation process in Okalongo Settlement in Namibia.

The participants have been invited to participate in this study because they met the respective descriptions and criteria of potential informants desired for the study. As the study specifically focused on an Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

Thus the officials in selected government offices that involved with relocations would be in a better position to provide information about relocations. The officials in the selected government offices and agencies are involved in the implementation of relocation programs and projects. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the relocation process.

Likewise, the residents and affected residents would be in a better position to provide information on their experiences on the relocations about procedures and the process of relocations in Okalongo Settlement in Northern Namibia.

2. What is your responsibilities?

I have to ensure that participants have given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of their ability. I have to ensure that that participants have not been coerced into giving consent, and the consent has been given freely and voluntarily.

The study involves asking questions and noting down the data from the participants. Therefore, I will be responsible to ask questions during the interviews with officials in government offices and agencies and the affected residents. I also ensure that data are transcribed into meaningful information and that the study findings is shared with participants and relevant stakeholders.

b) Explain how long the participant will be expected to participate in the study (i.e. 2 hours, 4 days, etc.)

The discussions during the Interview will be done for 1hour in one day with a group or a pair of selected stakeholders' officials. The self-administered questionnaires will be distributed to participants will be collected after a week.

3. Will you benefit from taking part in this research?

Participants have the benefits to share their feelings, thoughts, experiences and concerns regarding the relocations implementations in Okalongo Settlement. The information gathered and learned through interviews and self-administered questionnaires is used make improvement in the implementation of relocations procedures of Okalongo Settlement and upcoming towns to accelerate service delivery.

4. Are there in risks involved in your taking part in this research?

There might be minor discomfort among some research participants when being interviewed as in most cases respondents might feel uncomfortable to be recorded especially for example those who would like to criticise government policies in place to improve relocations in upcoming towns to accelerate service delivery to all residents. However, participants are assured that no identifying information is shared that one can able to link it to a specific respondent.

5. If you do not agree to take part, what alternatives do you have?

Participating in this study is voluntary and participants are under no obligations to consent to participation. The participants are free to withdraw at any time not to take part in the Interviews and without providing reason. However, it is not be possible for participants to withdraw once they have been participated in the Interviews.

6. Who will have access to your medical records? **N/A**

b) Explain that the information collected will be treated as confidential and protected.

If it is used in a publication or thesis, the identity of the participant will remain anonymous, clearly indicate who will have access to the information.

The participants have the right to request that their name not be recorded and that no one other than the researcher and members of the research team be aware of your participation in this study. No one will be able to link participants' responses that they provide to their name. The participants' responses will be assigned a code number or a pseudonym and they will be identified by this code or pseudonym in the data, any publication or other research to ensure confidentiality. Any external coder will have access to the data, however, these persons will be required to retain secrecy by signing a confidentiality agreement. The records of the participants will only be known by the Research Ethics Review Committee and transcribers, external coder and researcher who are working on the study. The participants' anonymous information could be utilized in a study report, journal articles, among others, however any release of the information will preserve the participants' privacy by ensuring that individual participants are not identified in such material.

7. What will happen in the unlikely event of some form of injury is incurred as a direct result of your taking part in this research study? **N/A**

There carrying out of this study constitute no major risks that might occur that warranty the researcher participants to be covered by the insurance.

8. Will you be paid to take part in this study and are there any costs involved?

No. Participants will not be reimbursed or receive any incentives for their participations in the study.

9. Is there anything else that you should know or do?

The participants are free to inform their families and doctors including their insurance companies that they are taking part in a research study. Should participants require any further information, they can contact the Centre for Research & Publications at research@unam.na if they have any further queries or encounter any problems. The participants can also contact the Research Ethics Committee at +264 061 2063061 pclaassen@unam.na if they have any concerns or complaints. Should participants require to contact the researcher for further information about any aspect of this study, please contact Ms. Johanna Kapenambili on +264 816940920, email: joankapenambili@gmail.com The findings of the research study will be provided to the head of Okalongo Settlement and government Offices in Okalongo Settlement

10. Declaration by participant

By signing below, I agree to take part in a research study entitled (*insert title of study*).

I declare that:

- a) I have read or had read to me this information and consent form and it is written in a language with which I am fluent and comfortable.
- b) I have had a chance to ask questions and all my questions have been adequately answered.

- c) I understand that taking part in this study is **voluntary** and I have not been pressurized to take part.
- d) I may choose to leave the study at any time and will not be penalized or prejudiced in any way.
- e) I may be asked to leave the study before it has finished, if the study doctor or researcher feels it is in my best interests, or if I do not follow the study plan, as agreed to.

Signed at (*place*)on (*date*) 2021

.....

Signature of participant

.....

Signature of witness

11. Declaration by investigator

I declare that:

- I explained the information in this document to participants
- I encouraged him/her to ask questions and took adequate time to answer them.
- I am satisfied that he/she adequately understands all aspects of the research, as discussed above.

- I did/did not use an interpreter. *(If an interpreter is used then the interpreter must sign the declaration below.*

Signed at (*place*) on (*date*) 2021

.....

Signature of investigator

.....

Signature of witness

12. Declaration by interpreter

I declare that:

I assisted the investigator (*name*) to
 explain the information in this document to (*name participant*)
 using the language medium of
 (Oshiwambo, Otjiherero, Afrikaans, etc.)

ANNEX 5

d) Participant informed consent/ assessment form for residents

TITLE OF THE RESEARCH PROJECT: An assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

REFERENCE NUMBER:

PRINCIPAL INVESTIGATOR: Ms. Johanna Kapenambili

CONTACT NUMBER: +264 816940920

What is this research study all about?

Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

a) Where will the study be conducted; are there other sites; total number of participants to be recruited at your site and altogether.

Okalongo Settlement, in Northern Namibia. The target research participants are 200 residents of Okalongo Settlement between 18-60 years. 22 stakeholders' officials and representatives from various government and organisations and 5 affected residents from Okalongo Settlement.

b) Explain in participant friendly language what your project aims to do and why you are doing it?

The research is being conducted to find out the perceptions of residents on the relocations process of Okalongo Settlement in Northern Namibia. Relocations has never been an easy exercise in many upcoming towns in Namibia although different towns' resources endowments, results from this case study may be replicated to different upcoming towns of Namibia. Therefore, the study will enable policy makers to assess the relocation process and provide information to stakeholders to identify gaps and areas of improvement in order to come up with adjustments to the relocation policy.

c) Explain all procedures.

The research will administer self-administered questionnaires to residents at shopping outlets and public places. All the interviews information will be recorded and later transcribed. The research participants will be asked to provide information about the issue of relocations in Okalongo Settlement, how the implementation was conducted and the procedures used to relocate residents. Furthermore, they asked on the current relocation guideline if are appropriate or need to be changed. Participants will not be asked to share personal beliefs, practices or stories and they do not have to share any knowledge that you are not comfortable sharing.

Self-administered questionnaires administered to participants at shopping centres, the researcher will give a consent letter and explain the purpose of research to the participant the participant can ask questions and the researcher will leave the participant to complete the questionnaire and will be collected after a week. The information written is confidential, and no one else except myself (researcher), the Research Ethics Review

Committee and transcribers and external coder will access to the information documented during the interview. The data is recorded, but no-one is identified. The questionnaires will be kept and stored in safe place to avoid leakage of information. The information recorded is confidential, and no one else except myself (researcher), the Research Ethics Review Committee and transcribers and external coder will have access to the recordings. The information will be destroyed after five years.

d) Explain any randomization process that may occur.

The (22) research participants selected purposefully from different stakeholders in Okalongo Settlement involved in the relocations, (5) residents affected by relocations in Okalongo Settlement identified purposely and 200 residents in Okalongo Settlement will be randomly identified.

e) Explain the use of any medication, if applicable. N/A

1. Why have you been invited to participate?

The research participants are being invited to take part in the study they meet the criteria to participate in this study. The officials are the people involved in the implementation of the relocations in Okalongo Settlement. Affected residents are the people who experiences the relocations whether positively or negatively. The residents due to their proximity may be impacted by the relocations or affected by the relocations in many ways.

The affected residents, resident of Okalongo and stakeholders in the relocations has the ability to propose strategies that can improve the relocations challenges.

The officials in selected government ministries are involved in the relocation planning and implementation of policies, programs. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the challenges of relocation process in Okalongo Settlement in Namibia.

The participants have been invited to participate in this study because they met the respective descriptions and criteria of potential informants desired for the study. As the study specifically focused on an Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

Thus the officials in selected government offices that involved with relocations would be in a better position to provide information about relocations. The officials in the selected government offices and agencies are involved in the implementation of relocation programs and projects. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the relocation process. Likewise, the residents and affected residents would be in a better position to provide information on their experiences on the relocations about procedures and the process of relocations in Okalongo Settlement in Northern Namibia.

2. What is your responsibilities?

I have to ensure that participants have given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of their ability. I have to ensure that that participants have not been coerced into giving consent, and the consent has been given freely and voluntarily.

The study involves the participant completing the questionnaire by selecting the appropriate answer which he/she thinks suitable. Therefore, I am responsible to explain the questions to the participant to make them understand them.

b) Explain how long the participant will be expected to participate in the study (i.e. 2 hours, 4 days, etc.)

The questionnaire can take 30 minutes in one with each participant however if the participant is busy the researcher can leave the questionnaire and the participant can complete the questionnaire on his time and the questionnaire. The self-administered questionnaires will be distributed to participants will be collected after a week.

3. Will you benefit from taking part in this research?

Participants have the benefits to share their feelings, thoughts, experiences and concerns regarding the relocations implementations in Okalongo Settlement. The information gathered and learned through interviews and self-administered questionnaires is used make improvement in the implementation of relocations procedures of Okalongo Settlement and other upcoming towns to accelerate service delivery.

4. Are there in risks involved in your taking part in this research?

There might be minor discomfort among some research participants when being interviewed as in most cases respondents might feel uncomfortable to be recorded especially for example those who would like to criticise government policies in place to improve relocations in upcoming towns to accelerate service delivery to all residents.

However, participants are assured that no identifying information is shared that one can able to link it to a specific respondent.

5. If you do not agree to take part, what alternatives do you have?

Participating in this study is voluntary and participants are under no obligations to consent to participation. The participants are free to withdraw at any time not to take part in the Interviews and without providing reason. However, it is not possible for participants to withdraw once they have been participated in the Interviews.

6. Who will have access to your medical records? **N/A**

b) Explain that the information collected will be treated as confidential and protected.

If it is used in a publication or thesis, the identity of the participant will remain anonymous, clearly indicate who will have access to the information.

The participants have the right to request that their name not be recorded and that no one other than the researcher and members of the research team be aware of your participation in this study. No one will be able to link participants' responses that they provide to their name. The participants' responses will be assigned a code number or a pseudonym and they will be identified by this code or pseudonym in the date, any publication or other research to ensure confidentiality. Any external coder will have access to the data, however, these persons will be required to retain secrecy by signing a confidentiality agreement. The records of the participants will only be known by the Research Ethics

Review Committee and transcribers, external coder and researcher who are working on the study. The participants' anonymous information could be utilized in a study report, journal articles, among others, however any release of the information will preserve the participants' privacy by ensuring that individual participants are not identified in such material.

7. What will happen in the unlikely event of some form of injury is incurred as a direct result of your taking part in this research study? **N/A**

There carrying out of this study constitute no major risks that might occur that warrant the researcher participants to be covered by the insurance.

8. Will you be paid to take part in this study and are there any costs involved?

No. Participants will not be reimbursed or receive any incentives for their participations in the study.

9. Is there anything else that you should know or do?

The participants are free to inform their families and doctors including their insurance companies that they are taking part in a research study. Should participants require any further information, they can contact the Centre for Research & Publications at research@unam.na if they have any further queries or encounter any problems.

The participants can also contact the Research Ethics Committee at +264 061 2063061 pclaassen@unam.na if they have any concerns or complaints. Should participants require to contact the researcher for further information about any aspect of this study, please contact Ms. Johanna Kapenambili on +264 816940920, email: joankapenambili@gmail.com The findings of the research study will be provided to the head of Okalongo Settlement and government Offices in Okalongo Settlement.

10. Declaration by participant

By signing below, I agree to take part in a research study entitled (*insert title of study*).

I declare that:

- f) I have read or had read to me this information and consent form and it is written in a language with which I am fluent and comfortable.
- g) I have had a chance to ask questions and all my questions have been adequately answered.
- h) I understand that taking part in this study is **voluntary** and I have not been pressurized to take part.
- i) I may choose to leave the study at any time and will not be penalized or prejudiced in any way.

- j) I may be asked to leave the study before it has finished, if the study doctor or researcher feels it is in my best interests, or if I do not follow the study plan, as agreed to.

Signed at (*place*) on (*date*)

2021

.....

Signature of participant

.....

Signature of witness

11. Declaration by investigator

I declare that:

- I explained the information in this document to participants
- I encouraged him/her to ask questions and took adequate time to answer them.
- I am satisfied that he/she adequately understands all aspects of the research, as discussed above.
- I did/did not use an interpreter. (*If an interpreter is used then the interpreter must sign the declaration below.*)

Signed at (*place*) on (*date*)

2021.....

.....

Signature of investigator

.....

Signature of witness

12. Declaration by interpreter

I declare that:

I assisted the investigator (*name*) to
explain the information in this document to (*name*
participant)..... using the language
medium of (Oshiwambo, Otjiherero, Afrikaans, etc.)

.....

Date (day/month/year)

If illiterate

I have witnessed the accurate reading of the consent form to the potential participant, and the individual has had the opportunity to ask questions. I confirm that the individual has given consent freely.

.....

Name of Witness (print)



Thumb print of Participant

.....

Signature of Witness

.....

Date (day/month/year)

ANNEX 5

e) Key stakeholders' informed consent

TITLE OF THE RESEARCH PROJECT: An assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

REFERENCE NUMBER:

PRINCIPAL INVESTIGATOR: Ms. Johanna Kapenambili

CONTACT NUMBER: +264 816940920

What is this research study all about?

Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia.

a) Where will the study be conducted; are there other sites; total number of participants to be recruited at your site and altogether.

Okalongo Settlement, the target research participants are 22 stakeholders' representatives from Key Institutions in Okalongo Settlement between the ages of 35-50 years.

b) Explain in participant friendly language what your project aims to do and why you are doing it?

The research is being conducted to find out the perceptions of residents on the relocations process of Okalongo Settlement in Northern Namibia. Relocations has never been an easy exercise in many upcoming towns in Namibia although different towns' resources

endowments, results from this case study may be replicated to different upcoming towns of Namibia. Therefore, the study will enable policy makers to assess the relocation process and provide information to stakeholders to identify gaps and areas of improvement in order to come up with adjustments to the relocation policy.

c) Explain all procedures.

The researcher will conduct face to face semi-structured interview with officials and representatives from key institutions and organisations knowledgeable on the relocations at office premises and community halls. All the interviews information will be recorded and later transcribed. The research participants will be asked to provide information about the issue of relocations in Okalongo Settlement, how the implementation was conducted and the procedures used to relocate residents. Furthermore, they asked on the current relocation guideline if are appropriate or need to be changed. Participants will not be asked to share personal beliefs, practices or stories and they do not have to share any knowledge that you are not comfortable sharing. During the interview, the researcher will sit down with the research participants at their place of work. If participants do not wish to answer any of the questions during the interview, they are free to say so and the interviewer will move on to the next question. No one else but the interviewer will be present unless participants would like someone else to be there. The researcher will facilitate the face to face interviews, the researcher will give a consent letter and explain the purpose of research to the participant the participant can will be asked questions and elaborate on the issues and make comments and suggestions. The researcher can ask further questions

depending on the respondent answer and if the researcher need more clarity on the issue. The information written is confidential, and no one else except myself (researcher), the Research Ethics Review Committee and transcribers and external coder will access to the information documented during the interview. The data is recorded, but no-one is identified. The questionnaires will be kept and stored in safe place to avoid leakage of information. The information recorded is confidential, and no one else except myself (researcher), the Research Ethics Review Committee and transcribers and external coder will have access to the recordings. The information will be destroyed after five years.

d) Explain any randomization process that may occur.

The (22) research participants will be selected purposefully from different stakeholders involved in the relocations in Okalongo Settlement (5) residents affected by relocations in Okalongo Settlement identified purposively and 200 residents in Okalongo Settlement will be randomly identified.

e) Explain the use of any medication, if applicable. N/A

1. Why have you been invited to participate?

The research participants are being invited to take part in the study they meet the criteria to participate in this study. The officials from key stakeholders Ministries and organizations are the people involved in the implementation of the relocations in Okalongo Settlement. Key stakeholders are involved in planning and implementation of relocations activities.

The stakeholders in Okalongo Settlement relocations has the ability to influence in the planning and implementation in order to improve the relocations challenges.

The officials in selected government ministries are involved in the relocation planning and implementation of policies, programs. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the challenges of relocation process in Okalongo Settlement in Namibia.

The participants have been invited to participate in this study because they met the respective descriptions and criteria of potential informants desired for the study. As the study specifically focused on an Assessment of the perceptions of residents on the governance of relocations in Okalongo Settlement in Northern Namibia thus the officials in selected government offices that involved with relocations would be in a better position to provide information about relocations. The officials in the selected government offices and agencies are involved in the planning and implementation of relocation programs and projects. Therefore, their involvement in this study is crucial to reflect on what has been done and what is that should be done to improve on the relocation process. Likewise, the residents and affected residents would be in a better position to provide information on the experiences on the relocations procedures used in Okalongo Settlement in Northern Namibia.

2. What is your responsibilities?

I have to ensure that participants have given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of their ability. I have to ensure that that participants have not been coerced into giving consent, and the consent has been given freely and voluntarily.

The study involves asking questions and noting down the data from the participants. Therefore, I will be responsible to ask questions during the interviews with officials in government offices and agencies and the affected residents. I also ensure that data are transcribed into meaningful information and that the study findings is shared with participants and relevant stakeholders.

b) Explain how long the participant will be expected to participate in the study (i.e. 2 hours, 4 days, etc.)

The discussions during the Interview will be done for 1 hour in one day with each selected stakeholders officials at one government office or organization. The self-administered questionnaires will be distributed to participants will be collected after a week.

3. Will you benefit from taking part in this research?

Participants have the benefits to share their feelings, thoughts, experiences and concerns regarding the relocations implementations in Okalongo Settlement. The information gathered and learned through interviews and self-administered questionnaires is used

make improvement in the implementation of relocations procedures of Okalongo Settlement and upcoming towns to accelerate service delivery.

4. Are there in risks involved in your taking part in this research?

There might be minor discomfort among some research participants when being interviewed as in most cases respondents might feel uncomfortable to be recorded especially for example those who would like to criticise government policies in place to improve relocations in upcoming towns to accelerate service delivery to all residents. However, participants are assured that no identifying information is shared that one can able to link it to a specific respondent.

5. If you do not agree to take part, what alternatives do you have?

Participating in this study is voluntary and participants are under no obligations to consent to participation. The participants are free to withdraw at any time not to take part in the Interviews and without providing reason. However, it is not possible for participants to withdraw once they have been participated in the Interviews.

6. Who will have access to your medical records? **N/A**

b) Explain that the information collected will be treated as confidential and protected.

If it is used in a publication or thesis, the identity of the participant will remain anonymous, clearly indicate who will have access to the information.

The participants have the right to request that their name not be recorded and that no one other than the researcher and members of the research team be aware of your participation in this study. No one will be able to link participants' responses that they provide to their name. The participants' responses will be assigned a code number or a pseudonym and they will be identified by this code or pseudonym in the data, any publication or other research to ensure confidentiality. Any external coder will have access to the data, however, these persons will be required to retain secrecy by signing a confidentiality agreement. The records of the participants will only be known by the Research Ethics Review Committee and transcribers, external coder and researcher who are working on the study. The participants' anonymous information could be utilized in a study report, journal articles, among others, however any release of the information will preserve the participants' privacy by ensuring that individual participants are not identified in such material.

7. What will happen in the unlikely event of some form of injury is incurred as a direct result of your taking part in this research study? **N/A**

There carrying out of this study constitute no major risks that might occur that warrant the researcher participants to be covered by the insurance.

8. Will you be paid to take part in this study and are there any costs involved?

No. Participants will not be reimbursed or receive any incentives for their participations in the study.

9. Is there anything else that you should know or do?

The participants are free to inform their families and doctors including their insurance companies that they are taking part in a research study. Should participants require any further information, they can contact the Centre for Research & Publications at research@unam.na if they have any further queries or encounter any problems. The participants can also contact the Research Ethics Committee at +264 061 2063061 pclaassen@unam.na if they have any concerns or complaints. Should participants require to contact the researcher for further information about any aspect of this study, please contact Ms. Johanna Kapenambili on +264 816940920, email: joankapenambili@gmail.com The findings of the research study will be provided to the head of Okalongo Settlement and government Offices in Okalongo Settlement.

Declaration by participant

By signing below, I agree to take part in a research study entitled (*insert title of study*).

I declare that:

I have read or had read to me this information and consent form and it is written in a language with which I am fluent and comfortable.

I have had a chance to ask questions and all my questions have been adequately answered.

I understand that taking part in this study is **voluntary** and I have not been pressurized to take part.

I may choose to leave the study at any time and will not be penalized or prejudiced in any way. I may be asked to leave the study before it has finished, if the study doctor or researcher feels it is in my best interests, or if I do not follow the study plan, as agreed to.

Signed at (*place*) on (*date*)

2021

.....

Signature of participant

.....

Signature of witness

Declaration by investigator

I declare that:

- I explained the information in this document to participants
- I encouraged him/her to ask questions and took adequate time to answer them.
- I am satisfied that he/she adequately understands all aspects of the research, as discussed above.

- I did/did not use an interpreter. *(If an interpreter is used then the interpreter must sign the declaration below.*

Signed at *(place)* on *(date)*

2021.....

.....

Signature of investigator

.....

Signature of witness

Declaration by interpreter

I declare that:

I assisted the investigator *(name)* to explain

the information in this document to *(name participant)*

..... using the language medium of

(Oshiwambo, Otjiherero, Afrikaans,