YANGON UNIVERSITY OF ECONOMICS

DEPARTMENT OF ECONOMICS

MASTER OF DEVELOPMENT STUDIES PROGRAMME

A STUDY ON THE CHALLENGES OF LOCAL ADMINISTRATORS IN COMMUNITY DEVELOPMENT; NORTH OAKKALAR TOWNSHIP LEVEL

NWAY YWET WAH SOE

EMDevS - 29 (16th BATCH)

November, 2021

YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF ECONOMICS
MASTER OF DEVELOPMENT STUDIES PROGRAMME

A STUDY ON THE CHALLENGES OF LOCAL ADMINISTRATORS IN COMMUNITY DEVELOPMENT; NORTH OAKKALAR TOWNSHIP LEVEL

A thesis submitted as a partial fulfillment towards the requirement of the Degree of Master of Development Studies (EMDevS)

Supervised by: **Submitted by:**

Dr. Sandar   Nway Ywet Wah Soe

Associate Professor   Roll No. 29

Department of Economics   EMDevS (16th Batch)

Yangon University of Economics   (2019-2021)

November, 2021

YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF ECONOMICS
MASTER OF DEVELOPMENT STUDIES

This is to certify that this thesis entitled **"A Study on the Challenges of Community Development in North Oakkalar Township"** submitted as the requirement for the Degree of Master of Development Studies has been accepted by the Board of Examiners.

BOARD OF EXAMINERS

Dr. Naw Htee Mue Loe Htoo
(Chairman)
Professor and Head
Department of Economics
Yangon University of Economics

Dr. Kyaw Min Htun
(Examiner)
Pro-Rector (Retired)
Yangon University of Economics

Dr. Cho Cho Thein
(Examiner)
Pro-Rector
Yangon University of Economics

Dr. Zin Zin Shwe
(Examiner)
Professor
Department of Economics
Yangon University of Economics

Dr. Sandar
(Supervisor)
Associate Professor
Department of Economics
Yangon University of Economics

ABSTRACT

The purpose of this study is to examine the obstacles and issues that local administrators face in community development as well as community perceptions of administrators' performance in North Oakkalar Township. On both primary and secondary data, the descriptive technique is employed. The primary data was acquired from 19 participants, 9 of whom were local administrators and 18 of whom were households of the community. Local administrators have had difficulty carrying out their responsibilities. There was a lack of cooperation among civil servants, unactive participation and limited knowledge of community members, insufficient training programs, deactivated coordination and collaboration with responsible persons, less accountability for some of the 100 households' leaders, less updating of ward information and documentation, insufficient budget for office running and community development and a lack of safety and security. Community perception is a strength in civil services such as less corruption in ward administrator services, ward infrastructure development and stronger community understanding in problem solutions. The responsible person should consider an effective training program for both local administration and community people, data collecting and documentation, effective coordination and collaboration, and the rule of law in order to be an effective local government.

ACKNOWLEDGEMENTS

TABLE OF CONTENTS

LIST OF TABLES

LIST OF ABBREVIATIONS

ACC	Anti-Corruption Commission
AM	Ante Meridiem
ASEAN	Association of Southeast Asia Nations
CSOs	Civil Society Organizations
DICA	Directorate of Investment and Company Administration
ESCAP	Economic and Social Commission for Asia and the Pacific
FGD	Focus Group Discussion
GAD	General Administration Department
IDA	Institute of Development Administration
KII	Key Informants' Interview
Km	Kilometer
MMK	Myanmar Kyat
MOHA	Ministry of Home Affair
MSDP	Myanmar Sustainable Development Plan
NGO	Non-Governmental Organization
NLD	National League for Democracy
OECD	Organization for Economic Co-operation and Development
PM	Post Meridiem
PPE	Personal Protective Equipment
SLORC	State Law and Order Restoration Council
SPDC	State Peace and Development Council
UNDP	United Nations Development Fund
USDP	Union Solidarity and Development Party
YCDC	Yangon City Development Committee

CHAPTER I

INTRODUCTION

1.1 Rationale of the Study

There are three pillars under the governance of a democratic country in Myanmar. Legislation, Administration and Judiciary pillars in which each pillar has individual powers and authority that are not influencing each other but making check and balance to become a good governance toward to a good government.

The administration department is one of the nearest departments that are giving service to the community through cooperation with ward and village administrators. According to the current situation, the administration branch is under the Union Governance Office to state to district to township to ward/ village tract to community responsible or 100 households' leaders to 10 households' leaders. Also, three pillars sup-portative of welfare economics toward justice, equality, and freedom toward economic development. (Saw & Arnold, 2014).

There must appoint ward or village administrator constitution article -29 and selected them based on 2012 ward / village administrator law and by law (MOHA, 2012). Local administrator took responsibilities of governance, obedience to the law, protection of human rights & poverty, communication & inform with relevance department especially general administration department (GAD) and police office on a ward-by-ward basis. (Chakrabarty & Chand, 2021)

Local administrators are closest to the people. As part of the social contract, local government provides services for the benefit of its citizens. Central control of services does not seem capable of tailoring services to the circumstances of individual communities. Local government can refine the type, quantity and quality of those services to better match the needs of their constituents. There are three pillars under the governance, it is administration, legislation and judiciary. (Jones.G.P & Stewart, 2010)

According to MOHA 2012 ward/ village tract law, local administers have to services access to justice, protection of citizens' rights, rule of laws in community, safety and security, data collection, disaster management, information sharing, problem solving, land issues, community development and others serves which become in their

ward boundary. They have to implement whenever township administrators' staffs gave instruction and handover process will have to do systematically when they resign.

However, due to their limited knowledge and poor performance, local administrators are unable to fully discharge their responsibilities such as rule of law, governance, representing communities' priorities in the planning process, engaging the people, transferring information to the community and mobilizing the community. Local administrators cannot be trusted by the community and cannot expect community participation. More violations and criminal cases are being reported in the community. Members of the community did not receive equity, justice or economic development freedom. There will be reducing criminals, inclusive development and more trust by the community if local administrators can follow based on their roles and responsibilities. Community household members also will participate in community development and they will feel safe and it is rest in their environment and plural society.

Four districts in Yangon in which there are 14 townships in the Eastern District that North Okkalapa Township also includes 332869 population and 27.76 in km. There are two manufacturing zones in the municipality. First, for large plants that manufacture export garments, and secondly, for smaller plants that generate foodstuffs and local substitutes. It is located south of the International Airport in Mingaladon Township. Therefore, it is north of Yangon. North Okkalapa Township is fully urban and has agricultural land, but only neighborhoods, quite different from downtown and Yangon. Despite its high population and population density, the urban North Okkalapa Township has a small size and number of administrative units. (Republic of the Union of Myanmar, 2015) . Local administrators are chosen and allocated depending on the wards' limits and they are responsible for all duties and responsibilities in this area. Some ward boundary areas in North Oakkalar are the same as small townships. However, these local administrators received the same benefits and support as other administrators and management.

1.2   Objectives of the Study

The objectives of the study are to analysis the issues and difficulties of local administrators who deal with the functions of community development in North Oakkalar Township and access the community members' perceptions on local administrators' performance of community development in North Oakkalar Township.

1.3   Method of Study

The research used a descriptive method and was based on primary and secondary data. KII and FGD were used to collect primary data via a survey. Respondents are local administrators of North Oakkalar Township with KII and community members to FGD with semi-structure questionnaires. The methods were based on face-to-face interviews with nine township administrators out of nineteen wards with KII and 18 households were chosen from nine- wards, with two households from each ward conducting KII interviews for FGD of North Oakkalar Township. The survey used sample random sampling method for research. The secondary data was collected from Township Administrators Offices, literature, journals, articles that related to the subject matter and relevant websites.

1.4   Scope and Limitations of the Study

The study is based on issues and challenges of ward administrators in North Okkalar Township. The field surveys were collected from ward administrators of nine wards in North Okkalar Township with KII and eighteen household members with FGD. Most community members are owners of restaurants, private staff, government teachers and ward executive members. This survey interviewed local administrators and community members who had lived at least seven years in each ward. The survey period runs from October 2020 to December 2020. The results and findings of the study cannot be covered for the whole North Okkalar Township because the study only focuses on 47% of the total township administrators in North Oakkalar. Limited data and Covid-19 were also another challenge for getting a better overview to analyse the findings.

1.5   Organization of the Study

This thesis is organized into five chapters. Chapter one is an introduction, including the rationale of the study, objective of the study, method of study, scope and limitations of the study, and organization of the study. Chapter two describes the literature review, including concept of governance, function of local administrators and the challenges of good governance for community development. Chapter three presents the political system in Myanmar, the transactional process of the GAD and role of local administrators in the democracy regime. Chapter four is an analysis of the issues and

challenges facing ward administrators in North Oakkalar Township. Chapter five is the conclusion, consisting of findings and recommendations.

CHAPTER II
LITERATURE REVIEW

2.1   The Concept of Governance

Governance does not necessarily imply "rule" or "administration" in the context of globalization, it has a specific meaning in this context. Governance is the process by which power is wielded. Governance is concerned with the capacity and accountability of the public authority. Capacity encompasses the state's hardware, financial resources, and administrative infrastructure as well as its effectiveness in carrying out political decisions. Accountability is the State's software that connects the political system to its performance. UNDP defines governance in terms of eight key characteristics. It is democratic, consensus-driven, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and adheres to the rule of law.(Chakrabarty & Chand, 2021)

According to the British Council's working definition, 'governance' is a broader concept than government (as well as related terms such as state, good governance, and fascist government) and governance emphasizes the connection of formal and civil society establishments. Governance refers to the process by which people in society occupy positions of authority, autonomy, and influence to enact policies and make decisions that affect public life and social betterment. As a result, the definition governance not only incorporates but also goes beyond the collective meaning of related concepts like state, government, system, as well as good governance. Many of

the components and ideas that underpin good governance it has come to define the term governance.

The term "governance" encompasses a broad range of activities. It includes the cultural and policy arrangements of the state, as well as judgment processes and developed based, as well as the interaction between public officials and the general population. Governance has both political and technical aspects. It is concerned with country's political system and why it operations in regard to public administration. It also refers to the effectiveness and efficiency with which government administration is carried out. The key to improving governance is to develop laws and regulations that give incentives for government agencies, officials, and society to behave with in collective interest at the lowest possible cost to society. (Kersbergen & Waarden, 2004)

One of the governing actors is the government. Other governing stakeholders are not the same. depending on the level of government under consideration. Influential landowners, farmers' associations, cooperatives, Non-Governmental Organizations and etcetera. Cities have a much more complicated situation. In addition to general actors, the media, pressure groups, international donors, multinational corporations and others can all play a role in national decision-making.

To be more specific, governance refers to the decision-making process as well as the procedures for implementing or not implementing those decisions. "The practice or process of applying authority or influence over the behavior of persons subject to a regulatory structure," according to the Oxford Dictionary. The government, on the other hand, is a participant in the governance process. In the governance process, the military, nongovernmental organizations, the journalists, political parties, and non-governmental organizations are all involved.(ESCAP, 2012)

Structures and practices that are supposed to provide accountability, transparency, response, the legal system, sustainability, fairness and inclusion, empowering, and broad involvement have been classified as governance. The study also lays out the transparency, interactive, accessible, and proactive principles, values, and rules that govern public affairs. The study outlines a cultural and institutional climate in which citizens are connected to and participate in government operations. It is much more than a government agency. Governance is defined by the United Nations Development Programme, the World Bank, the OECD Development Assistance

Committee, and other international organizations as the power or authority to regulate a country's economy, political, and administrative affairs.

Governance and management are often equitable. Usually, governance and management have the right to plan, implement and plan to achieve predetermined outcomes. Management provides the physical tangible and benefits that can be obtained in order to achieve strong results. Processes designed to mobilize and transform human and financial resources, contributions and management concern individuals or groups who are eligible to achieve the desired results. Governance determines what is going on in the administration. Governance is about how distribution and sharing of power, how to develop policies and accountability to stakeholders. (Cheema & Rondinelli, 2007)

2.1.1   Good Governance

There are many points of view on what constitutes good governance. Good governance is defined as dependable, democratic, and wise policymaking, a bureaucratic with a respecting that acts for the public benefit, the legal system, accessible processes, and a robust society organization active in public issues around the world. Good governance has its drawbacks as the trend appears to be to "depoliticize" government and increase technicality and expertise at the expense of citizens' secular and contested democratic right to rule politically. Concern for good governance in international development arose as a result of a specific policy at a time when there were strong arguments for shrinking the size of the state. The "governance" discourse refers to current efforts to bettering governance that aim to reduce government to a technical and apolitical process. One recurring theme is that governance is all about power and politics. Governance must be viewed as a project of continuous struggle for social construction that includes issues of inclusion, equity and equality as various forms of confrontations and popular struggles for their "rights" in various parts for democracy to survive. (Chakrabarty & Chand, 2021)

Between the state and the people, good government is active. It's a rewarding partnership. The power that plays a role in political governance is crucial to its success. Citizens are free to vote in elections but they can only work with it to build public power and regulation if they have enough political power to participate in governance and oversight. The only practical mechanism that protects citizens' right to equal and

equitable political power is democracy. As a result, good governance and systematic democracy are intertwined. In the best-case scenario, a dictatorship can have a good government but it cannot be good. A good government is one that is both free and democratic. It would not have been possible without democracy.

Good governance theories and practices had deeper motivations. To begin with, good governance encompasses much more than traditional government. The state is subject to good governance. The extent of national coverage has no bearing on good governance. Communities Regions are also important to states and the international community. Globalization has become one of the primary causes of people's aging. Indeed, many people refer to it as the 'Global Age.' The sovereignty of states and their governments has dwindled. Good governance has traditionally played a much larger role because it undermines the authority of state governments. Because the international community and the state continue to desire public authority and regulation, it can only be obtained through good governance rather than the traditional means of establishing a new public authority and system. Finally, good governance is a natural byproduct of the democratic transition. Democracy is a political feature of our time and has a long history. One of its key points is that political power is transferred from political states to civil society. The limited power of the government and the state does not imply the dissolution of social and public authority. (Keping, 2018)

The concept of good governance means some values and opinions. In a democratic framework, good governance is linked to effective governance. Its goal is to people's well-being governance as well as living quality by focusing on purpose and development of people. It denotes a significant level of efficiency in the organization. Also it has something to do with political ability and governance system's center to deal with society's challenges. The adoption of new governance values to generate legitimacy and credibility is referred to as the performance of the most efficient system. As a result, good governance is the process of establishing good governance while also removing bad habits.

Governance is defined as a collection of political and economic institutions that have evolved over time to address governance issues. As a result, governance through vertical government structures is a democratic government and public bureaucracy model. Laws and other rules govern society in the Weberian form of public government. The executive branch also includes other state institutions. At the state level, the government has some autonomy. However, the state never relinquished its legal

authority over these organizations. Governance models are being criticized today. This is due to the fact that public services are regulated in markets despite the fact that they are considered a systematic system. In fact, it is not possible to assume that the legal system has vanished. This is due to the fact that hierarchical governance remains important in national and institutional contexts. While many empirical studies have clearly demonstrated the growing importance of horizontal networks, they are less significant than actor-to-actor relationships. (Srivastava, 2009)

2.1.2 Concept of Local Government

In political terms, it is the administration of a specific local area that functions as a political division of a country, state, and or important policy component. A local authority, including a city, town, county, or state, is an institutional authority in charge of a small geographical location. Local authorities typically have control over only their own geographical area and are unable to transfer or implement laws affecting a wide portion. Local authorities have the authority to appoint representatives, impose fines, and carry out most of the same features as the federal government, although on a relatively small scale. The process of conducting elections to oversee the administration of community facilities and amenities in a given area is referred to as local authorities.

Local government is democratic, accountable to its constituents and promotes democratization and multidimensional phenomena. It is an organization as a social entity with a sense of belonging. The government system is known as local government. Decentralization and local governance are inextricably linked. The term "local government" refers to a form of government that encourages citizens to participate in all aspects of government. The goal of local governance is to empower the local population and ensure citizen participation in the governance local government system. Local government, according to service delivery model provides an opportunity for political participation, aids in the efficiency of customer support, as well as a long history of opposition to overly central authority. The goal of local governance is to empower the local population and ensure public participation in local government governance structures. It promotes the healthy growth of political parties and aids in the development of capable and experienced local leaders. People's participation in a democratic system aid in the resolution of a variety of local issues. It fosters national integration, fosters a sense of belonging and aids in the resolution of a wide range of local issues such as poverty, under development and exploitation.

Institutions of self recognizes the right and power of self-government, within the limits of the law, to monitor and control and administer a large portion of public affairs in its own and the local community's preferences. Local self-government provides the best opportunity for people to apply their knowledge, passion and enthusiasm to solving local problems. Local government is a traditional institution with a cutting-edge vision. The central government has always designated local government institutions for the sole purpose of improving administrative tasks. It now serves a number of functions. They were in charge of politics, economics, sociocultural and administration. They are directly responsible for the local population as well as the central government. They are acknowledged as a separate entity. The context in which local governments operate as well as the content of what they must do to achieve their objectives, determine their capacity. Over the last ten to twenty years, local government has changed all over the world. External changes such as increasing economic interdependence, globalization, technological change or the fall of communism have triggered this process over which individual local governments have had little control. Local governments are capable of effectively dealing with local issues and concerns. It is possible to identify and mobilize both financial and non-financial resources profitably and efficiently. It also enables them to better manage their finances. The local government performed its duties in accordance with the community's needs, expectations and priorities. (Thapa, 2020)

2.2 Administrative Practice in Public Administration

Effective administrative practice has grown increasingly crucial for countries all around the world in recent years. According to Shafritz, J., Russell, E. W., Borick, C., and Hyde, A. (2016), the practice of public administration, defined as the provision of the necessary programs by city employees and is referred to as to as bureaucracy, there should be improvements in how government activities are carried out. The notion of established and formal judicial areas that are usually ordered by law, such as laws or regulations established is referred to as bureaucracy. Furthermore, the fundamentals of workplace power structure and judged delegation of power are applied in the practice of public administration, implying a well-organized system of supervision and subordination in which lesser powers are overseen by higher officials. Government officials are responsible for delivering services to residents through the bureaucracy, which was aimed at achieving that government practices are efficient and productive.

Because the government provides services to the public in the public interest, the managing of government administration is known as public governance. (Shafritz et al., 2016)

Nations all throughout the world have stood tall as separate sovereign entities each having their own nation, nation-states, government and set of laws. Throughout human history, many different races have established their own administrative or political power to address complicated societal issues such as food, clothes and shelter. In general, public administration is based on collaboration and the use of collective efforts to achieve a communal goal. The most pressing issues in public administration as a profession and as a discipline are obvious. Public administration as an academic discipline is only a century old but public administration as a practice may can be dated back to the beginning of recorded civilization when mankind began to live in organized societies.

The responsibility of public duties on government has been progressively increasing in the modern world. The role of public administration is more about governance than it is about direct involvement. Because public administration is broad and includes a wide range of subjects, it is difficult to establish its specific focus and scope. Any governance in the general public in civilized democracies extends beyond official ranks and takes part in other areas of human endeavor such as schools, churches, marketplaces, postal service and transportation. Furthermore, citizens expect the government to provide a wide range of public services as well as protection.

The ultimate goal of government management is to provide effective public service. Within the scope of public policy, public administration includes all areas and activities. As a result, in today's culture, public administration is very wide. It's also important to remember that public administration encompasses not just administrative operations, but then also actual concerns like defense, public order, education, public health, agriculture, public utilities, welfare benefits, justice benefits.

Today, public administration is usually considered to include some responsibility for establishing government policies and initiatives. The term "public" can also be used to refer to the government. According to Ter Manyang, public administration is a simple system of governance in action that manages public affairs or implements public policies. (Manyang, 2015)

The traditional concept of public administration is limited to carrying out the government's policies and programs. It indicates that it has no role in policymaking and

that the administration is located in the current administration but today the term "public administration" is used in a broader sense that includes not only the implementation of government programs but also policy formulation and contains all three branches of government. The aspect of science administration that deals with the government is known as public administration. It is largely concerned with the executive branch which is where the government's work is carried out. However, there are certainly issues with the legislative and judicial branches as well. (Gulick, 1937)

According to Nigo and Nigro (1970), public administration is a collaborative cluster effort in a crowded place that includes all three branches executive, legislative and judicial and their interconnections, plays a key function in the process of creation of public policy and thus is a part of the political process and differs significantly from in the delivery of public goods by individual firms and people.

Public administration is a type of government bureaucracy that operates within a political system. Public administration is the government's responsibility side and that it's focused not only with policy implementation but also with policy formulation. Furthermore, it involves all parts of government however it is mostly centered in the the executive branch, which performs regulation and ongoing for the people to survive and thrive a good life. As a result, public administration is diverse from private administration particularly in its stronger focus on the population and that it is multidisciplinary in character, drawing on other social sciences such as political science, economics and sociology. (Manyang, 2015)

2.3 Function of Local Government

Each country has a level of governance that is overseen by the central government. At the state level, government is divided into intermediate levels (regions, states, or districts) and local governments (municipal and village levels). Local organizations in some governance systems only have the mandate assigned to them by the central government. In other systems, they collaborate with a generally qualified school principal and they have full authority over all powers not explicitly delegated to the central government.

The rights and powers of local governments are clearly established in many countries' constitutions or national laws. They had not yet been determined in other countries based on the attitude of the central government at the time. Furthermore, the actual operation of regional governance in many developing countries has a significant impact on cultural norms and customs. There is a significant difference between urban

areas with more than ten million people and rural administrations. The basic structure of the village council in rural developing countries is the government structure. The second tier represents government representatives who are indirectly elected at the district and district levels. (Schiavo-Campo et al., 2014)

Local representatives are elected by the local population in accordance with the principles of local democracy in local government structures. They are elected in accordance with the highest government's directives and the laws entrusted or delegated to the powers. They also create local community policies and strategies for dealing with local actors. To establish local governance, the authorities are empowered to assume the functions and activities of subnational governments for the supervision and effective provision of services (Pandeya, 2015).

This local government has legal standing which means it is defined, recognized and operates in accordance with a country's laws. There is a specific geographical area. Each local government unit is responsible for a specific geographic area. This area could be a city, village, region or something else depending on the territorial organization of the state. Special laws enacted by the central government or parliament establish the area and its boundaries. A locality is managed or governed by an organism composed of people elected directly by the residents of that area. This representative body is in charge of the administration of local affairs in that area. The primary goal of this local government is to provide public services to the residents of the area under its jurisdiction. The local government has the power to create and carry out legally recognized activities and functions. It also includes local citizens' legal right to elect representatives to manage the region according to established laws. It's important to remember that autonomy does not imply control over these bodies, but rather a sense of belonging and legal reliance on government structures. (Ndreu, 2016)

According to principal-agent theory, the vertical relationship between principal and agent is particularly difficult to analyze, especially if there are different levels of governance. The agent-main principle's flaw is that it can lead to agency issues when officials are motivated to act in the public interest rather than as agents for the public. Elected officials and lobbyists are both under pressure to take actions that are harmful to the public good. Due to a lack of knowledge, government officials sometimes struggle to act effectively as public servants. (Omia, 2010)

2.4   Local Governments in Asia Countries

Local governments play a critical role in the management of local government regions. A local authority is a body of local government that is in charge of administering certain aspects of the community. its affairs. The local authority governing is a sociopolitical structure governed by legislation with devolved authorities.

Malaysia: Changes in local government in Malaysia to make them more responsive were initially administrative, but after the country's general elections in 2008, they became politicized. Malaysia's local government is run in a central-state-local model with local government being a state responsibility under the national constitution. Local governments in Malaysia are aided by higher levels of government in carrying out their responsibilities to the public and appearing to carry out their duties and activities. Lower-level governments must have some decentralization and autonomy in order to perform their functions to the required standard. Some states have been governed by a political party other than the one in power at the federal level since the 2008 elections. As a result of the current state of government relations with state and local governments, the federal government has been forced to reconsider its policies. Higher levels of government in Malaysia support local administrators in carrying out their responsibilities to the public and appearing to carry out their duties and activities. Lower-level governments will need a certain level of decentralization and autonomy to perform their functions to the required standard. The Malaysian local administrator requires the central government's support and some powers to carry out his or her duties but this should not be construed as a power grab by the federal government. Local governments and their representatives are regarded as public servants. Any person and member of the planning authority, any approved member and any helper or worker who accompanies or assists an approved members in the execution of their responsibilities under Law 172 of the Criminal Code are considered public servants for the purposes of the Penal Code. The Penal Code is a set of laws that govern criminal behavior. Any legal action or litigation or process brought against the planning, every member and agent, every member of the Appeals Board, every authorized person and every assistant or worker who accompanies or assists an authorized person in the performance of functions under Law 172 of respect for any act, negligence or noncompliance carried out or committed by the authority, member, person, assistant or worker in your claim Article 54 of Law 172 protects officials who carry out the planning

activities described in Law 172 in good conscience and in accordance with their legal authorities. The term "local authority" was translated by the court for excluding the Malaysian government, stating that local governments and the Malaysian government are two distinct entities. (Maidin & Ali, 2009)

The 1976 Local Government Act (Law 171), as well as state ordinances and statutes, govern local governments. Each local government is a separate legal entity distinct from the federal, state, and other local governments. As stated by the authority approved by the federal or state governments, they are in charge of local affairs. They follow the law in carrying out their responsibilities. The size of the administrative area is determined by the population and it can be found within the city, municipality or district. As a result, the local government can be referred to as the City / Council, the City Council or the District Council. In general, local governments are in charge of housing, waste management, taxes, land appraisal, environmental clean-up, public amenities / facilities, social obligations and development within their jurisdictions local. Local governments include Kuala Lumpur City Hall, Shah Alam City Hall, Kajang City Hall, and Gerik District City Hall. (Royal Malaysian Custom, 2014)

Vietnam: In Vietnam, local governments are treated as decentralized agents of the central government with no constitutionally mandated resources, responsibilities or legal status. It is organized into three administrative levels: provinces, cities, districts, and communes, all of which are administered centrally. In Vietnam, the local government's primary responsibilities include education, health care and welfare services as well as development projects such as road and public building construction, irrigation and maintenance. He's in charge of federal tax collection as well as land allocation and administration. In Vietnam, local governments are primarily responsible for providing education, health care and welfare services as well as developing projects such as road and public building construction, irrigation work and maintenance. He is in charge of the federal government's land allocation and administration as well as tax collection. According to the "State Budget Law," each local administrative entity has its own budget and can collect its own revenue. In most cases, this is insufficient and the central government remains the primary source of funding and the index of distribution among the various units of local government. Despite the fact that tasks are delegated to local governments, Vietnam remains a one-party state with a centrally controlled system. Vietnam's central government, like China's can allow for some local

autonomy while collaborating closely with local units to expand the country's services and infrastructure. (Phang, 2013)

Cambodia: Cambodia is a federal republic with three levels of subnational government. The 1993 Constitution mentions the country's division into provinces and municipalities. Elective communal councils were established by the 2001 law on administrative management and elections of communes / Sangkat. Cambodia is separated into 24 provinces, with Phnom Penh as the capital as well as three municipalities. The second and third levels of government are made up of 185 districts and municipalities, respectively and 1621 communes (sangkat). There are also approximately 14,000 settlements. Members of the provincial and district councils are elected indirectly by commune council members. The country has historically remained centralized. The central government retains some control over local governments, despite the fact that it provides the majority of revenue and retains the right to tax them. Even for the implementation of development projects, the central government provides the majority of the resources. This is primarily due to a lack of a professional and trained workforce in local government, an underdeveloped land registration and allocation system and insufficient property tax collection. At the same time, local development plans must be consistent with the national plans of the central government. Decentralization elements in Cambodia can be viewed in terms of financial decentralization and the sharing of administrative authority with lower-level governments that perform functions and activities relevant to their own communities. The country as a whole is still developing and lower-tier governments have no choice but to rely on central government assistance. Furthermore, the central government must collaborate closely with lower levels of government to carry out development projects for the benefit of the entire nation. (Phang, 2013)

2.5   Challenges of Local Administrators

Local government officials are becoming increasingly crucial in providing fundamental public services around the world. Administrators, on the other hand, confront significant difficulties. Due to rapid and chaotic urbanization, as well as the repercussions of frequent natural catastrophes induced by climate change, most local governments in developing nations are experiencing increasing challenges. These issues have been worsened by the recent global financial and economic crisis.

The rising disparity between the availability of financial resources and the needs of local governments is a key problem that most local administrators face, particularly those who oversee cities in developing countries. The rapid development of the urban population, which creates an ever-increasing demand for public services, new public infrastructure, and its maintenance, is one of the key causes of this widening fiscal disparity. (United Nations Human Settlement Program, 2015)

Socially, As a board member in the operation, local administrators face the difficulty of ineptitude and lack of experience. (Jonga, 2014) believes that education is not a requirement for election in Zimbabwe, and that highly qualified graduates among councilors and counselors are a rare breed in city councils; unqualified counselors, on the other hand, have questionable competencies because they are unfamiliar with basic regulations. Inexperienced municipal councilors struggle to understand how a city council should function, resulting in inefficiencies and inefficiencies. Considering this, it's worth noting that a lack of qualified and qualified personnel is a difficulty for local administrators, resulting in poor administration and recording of operations. In this regard, local officials are unable to carry out their responsibility of providing effective service delivery. (Jonga, 2014)

Local officials encounter a number of problems when it comes to implementing a participative strategy. Lack of capacity, a misunderstanding of all actors' roles and responsibilities, a limited range of involvement, parliamentary restrictions, inadequate measurement and reporting systems, a lack of accountability and believe, interaction failure, insufficient financial resources, and sociopolitical disparities are just some of the challenges. (Enshassi A et al., 2016)

The majority of developing countries face similar challenges when it comes to effective local government. The issue of civil servants and citizen participation confronts local governments. These circumstances pose a significant challenge to the efficiency of local government. Furthermore, local government suffers from insufficient and ineffective budgetary allocation. This is accomplished through deliberate budgetary cuts to local governance by some state governors either for political reasons or outright corruption. In every country, local administrative efficiency is critical. The majority of developing countries face similar challenges when it comes to effective local government. The issue of civil servants and citizen participation confronts local governments. These circumstances pose a significant challenge to the efficiency of local government. Furthermore, local government suffers from

insufficient and ineffective budgetary allocation. This is accomplished through deliberate budgetary cuts to local governance by some state governors either for political reasons or outright corruption. In every country, local administrative efficiency is critical. The majority of developing countries face similar challenges when it comes to effective local government. The issue of civil servants and citizen participation confronts local governments. These circumstances pose a significant challenge to the efficiency of local government. Furthermore, local government suffers from insufficient and ineffective budgetary allocation. This is accomplished through deliberate budgetary cuts to local governance by some state governors either for political reasons or outright corruption. In every country, local administrative efficiency is critical. (Shamsuddin & Ibrahim, 2014)

2.6   Reviews on Previous Study

Assembly, U.G. (2015), studied on "Role of local government in the promotion and protection of human rights" and it was found that the primary challenges that local governments face in protecting and promoting human rights are political, economic and administrative in nature. The greatest challenge that local governments face is a lack of political will. This is especially true in non-democratic or non-democratic countries. Coordination of central policies and structures can frequently cause delays in the implementation of human rights in local governments. Inadequate resources and budgets to implement local projects and services undermine local governments' capacity and the legitimacy of local communities. Local governments should use education and training to improve understanding and respect for all people's human rights under their authority. Local governments should routinely communicate information on human rights training to civil society representatives, elected officials and administrator as well as public awareness of citizens' rights. Local governments can contribute to foster a human rights culture in their communities through supporting human rights. People with disabilities, ethnic minorities, local communities, sexual discrimination victims who are vulnerable to minors and the elderly are all being assisted by local governments. Special care should be taken to promote and protect the rights of disadvantaged groups. In this situation. The quality of services offered to such groups by local governments is a test of their commitment to human rights in practice.

Alao, D. O., Osakede, K. O., and Owolabi, T. Y (2015), studied on challenges of local government administration in Nigeria: lessons from comparative analysis. It

was found about Local government's challenges include complex democratic participation as well as an effective and efficient system for socioeconomic development. The grassroots and responsible attitude and organization are good instances. These challenges cannot be overcome because of the sincerity of the federal and state governments to allow the government to truly control the spirit of the 1999 Constitution excessive attitude of the state government, the system is designed to reduce corruption. This implies a multi-tiered democracy local government system, a legal framework to investigate excessive state interference, government capacity building and accountable leadership.

Htay Htay Lwin (2014), studied on public administration and civil service system in Myanmar found that due to a lack of proper motivation, there was a centralized nature of governance from the colonial era through the SPDC. Myanmar is a concern as well. Public administration is characterized by frequent political changes. As a result, meeting targets and making other improvements has been pushed back. Myanmar's governmental administration had been a conventional one until 2010, when it began to turn toward growth. Improvements in performance, collaboration within the administrative body and decision-making sharing are still required.

Ne Tun Zaw (2015), studied on the roles and responsibilities of village district and district administrators discovered that the majority of village district and district administrators lack the skills, training and assistance needed to advance in their administrative roles and responsibilities.

CHAPTER III
ROLE OF LOCAL ADMINISTRATOR IN COMMUNITY DEVELOPMENT IN MYANMAR

3.1   A Chronological Overview of Myanmar Politics

Myanmar declared independence on January 4, 1948 and set up the Union of Myanmar. Because of this, the period from 1948 to 1962 can be referred to as the Age of the PhaSaPaLa Parliament Administration. The military government ruled Myanmar from 1988 to 2011, first as the SLORC and then as the SPDC. On September 18, 1988, the army was assigned to the authority of the state force and the 'State Law and Order Restoration Council' was formed.

Since taking office in March 2011, the first democratic government has pursued a policy of political liberalization that has lessened repression and opened doors for participation in institutions founded by the military a decade ago. Both civil society and the political opposition have gained greater political space as a result of these reforms. As a result, the government reforming measures have been largely praised by the world community. (Croissant & Kamerling, 2013)

The first democratic government (2011-16) functioned in a political context that was becoming increasingly difficult. Policymakers had to consider the new parliament's limited but expanding influence, the developing non-governmental sector, which included the growth of free news, and an increasing desire in preserving positive global ties. Delegation of authority to countries and regions has broadened the scope of localized governance. During this time, policymaking was centered on the President's Office and several high-ranking ministers. Realizing how restrictive the policymaking process had been in the past beneficial reforms were made in reaction to the new climate and several significant successes were achieved. The first democratic government of President pioneered various new consultation activities. On specific topics, policymakers sought expert opinion. By engaging the support of outside bodies and, in some circumstances, working with experts seconded to government departments, ministries were able to make better use of international technical experience. By disseminating policy through the media, for example, a greater public consultation was

undertaken. Proposals, as well as consideration of following feedback or concerns. Working groups were organized in a number of subjects, including international commerce and environmental issues. Some working groups were broad and diversified, while others had a small number of national and international organizations in them. They enabled government ministries to interact with domestic civil society and international groups, especially on technical topics like as climate change. Over time, data has gotten more precise and thorough. It was becoming more and more popular as a basis for policymaking. Law rewriting, the establishment of a parliamentary constitutional review commission, and large donor initiatives on subnational governance and peace processes were all part of the government's reform program. The President had a substantial influence on the subnational governance reform environment, which was directed by the Framework for Economic and Social Reform. The President's Office had six "President Office ministers," one of whom was in charge of state and regional affairs. Furthermore, by establishing collective committees at the district, township, village tract, and village levels, the president pushed governance changes even further. (Asia Foundation, 2016)

In March 2016, a civilian administration led by the National League for Democracy (NLD) gained office after a landslide win in the November 2015 elections. The Union Peace Conference - 21st Century Panglong was held on August 30, 2016, signifying a serious milestone forward in the peace process. It discusses the configuration of the second democratic government, the legislature's changing role, and the institutionalization of the state counsellor position, as well as the second democratic government's emphasis on the peace process (including Rakhine state affairs) as a major policy priority in an attempt to revive previous administration efforts.

Building positive relationships between the NLD, USDP, Defense Services and ethnic armed actors among others is critical not only for internal peace and national reconciliation but also for the country's democratic consolidation. There were good early signs of how the second democratic government will seek to manage this difficult process in the years ahead during its first five months in administration. Even while there are still important places of tension particularly surrounding planned amendments to the 2008 constitution, the military has been cooperative to the second democratic government thus far. Meanwhile, the level of comprehension between the military and democratic forces at an all level, with both the promise of increased participation in the parliament, where the military still retains 25% of the votes. So far, the army has been

prepared to follow the rules of the constitution and adapt to the change administration to perform its congressional and executive responsibilities.

The new government has taken access to large swaths of the political status quo and formed functional connections with several other main players in order to encourage future transformation. Of course, state power is still being consolidated, especially because key security ministries are still in the hands of former military officers. The second democratic government, on the other hand was able to center power on state counsellor. She can effectively manage most of the government in her capacities as state counsellor, foreign minister and minister in the president's office. Furthermore, the four subcabinet committees in charge of the government's day-to-day operations have been bolstered and given a boost in activity. The Rakhine Commission has also been reorganized, and a major domestic advisory committee has been established. (Sein & Farrelly, 2016)

The second democratic government issued a "7-Step Roadmap for National Reconciliation and Union Peace" in October 2016. Later, government devised a twelve-point economic program that included commitments to promote effective public financial management through fiscal openness and the restructuring of state-owned firms. Myanmar Sustainable Development Plan (2018-2030) (MSDP), the country's development vision was developed in August 2018 and established a framework for aligning project selection with government goals.

Corruption continues to be a key impediment to the country's growth contributing to rising inequality and higher business expenses. In the Corruption Index, Myanmar was placed 147 out of 168 countries. Measures to fight corruption have been considerable under the second democratic leadership. The Anti-Corruption Code of Ethics for Companies and Body Corporates was established by the Directorate of Investment and Company Administration (DICA) in August 2018. In the same year, the government modified the Anti-Corruption Law to increase the power of the Anti-Corruption Commission (ACC) by providing it more jurisdiction to conduct investigations. So far, the ACC has attained significant success against big corruption. Charges against prominent civil servants and the chief minister of Tanintharyi Region are notable examples. Myanmar's position in the Corruption Perception Index increased to 132 out of 180 nations in 2018. (Aseannewstoday, n.d.)

The most unreformed aspect of Myanmar's governance institutions is local governance. The Union administration has changed significantly since 2011 with the

election of the upper and lower houses of parliament as well as the installation of a president and cabinet by that parliament. As a result of the development of their own governments, states and regions have become increasingly powerful each with its own chief ministers and cabinets as well as local parliaments. As the second democratic government considers ways to improve public services and social fairness, it is constrained by local governance institutions that appear to be out of step with the country's goals for change. (Sein & Farrelly, 2016) The General Administration Department will be established according to the agreement reached at the Union Government Meeting in 2018. On December 28, it was transferred to the Union Government Office. (gad.gg.mm, n.d.)

3.2   Transaction of General Administration Department

In 1908, the Myanmar Secretariat enacted the Kodha Law under which the Secretary-General was responsible to the cabinet for general administration. The colonial administration was pre-Diakite; it can be divided into three periods (administration of colonial Myanmar, parliamentary democracy, general administration department): Diakite Administration and 91 Departmental Administration.

The revolutionary council introduced the new system of in 1972, in order to effectively prepare the existing system of government in Burma for the benefit of the ethnic nationalities and to prepare for the installation of a socialist democratic mechanism. Under the Ministry of Home Affairs and Religion, the GAD was established as a separate department in state / divisional offices and township office. At the first Pyithu Hluttaw meeting held on March 2,1974, the People's Council Law was enacted, and region, township and ward / village tract People's Council levels and executive levels were formed.

At the State Council held on December 11, 1976, it was decided to transfer the office of the General Administration Department to the State Council as the basic offices of the People's Council levels. From April 1,1977 the General Administration Office will be taken over as the basic office of the People's Council, and the remaining General Division in the Ministry of Home Affairs and Religion will be reorganized. Development Affairs Division and the General Department was renamed as the General Department from April 1, 1977 to carry out the activities of the Press Censorship and Registration Division.

On September 18, 1988, the Tatmadaw took over all state power and formed the State Law and Order Restoration Council. 174 staff positions in the Office of the State Law and Order Restoration Council and 26,140 staff positions in the former state / region and township People's Council offices; A total of 26,314 positions were filled by the staffs working in each of these positions from November 1,1988 to the Ministry of Home Affairs. An order was issued to extradite him to the General Department. The General Department under the Ministry of Home Affairs and Religious Affairs was reorganized as GAD from November 7,1988. Based on this, November 7 is celebrated annually as the anniversary of the General Administration Department.

The State Peace and Development Council was amended on November 15, 1997, in order to establish a disciplined democracy in the state and, as soon as possible, to establish a peaceful, modern and prosperous new nation. The State Peace and Development Council Community peace and rule of law activities. State / Region Peace and Development Councils were reorganized by state / region Peace and Development Council Declaration in anticipation of future management mechanisms in order to maintain the momentum of nation-building activities. Similarly, according to the State Peace and Development Council, district administrators from the District General Administration Department are appointed by the District Peace and Development Council serves as secretary. At the Township Peace and Development Council level, the General Administration Department serves as the Township Administrator. The Ward / Village Peace and Development Council is made up of two respected members of the ward / village tract. After the reorganization, the State Peace and Development Council issued a proclamation (3/2006) ward / village tract General Administration Department that the District Administrator is the President of the Peace and Development Council for the District.

According to Proclamation, the Leading Bodies of the Six Self-Administered Areas were authorized and the District Peace and Development Council and Township Peace and Development Council were dissolved in those areas on March 30,2011 of the State Peace and Development Council. General Administration Department staff in the area work in the Self-Administered Area Offices. The District Peace and Development Council and Township Peace and Development Council were dissolved by the State Peace and Development Council Declaration on March 30,2011after authorized delegation in six autonomous regions. General Administration Department staff in the area were working in this area's office.

According to the agreement of the Union Government Meeting, the General Administration Department will be established in 2018. It was transferred to the Union Government Office on 28, December. (gad.gg.mm)

3.3 Functions and structures of General Administration Department

There are four different levels in the General Administration Department union level general administration, state and regional level general administration, township level general administration and village tract level general administration.

The GAD continues to play its historic role at the Union level, which is primarily focused on general administration. The department's eight primary functions, as defined by GAD policy are (1) land administration, (2) excise administration, (3) tax collection (four types), (4) village and town structural settlement, and (5) rural development (6) the formation and registration of organizations and associations, (7) the conferral of honorific titles and medals, and (8) functions relating to immovable property restriction.

The GAD as a basic state functionary, responds to orders from a variety of government bodies. Responsibilities given by the President's Office and Union Government, functions entrusted by the Ministry of Home Affairs, major duties and functions of the General Administration Department, responsibilities assigned by other ministries' according to its policy guidance.

Due to the wide range of responsibilities, the GAD structure at Union level, namely its headquarters in Nay Pyi Taw, includes seven divisions, namely the "Administration, Personnel and Logistics Division, General Division, Land, Excise and Revenue Division, Budget and Accounting Division". , Department of Education and Research, International Affairs Division and Institute for Management Administration (IDA). (Kersbergen & Waarden, 2004)

As a result of the 2008 Constitution, 14 new state and regional governments were established. The GAD performs administrative and administrative responsibilities for the regional / state government, the regional / state Hluttaw, as well as Union ministries and state / regional departments. fundamental coordination the executive secretary of state / regional government (Deputy Director General level) is the senior GAD administrator for each state and region, and currently supervises 283 GAD employees working in the Office of the General Administrator, the Office of State Government / region, and the Office of Hluttaw in each state and region.

The Chief Minister and nine state/region governments receive administrative help from the GADU Government Office, while the Hluttaw State/Region receives technical assistance from the Hluttaw Office.

The municipal offices are staffed by 34 GAD employees who report to the municipality administrator, who also serves as a deputy director. The General Administrator's Office is in charge of the overall administration of the state or region (for example, the management of general financial as well as human capital requirements). This "horizontal" presence at the state/regional similar to the reference that the state's communication, administrative, financial planning, and overall operation are all in order. / regional government are heavily reliant on the GAD's work.

The Executive Secretary reports directly to the GAD within the state/regional governance structure but is supposed to report to the Prime Minister. As addressed by Myanmar's state and regional governments, it is unclear how this relationship would develop. operates in practice, and it is likely to differ between states and regions. Regardless, GAD is regarded as important both within and outside of state and regional governance institutions. While the prime minister has some authority (for example, over certain cabinet staff appointments), civil society organizers in one state stated that the GAD is responsible for releasing the state / region budget.

In terms of the GAD's double functions mentioned at the outset of this section, the Office of the General Manager is in charge of much of the "essential factor," referring to GAD's headquarters' six divisions to perform the work allocated to it. allocated to the organization over a longer time span (eg tax collection, demographic aggregation, communication and intergovernmental cooperation and registration, and various approval processes).The GAD is divided into two branches: one that handles the GAD's core functions, and the other that provides administrative and financial support to the state and regional governments. The Government Office and the Hluttaw Office, on the other hand are distinct new creations to support the new sub-national governance bodies. To that purpose, the Government Office has two subcommittees that are responsible for various responsibilities in support of the Prime Minister and his Cabinet, including economic and social policy assistance, program management, and cabinet support. related. There are two departments within Hluttaw: one that provides legal assistance for bills, and the other that manages Hluttaw conferences.

The major point of interaction between Myanmar's population and the government is the municipal administrations (municipal authorities). Most government

operations, including as demographic records, land registries, and most sorts of tax collection, take place at the municipal office, which is led by the municipal administrator. Municipal administrators frequently describe their roles as promoting social and economic development by managing municipal affairs, overseeing development projects, and coordinating with other government agencies. Municipal administrators are in charge of coordinating GAD Rural Development Funds are community grants that are tailored to the needs of each person. Previously fully administered by the GAD, grants are already managed by city officials in partnership with state or regional governments.

The municipal offices are staffed by 34 GAD employees who report to the municipality administrator who also serves as a deputy director. Municipal offices are the same size regardless of population size as are GAD offices at other levels. The city manager is assisted by a deputy city manager who is also a personnel officer. They manage an office primarily staffed by clerks and accountants. (Saw & Arnold, 2014)

3.4   Selection of Local Administrator in Democratic Regime

Township administrators were selected and recruited as district / village district administrators prior to the 2012 district or village district administrators law preparing them for election. Ward / Village district administrators are now elected indirectly by 10/100 households' leaders. Local candidates are generally controlled by a small group of government officials and are subject to stringent regulations. Nonetheless, after being elected, district or village administrators in the majority of states and regions claim to be more accountable to the people. (Saw & Arnold, 2014)

The 2012 village tract or ward administrator law provides for their election but slightly changes the margin on the role of ward / village tract administers to act as people's elected representatives. The traditional authority and position of the ward administrator / village administrator are based on the village tract / ward maintaining the rule of law. Most are retained such as disciplinary issues or mobilization of community workers. It has to do with a more developed role such as providing information and reporting village problems to the township administrator.

Ward or village tract administrator and 100 households' qualifications must be met by ten head of households. The essential qualifications are "being a citizen born of two parents, being over 25 years of age, having a fair education, having sufficient for living, consecutively residing in the relevant ward or village tract for at least ten years

and intending to reside in the relevant ward or village tract at the time of performing the current duty, being a person who is respected by society and has dignity, capable of completing the assigned task, the ability to complete the assassination, family members who live together have good character and are honest, not being a civil servant in active service, not being a member of an armed group; not being a member of an illegal organization, not being a contact."(MOHA, 2012)

3.5   The Role of Local Administrator in Democratic Regime

Village tract administrators continue to play an important role. Village tract administrators have strengthened the vertical role in public administration, as has the township administrator of the general administrator who supervises them. Administrators in rural areas are in charge of collecting taxes; several sections such as land registration and demographic reports, continue to operate as before. Village managers may be required to sign farmer loans from the Myanmar Agricultural Development Bank at times. The only contact rural managers have with businesses is to issue letters of recommendation for certain licenses and permits. 33 office procedures and security standards record and document economic and social statistics. (Saw & Arnold, 2014).

There can be five major categories of responsibilities and duties of local administrators. Among these are access to justice, safety and security, documentation and data collection, financial services, development and relevance assignment.

Access to justice: Local administrators are arresting and punishing criminals and vice, as well as informing and assisting in the areas of revealing, informing, and complaining. When a celebration, including ceremonial concerns, is held without permission or in violation of the required terms and conditions, they must notify the township administration and police department, as well as the person who changes on loudspeakers without authorization. To maintain the rule of law, local administrators must notify relevant parties when they discover lawbreakers such as a billiard table company, gambling, or providing public entertainment without license. They manage cultivable land under the authority granted by existing law and notify authorities if a stranger who does not live in the ward or village is discovered.

Safety and Security: Local administrators are responsible for protecting people's rights and carrying out activities and duties related to disciplinary matters affecting people who live in the ward or village tract. They are responsible for

preventing and protecting the public during man-made and natural disasters in their area. If an emergency condition emerges due to the fall of disasters that have affected the public's interests, they must be carried out vital and directly benefitted work for local people with the agreement of the township administrator.

Documentation and Data Collection: Local administrators are in charge of receiving and granting guest list information for overnight visitors from other wards or villages as well as recording, inspecting and acting on the guest list if it is not informed as well as compiling the birth and death registers as well as the family's move for leaving and coming and the population list. They inspect border posts or stone posts connected to surveying posts in the city district or municipality, report unusual border situations to the municipality administrator, submit them to the competent authorities, and, if the land is on village land, carry them out in accordance with city and municipality land laws.

Financial Services: Local administrators are in charge of collecting land revenue and government loans, as well as maintaining ponds and fish ponds, forbidding trespassers and fishermen from entering the ponds without permission, and contacting the appropriate authorities if the regulations are broken.

Development: Local officials have kept detailed records of community needs to present at a monthly meeting conducted in the township administration office to receive budgets from the federal and state governments. They are assisting and assisting in the implementation of projects related to rural development and poverty reduction. One of the roles and obligations of the local administrator is to reduce poverty.

Relevance Assign: Local administrators coordinate and assist the functions and duties of department organizations at the ward or ward tract level, carrying out functions and duties assigned by the relevant Township Administrator in accordance with law, and assuming any existing law's powers and responsibilities. (MOHA, 2012)

CHAPTER IV
SURVEY ANALYSIS

North Oakkalar Township is divided into 19 wards and one administrator in each ward. Based on the ward/ village tract administrators' law of 2012, these local

administrations are chosen with the cooperation of community representatives (amended 2016). Ward administrators are responsible for a variety of tasks, including tax collection, land registration, and demographic reporting to the township general administrator. Ward administrators may even be required to sign off on Myanmar Agricultural Development Bank loans to farmers. Ward administrators only interact with businesses to provide recommendation letters for specific licenses and permissions. They are arresting and informing the public about gambling in public places, compiling the register of birth and death, relocating the family and population list for leaving and coming, helping and assisting in the implementation of works related to rural development and poverty reduction, coordinating and assisting the functions and duties of department organization at the ward level based on the declaration 2012 ward/village tract administration law and by law.

4.1   Research Design

The survey was conducted to the administrators of nine townships, one for each ward. A questionnaire was handed to each administrator, and the interviewer discussed the questionnaire's aims, contents, and methods. Face-to-face interviews were conducted. Ward/village tract administration law 2012, as well as the second and third amendments to the ward/village tract administration law 2012. The survey used semi-structured questionnaires and performed Key Informants' Interview (KII) with local administrators as well as Focus Group Discussion (FGD) with community members. Roles and responsibilities, development, problem solving, communication and information sharing, capacity building, and security were among the six elements of the key informants' interview questionnaire. Based on the questionnaire, the key informants' interview focuses on local administrators' difficulties and challenges. The second sections of the FGD questions were developed, the responsibility of the local administrator, problem solving, information sharing and community security. The purpose of the focus group interview was to learn about community perceptions of local administrators' performance for community development. The key sources are women and men from these wards' local administration and some community members and the interview questionnaire is employed with open type questions to respondents. The survey used sample random sampling with cast draw lots to collect data. Secondary data and information from the township administration office, as well as publications such as books, journals, articles, research, reports, and documents, are used to replenish

the study. This study used two different data collection methods, namely Key Informants' Interview (KII) and Focus Group Discussion (FDG) to respective respondents.

4.1.1 Sample Design

There are 19 ward administrators, with 9 ward administrators selected for key in formats interviews. The sample fulfils nearly 50% of the target administrators and the sample was chosen using a sample random sampling research method. For the FGD, a total of eighteen households were interviewed, with two households from nine- ward which conducted KII interviews and representing community members who have lived in each ward for at least seven years.

The six elements of the key informants' interview questionnaire were roles and responsibilities, development, problem solving, communication and information sharing, capacity building and security. There are 49 questions under these six elements, as well as peer-to-peer questions based on these questions. The five components of the focus group discussion questions are the local administrator's responsibilities, problem solving, information sharing and community security, with 26 questions designed under each section and interviewed follow-up questions based on the results. The survey will take place from October to December 2020.

4.1.2 Study Area

The study area focuses on the problems and challenges faced by nine ward local administrators in terms of their roles and responsibilities, development, problem solving, communication and information sharing, capacity building, and security. The survey used semi-structured questionnaires and key informants' interviews (KII) with local administrators, as well as focus group discussion (FGD) interviews with community members to learn about their attitudes toward local officials. The survey used sample random sampling with cast draw lots to collect data. Development, the local administrator's responsibilities, problem solving, information exchange, and community security were the five components of the focus group discussion questions. In June and July 2020, key informants' interview pilot survey was performed with 7 people and the focus group discussion pilot survey was done with five people.

4.1.3 Questionnaire Design

This survey was conducted key informants' interview on ward administrators who are working in Shwe Pauk Kan Ward, Ta Wag Bae Ward, Hsa Lane Ward, Sa Lone Ward, Nya Ward, Nga Ward, Wai Bar Gi Ward, Two Ward, Hka Khway Ward from North Oakkalar Township. Focus group discussion was conducted to 18 households who live in Shwe Pauk Kan Ward, Ta Wag Bae Ward, Hsa Lane Ward, Sa Lone Ward, Nya Ward, Nga Ward, Wai Bar Gi Ward, Two Ward, Kha Khway Ward from North Oakkalar Township. The majority of community members are casual laborers, restaurant owners, private employees, government teachers, and ward executive members. The survey questionnaire developed based on issues of ward administrators who dealing with functions and responsibilities for community development. In June and July 2020, a key informant's interview (KII) pilot survey was conducted with seven persons and a focus group discussion (FGD) pilot survey was conducted with five people in Mayangone Township. Questionaries that had gaps were revised to fit the research purpose. In the main portion, there are two types of questionnaires: one for the key informants' interview (KII) questionnaire and another for the focus group discussion. The six elements of the key informants' interview questionnaire in section one was roles and duties, development, issue solving, communication and information sharing, capacity building, and security. Under these six elements, there are 49 questions, as well as peer-to-peer questions based on these questions. Development, the local administrator's responsibilities, problem solving, information sharing, and community security were the five components of the focus group discussion questions in section two, with 26 questions designed under each section and interviewed follow-up questions based on the results.

4.2 Background Information of Respondents

Based on ward or village tract administration law, some qualifications of the of local administrators as per Chapter –III ward/village tract administration law (amend in2016) are reaced the age of 25, had adequate means for his livelihood, received a fair education, and resided in the ward/village tract.

Table (4.1) Profile of Key Informants' Interview (KII)

(October 2020 to December 2020)

Interview Number	Name of Ward	Age	Gender	Education	Status of Work Occupation	Interview Date
1	Shwe Pauk Kan	52	Male	Graduated	Own Business	Dec-3-2020
2	Ta Wag Bae	48	Male	Graduated	Smith	Nov-2-,2020
3	Hsa Lane	36	Female	Graduated	CSOs (Volunteer)	Oct-4-2020
4	Sa Lone	65	Male	Graduated	Own Business	Oct-15-2020
5	Nya	54	Male	Graduated	Hotel	Nov-15-2020
6	Nga	48	Female	Undergraduate	Beauty Saloon	Nov-2-2020
7	Wai Ber Gi	46	Male	Graduated	Own Business	Nov-10-2020
8	Two	56	Male	Graduated	Own Business	Dec-10-2020
9	Hka Khway	48	Male	Graduated	Store	Dec-14-2020

Source: Survey Data (2020)

All for consecutively 10 years and will continue during term (except for a local retired government official). A total of 9 administrators out of 19 in which male is 78 per cent and female is 22 percent participated in this key informant's interview.78 per cent of local administrator's age are between 35 and 45 and only 22 percent are 63 and 65. In educational level, 89 percent are graduated from different university expect 11 percent is high school education level. It's hard to assume that under graduated person will have low confidence than others to lead in ward. But education plays a critical role in making smart decision or communicate with external resources.

Analyzing the occupational status of the respondents, all of them have their own business such as beauty salon, hotel, lathe, shop and farmers (land owner) and 89 percent are staying in born but 11 percent came in North Oakkalar Township in her teenager life. It is really important that long life staying experiences and different occupation to be supportive in their title to be dutiful and effectiveness. 89 percent of respondents' experiences are between 5 years to 2 years 11 percent is only 10 months because of old administrators passed away and re-elected new one.78% of local administrators has provided assistance in NLD as member especially in development activities in their past. All of them became to be an administrator because they were interested in community issues and they wish to prefer to be developed of their ward.

In summary, all respondents agreed that to learn about basic legal process and more capacity building to reduce their challenges and personal development. Also,

government should change their management or structure process to be same as democracy situation.

Table (4.2) Profile of Focus Group Discussion (FGD)

(October 2020 to December 2020)

Interview Number	Name of Ward	Age	Gender	Education	Status of Work Occupation	Interview Date
1	Hsa Lane	57	Male	Undergraduate	Volunteer	Oct-19- 2020
2	Hsa Lane	58	Male	Undergraduate	Volunteer	Oct-19- 2020
3	Tta Wag Bae	46	Female	Undergraduate	Casual Worker	Nov-25-2020

4	Tta Wag Bae	37	Male	Undergraduate	Casual Worker	Nov-25-2020
5	Nga	31	Male	Graduated	Staff	Nov-25-2020
6	Nga	30	Female	Graduated	Teacher	Nov-25-2020
7	Two	53	Male	undergraduate	Committee member	Nov-25-2020
8	Two	42	Female	Undergraduate	Casual Worker	Nov-25-2020
9	Hka Khway	42	Female	Undergraduate	Own Business	Nov-25-2020
10	Shwe Pauk Kan	33	Male	Undergraduate	Staff	Nov-25-2020
11	Wai Ber Gi	43	Male	Undergraduate	Own Business	Dec-20-2020
12	Wai Ber Gi	38	Male	Undergraduate	Casual Worker	Dec-20-2020
13	Nya	28	Female	Undergraduate	Casual Worker	Dec-20-2020
14	Nya	32	Female	Undergraduate	Own Business	Dec-20-2020
15	Shwe Pauk Kan	55	Male	Graduated	Own Business	Dec-20-2020
16	Sa Lone	52	Male	Graduated	Own Business	Dec-20-2020
17	Sa Lone	67	Male	Undergraduate	Casual Worker	Dec-20-2020
18	Hka Khway	45	Male	Graduated	Own Business	Dec-20-2020

Source: Survey Data (2020)

Eighteen households were interviewed for FGD by selecting two households who represent and have lived over 7 years from their wards that conducted KII interviews wards. In focus group discussion, 61 percent of man and 39 percent of women participated and shared of their perspective 23 percent education is graduated and 77 percent undergraduate. All respondents shared their experience and perception that they were facing with local administrators and 100 households' leaders that carried out to know realistic situation in ground level with different perspective.

4.3 Feedback from Key Informants' Interview
Duties and Benefits

There are 32 roles and duties of the 2012 section or village tract administrators' law pursuant to Chapter VII concern security, laws, and regulations: security, prevailing law and order, security and peace of the community, functions and duties related to disciplinary matters, receiving and obtaining permits for overnight guests, arrest, and information so that they can take action against gambling. Around 14 are concerned with development, including health, assistance in rural development work, assistance in communicable disease prevention, compilation of birth/death registers, maintenance of canals, embankments, rivers, and so on; and natural disaster relief. Six elements were interviewed by nine out of 19 local administrators for a key informants' interview (KII). Most of local administrators said that

"They do not aware role and responsibilities of local administrator."

They are required to serve on issues or activities that emerge in their ward because they were elected ward administrators; however, they are unaware of the 2012 ward/village tract law, and previous administrators performed similarly.

Out of 9, two respondents were women who was facing different challenges by male local administrator in community. One respondent said that,

"At initially, the community has been critical of the local administrator, who is a woman."

The respondent is a woman, but after her husband died, she became the head of her family. She volunteered in the development activities of the NLD parties because she was interested. She runs her own business to support her family. However, she is a woman, particularly a married woman, who lived by performing housework and caring for their home in accordance with culture and tradition. As a result, some of the men who lost during the election of local administrators spoke out against her and community members, urging her to resign from her post as local administrator. There would have been more difficulties if she had not received external factors such as NLD members' and experienced people's support and suggestions on how to solve problems and manage cases because criminal and civil natures are different, and others, as well as her commitment and interest in their ward development, which helped her overcome those problems. Equal benefits and facilities for men and women are also issues for women.

All respondents were facing the challenges due to the benefits. One respondent recommended that

> "*Because my contribution to the work is not possible, I prefer more actual expenses to a fixed amount.*"

The cost of printing, typing, stationery, and other necessary office supplies was mentioned by respondents who worked as local administrators. All respondents must attend a monthly coordination meeting and submit birth and death lists to the township officials. He gave various types of approvals in the ward office on a regular basis, as well as patrolling their ward at night. The response is to solve cases involving drugs, domestic violence, and even criminals. People saw what the local administrator received from the government, but they did not see how much money and vehicles were spent. However, because of the lack of transparency and a lack of communication, the community believes that the local administrator is corrupt.

Power Delegation

All respondents desire to help as much as they can during a transitional period. They also hope to do both physical growth and safety in their respective locations, as opposed to the past. They recommended a community requirement for documentation in a meeting of coordination to carry out development operations. One respondent said that

> ""*I serve as a link between the government and the grassroots.*" *The role is unclear; it appears to be a burden for social affairs and a lack of community trust.*"

One of the respondents is a university graduate who owns a business. Even before to becoming local administrator, he was also involved in NLD development activities. Local administrators' workload varies depending on not only his livelihood but also the workload of the parties. In general, he is aware of what he needs to do by observing previous people and training awareness. Not only he, but also government staff and parliamentary members, are unaware of their respective roles. The role ambiguity created a slew of challenges, including increased workload, complex decision-making, and community members misinterpreting the situation. According to the current function, local administrators communicate with the community primarily through 100 households' leader. This does not imply that local administrators are disconnected from the grassroots and rely on 100 households' leaders and 10

households' leaders for information and movement. Out of 20, one respondent recommended that

> "*100 households' leaders should be beneficiaries (stipend or salary), which will hold them be accountable and motivated them to work.*"

Furthermore, the clerk is important in running this administration because the majority of the clerks have been serving since before the 2012 ward/village administration election. They have the resources and experience to assist local administrators. However, 100 households' leaders were competitors in the local administration election, which resulted in procrastination and failure to fulfill their responsibilities, making it difficult to serve the responsible. Furthermore, 100 households' leaders are volunteers who do not receive a salary or stipend from the government or other organizations, which reduces their motivation to work for the community as volunteers. One respondent said that

> "*Less of collaboration and coordination between responsible parliamentarians and administrator.*"

In his ward, there is an old market, and intruders come to stay in this area. As a result, the community complained to him. He was able to keep intruders out of the old market in the ward and reported on the situation at the monthly coordination meeting. The parliamentarians arrived in this area and allowed the invaders to remain there without question. As a result, the community was misunderstood in order to exact vengeance on the local administrators and households' leaders. If the responsible person is to make a decision about the ward, it must be done after consulting with local administrators or through a transparent process. Those case management and decision-making processes are extremely harmful, and they encourage negative effect in the community while also encouraging more corruption in the community. Furthermore, their trends lacked power delegation and a path to good local governance.

All respondents said about the union government budget allocation in their township. Upon this situation one respondent said that

> "*Less of inadequate funding by Union and State Government for community development.*"

All responses agreed to distribute the money equally during the meeting, and any extra funds will be used for rotation or urgent needs. Parliamentary members and township level YCDC employees visited the neighborhood to learn about their needs, after which they settled on an activity-based budget amount, which the YCDC

implemented. During the implementation, they keep records of the actions that have been completed as well as the community's support. Local government is a part of democratic practices because of decentralization. Decentralization relieves the central government of the load of operations and services. Decentralization is based on respect for diversity and the need to concentrate on localized activity. According to the respondent's explanation, the roles of the local administrator, parliamentary, and YCDC are complicated. Only local administrators must assist their communities and follow administration and parliamentary members' instructions, but they do not have the authority to put them into action. Because of their budgeting management of the Union Budget and state government budget, there is also a lack of transparency and development concept or awareness among all stakeholders. Under North Oakkalar Township, each ward's population and geographic location are different. It is not justice or conflict resolution if they have an equal amount of money between them. Those situations involve conduct barriers which are a function of local governance and are in effect as of 2012 under the ward or village tract administrators' law.

Capacity Building

Since 2012, local administrators have been elected, and they have limited capacity to serve the duties and must have a clear understanding of their role and responsibilities. According to an interview with ward administrators, they are unsure of their responsibilities. They become ward administrators because they want to help the community. The majority of the local administrators had not received adequate training to carry out their duties. Most respondents agreed that

> **"They have some difficulties such as solving the community problem for community because of the less of adequate information."**

GAD and sometimes NGOs, particularly UNDP, provided short-term (2 or 3 day) capacity building to respondents. Other departments' resource persons, such as police and law officers, came to training and shared information about the current legal system, legal awareness, and other knowledge in a short period of time in their first experience. The respondent wishes to provide a training course similar to previous ones (old local administrators' course). He did not receive or interview for assessment training that was planned by the township administration department and its responsible person. He only went to training because it was part of their plan. As a result, he used to seek legal assistance from legal aid organizations such as Law Farm or non-governmental organizations (NGOs) whenever he was involved in a criminal case, such

as an underage rape, or when he faced financial difficulties in gaining access to justice. He has to work with people from his past for a year because they frequently need to borrow signatures to approve or witness. Although he does not have a problem with travel approval or settling approval lists, he does not know how to sign a contract on land issues. He didn't know how to ask for help with inheritance issues. The office work was only the beginning; he also received senior assistance during this time. If the respondent does not support and self-learn, he or she will face numerous problems and potentially harmful situations, such as incorrect instruction in civil cases to the community. This situation will lead to a decrease in community trust and pro-active participation. Community involvement is essential not only for democratic governance but also for local governance in order to maintain a check and balance between right holders and duty bearers. A passive community reduces the checks and balances in government services and increases the likelihood of corruption among service providers. Most respondents agreed that

*"**It will be detrimental to community management if he does not receive support from the previous administrator.**"*

The respondents were aware that old administrators were required to attend a one-month training course. During the month, old administrators can learn about various formats, practical tasks, and legal procedures. So that they can manage their work and know how to do more than they do. They aspire to receive such training in order to be skilled. The government should consider analyzing their current training program and redesigning it to be more effective in training local administrators. They should also consider developing a capacity development program for trainers so that they can effectively share their knowledge. Another respondent said that,

"*Community should have legal knowledge for their affairs*."

A member of the household arrived to obtain his approval for the contract owner's name. So, he explained the procedure for completing that contract, but she retorted that he had put her in a difficult situation. After a day, she returned to collect my signature, but she was unable to do so because the person who filed the lawsuit in court was her father. He will not be able to give approval again if her father does not come to the office by himself. She was misunderstood once more and returned with her father. There will be a problem in the future if he signs without understanding this process because it is about ownership. Local administrators provide direct services at the grass roots level. Basic legal procedures must be understood in order to manage cases effectively. On the other hand, government responsible personnel should follow up to learn about their actual situation and community situation in order to provide effective training and a check-and-balance situation.

Safety and Security

With the assistance of a responsible person, all respondents participated in patrolling. They used to patrol late into the night after finishing their tasks. Local administrators that have an industrial zone in their ward are different from other administrators. One respondent said that

"*There are more workload and burden in pay days to prevent looting in her ward*."

The majority of local authorities are accustomed to patrolling in the middle of the night. However, her ward has an industrial zone. Her ward is large, and the majority of intruders live along the creek. Also moored alongside her ward is a boat that absorbs sand. Drinking and drug abuse are more prevalent in these situations than in other situations. To alleviate the situation, she used to patrol if she had free time between 10 p.m. and 1 p.m. because there are more drinkers and drug users active at that time, and she had to turn around after her office tasks.

According to government orders, no one is allowed to go outside between 12 p.m. and 4 a.m. in a pandemic situation. People in the neighborhood frequently do not leave. Often, only bad people are ejected. Some people who have returned from street work are running late. He contacted the leader of the 100 households' and returned it to the parents. Someone on his team's patrol asked, but the person couldn't be sure. They were arrested as drug addicts or thieves and turned over to the police. During a pandemic or a normal situation, local administrators provide community safety within

the constraints of limited resources. However, they are not in a secure situation. Because of their township situation, such as drugs and intrude cases, it is a very risky situation. One respondent said that

"*Facing raped instances and dealing with the police is inconvenient.*"

She used to seek legal assistance whenever she was involved in a criminal case, such as an underage rape, or when she faced financial difficulties in gaining access to justice for a victim. When the police asked her, she felt it was unfair and haunting, especially in a raped case. Raped cases used to be hidden away, but the police asked her, "Did you see anything?" How did you find out? That was actually out of her price range. As a result, she thought that she needed to learn the law. Local administrators provide security not only in the community but also as witnesses in court if necessary. Their role is critical at the grassroots level for security and justice. One of respondent said that

"*There are not update records in ward office.*"

According to the respondents, she has been ward administrator since 2015. She was aware that there was undeveloped land in her area and planned to construct a library. There are landowners who attempted to sue her when she carried out the activity. As a result of this situation, she is facing a trial in court. During this situation, she has no one on her side. These circumstances reduce the motivation of not only the current local administrator, but also of neighbors and future administrators to carry out their development work. One respondent recommended that

""*Community development is directly related to the performance of local administrators.*""

Her ward is settled on the other side of Nga Moe Yeik Creek. As a result, there is a land slide challenge in her area every year. In this case, she sent the GAD, parliamentary representatives, and group signs' advisory letters directly to the state government and its relevant departments. The execution of the budget is required by the state government in order to propose operations. This achievement is directly proportional to her dedication. Those kinds of results will not be received if someone is uninterested in duties. The government should consider their safety and security, as well as providing legal services if they are facing a trial process related to their duties, in order for them to be mentally safe and to have self-confidence in their duties. If the government does not provide them with such assistance, it will have a negative impact on development, access to justice and community perception.

Case Management

There are difficult to handling of invaders issues however government are provided with smart cards and a book officially. If invaders stay for more than 1 month, they will be notified to 100 households' or local administrators. There are so difficult to handle invaders cases but local administrators tried to handle it. One respondent said that

> **"*There are too many dangers in the intruder maintenance process. Unfortunately, we may perish*."**

The majority of new tents attempted to sell by bone-head. If more tents were discovered, he and 100 households' leaders, 10households' leaders, and other locals were dispatched to dismantle them. They are unable to resolve the invasion and are only able to sustain the current status. Those cases are far too risky to manage. The government should consider how to deal with invaders, but it must do so with a clear plan because the number of invaders is too great throughout Myanmar, particularly in Yangon. When the government solves problems without forethought, there will be conflict. Most respondents said that

> **"*They are in risk because of the drug cases that are being handled in their neighborhood*."**

Drug, domestic violence, marriage, theft, and drunkenness offenses used to be prevalent in the respondents' area ward, with drug and drunkenness instances outnumbering other types of crimes. Initially, anytime the Community or the leaders of the 100 households had an issue, they came to his office. He handled issues-based case management. In drug instances, he asked the governor to a meeting where they addressed the problem and how to keep drug users safe. When the governors were present, he talked with the drug treatment hospital. When drug users' governors did not obey the rules, he tried to sue them. In the circumstances of death, anti-personnel, and amputation, the respondents must appear in court as witnesses. Local administrators are, in fact, significant figures in the informal justice sector since the community turns to them for help with any problems they are having. They are in charge of both criminal and civil cases. As a result, local officials are concerned about the drug problem at the grassroots level. If they do not deal with these types of crimes, there will be more criminals in the community. The government should endeavor to put more focus on the rule of law and the implementation of the rule of law throughout the country, as well as the capacity development of local administrators and communities.

Emergency Respond Regulation and Functions

The COVID-19 pandemic is the worst emergency case that spreading out all over the world including Myanmar. In which the role of the local administrators has become more important and pressure than the usual regulation. Nearly all local administrators have to serve their regular function as well as additional instruction from the township administrators. There is no clear regulation and instruction to respond the COVID-19 which makes really challenges to local administrators even they have been threat and mistrust from the community.

"***There is insufficient time to acquire data.***"

The government has set up an emergency fund to help once more. In Yangon, there were 1231280 recipients, of whom 41173 were from North Oakkalar Township. As a result, he went to the township administration office for a coordination meeting. The township administrator called a meeting and ordered that the grant list be compiled and distributed in the evening, with the help of 100 households' leaders. Viber was handed seven criteria shortly after the census, and those who fit the criteria were re-selected. The names were then transmitted to the general administration office of the municipality without being validated. The material was provided in a short period of time, and its accuracy was not guaranteed. Some census data experienced problems with people who were related to the data collectors and who were afraid. Furthermore, several of the relevant target homes were on their way to work during the data collecting period. When the government provides food, this is not an issue. There are voices of anger when these people are re-financed. The problem has increased now that 40,000 kyat has been paid. Even the office throng gathered to listen and understand. People clothed in gold were among those who shouted, and they were asked why they couldn't grab all of the people. Not only does the updated census require a pandemic condition, but it also requires a normal situation as a basic country requirement. If there are no updated census statistics, it will be difficult to determine the target beneficiaries' lists in an emergency case. It will create increased societal conflict, corruption among power holders, and mistrust of government. Because there is no unique information in household data formats that describes intruders or others, forms should be updated based on grass roots.

One respondent said that

"If I disclose the beneficiaries' lists from the board, who will fix the problem?"

To ensure transparency, the Township Administrator's staff instructed her to share the names of beneficiaries in front of their office. She believed that this would lead to increased conflict in their environment. As a result, she distributed the complete amount of support to the designated beneficiaries as well as some of the board members. She established a quarantine facility at her school. She has to make numerous preparations due to limited government support for the quarantine center, and private donors are finding it difficult to make long-term donations. Daily expenditures are at least 500,000 MMK because they have provided three meals a day, refreshment, and basic sanitation to content people. There aren't enough healthcare workers to assist with PPE uniforms. Transparency does not imply the sharing of beneficiary lists rather; it entails a set of procedures. Because responsible personnel misunderstood the procedure, the situation in the community became more complicated. If the government implements a transparency procedure or a complaint handling mechanism in the community, it should consider include training components. To suppress rumors, the government should aim to employ official information exchange with the community. They should also consider a conflict-sensitive strategy in whatever they want to execute.

Another respondent said that

"I simply obey their directions, but there is no one to protect me. I ended up as a thief."

From the Facebook page of U Min Thun, the union minister, I learned that there are more complaint letters at the union level in Yangon. It's possible that he'll be included because of the limited management. He believes that these actions have resulted in a loss of trust between local administration and the community. Some of the 100 households' leaders and 10 households' leaders quit under the difficult scenario. Also, he is unable to take action and exert control over 100 households' and 10 households' leaders who have abused their positions of authority because their employees are volunteers who receive no compensation. There were riots in the neighborhood. He didn't witness any meaningful support. Instead, he saw irresponsible responses and remarks. Who is to responsibility, depending on the circumstances? The ward administrators are being ignored and blamed of being a thief, not the senior authorities who are trying to prevent this from happening. This issue became less about

data, centralized decision-making, formal information channels, and particular complaint-handling mechanisms, and more about community wisdom. For the future, the responsible person should prepare based on the lessons learned.

4.4 Feedback from Community's Perception on Performance of Local Administrators in North Oakkalar Township

Community is rights holders and also, they are receivers of services from local administrators and government. Also, community are more closely to deal with local administrators than the governments staffs. The respondents are coming from different carrier background when asking about their perception upon local administrators. One community member said that

> "*They don't support the work of local administrators because she believes it isn't significant.*"

She did not vote in the ward administrator election because she believed it was unimportant and she needed to work many jobs to support her family. As a result, she was uninterested in the scenario. If something needs to be known, she is the only one who deals with the 100 households' and the 100 households' leader. However, she attempted to contribute if ward development activities were to be conducted. In the event of a pandemic, she realized that excellent people are needed, not just local administrators, but also 100 households' and 10 households' leaders, who will act as informers or communicators on behalf of the community. The upcoming election of municipal administrators will stimulate the public's interest. It would be ideal if the government and non-governmental organizations (NGOs) raised community awareness. Another man said that

> "*Infrastructure has increased since 2010, and they can travel around their ward without difficulty.*"

Since 2010, infrastructure has begun to improve, according to the respondent. Previously, his township's main route was rocky and dangerous for buses. Both the main road and the ward streets are much better now. During the wet season, the roads are not inundated. Only during strong rains do certain streets flood. The concrete has also been used to park the canals. When they require more than official approval, he made a financial contribution. The majority of community service takes place outside of these townships. They used to take public transportation, but there is a need for safety, particularly at night. The community is interested in growth and does not believe

that development is only the responsibility of the government. However, there is no check and balance in place for government services, and many people are unaware of this. There should be a plan in place to provide greater community intervention at the grass-roots level so that responsible people can follow up and reduce corruption. One community member said that

> **"No service corruption in ward administration offices."**

She gets the ward administrator's approval and doesn't have to pay any paperwork. She only interacts with local administrators when she needs to authorize letters or resolve a problem with the household's chief. When local administrators inquired about the approval procedure, it was handy to speak with them. It wasn't the same as it had been. She did not vote either, but the respondents believed that local authorities should be responsible for everything within their jurisdiction. The beneficial changes in services and communication are truly wonderful services, and there will be a healthy interaction between local administration and the community. Those conditions must be maintained in order to foster future collaboration, particularly for development. If the government can raise community understanding of their rights and obligations, as well as their involvement in local governance, there will be more positive relationships. One respondent said that

> **"The local administrator team has a better understanding and awareness of community people than in the past."**

In the middle of the night, a group of young people started playing guitar outside his house. When local authorities and team members saw them, they came over to listen to music and explain the issue before returning all of the youth to their homes. The ward administrator, they believe, has become more understanding. According to the respondents, greater capacity training for local administrators and households' leaders is needed in order for them to be more effective in criminal and civil case handling, such as basic legal knowledge, speaking skills, record keeping abilities, and others. During problem solving, they can use facts and numbers to illustrate their community. Participation of youth in community service is a great way to learn about their varied perspectives. This situation is really supportive in community development and only fulfil of capacity building.

Emergency Response

In Covid-29 situation, local administrators are managing of all community relative issues such as quarantine center, patient handover process, beneficiaries supporting, data collection and others. One respondent said that

"Less of coordination and collaboration of local administrator efforts for social affair."

In her ward, there is a quarantine center. She initially assumed that the government would assist but only to a limited extent. There are people who require not only food but also other services. She set a donation date with the help of 100households' leader. The ward administrator does not attend to help with donation coordination. Her ward administrator's administration is awful because there is a tea shop next to his office where she may sit and eat. They are seated and conversing with one another. The shop that charges a high renting fee will not be able to open. It's causing her a great deal of disappointment. Everyone must follow the laws and regulations, and if someone fails to do so, action will be taken. If the management fails to solve these challenges, the individual and the policies will be challenged. One respondent said that

"Local administrator should pay attention when someone informed."

Local authorities appointed guards requested masks, sat together, and played games. She informed the local administration of the matter when she became aware of it. Then, without coming to the issue location, local administrators informed 100 households' leaders. They did not keep her complaints discreet. It is not an equitable problem-solving procedure. If a case like this happens again, the community will not notify. As a result, receiving true information or witness will be difficult for ward managers and households' leaders. One respondent said that

"Local administrators should keep and update adequate information about community."

He believes that the performance of local administration and 100 households' leaders in selecting beneficiaries is too poor. It was unclear what the household's head was doing in terms of data collecting. His complaint was later gathered into a short list, but the community is unsure when they will receive financial assistance. It's like though he's being played. In Covid's ward, the majority of important people did not receive the support they deserved. It may be the bias of local administration or 100 households' leaders, he reasoned. Without a grant, a large crowd encircled the office, causing the sickness to spread faster. Because Covid has been around for a long time, it is extremely

difficult for all members of the community to keep up. He now understands the significance of local administrators. During the pandemic, the community was well aware of the role of the local administrator at the grass roots level. As a result, they will be more interested in the upcoming election than in the previous one. There is only a need for government staff to monitor how the community is processing the 2012 village tract/ward administrators' law and by law.

CHAPTER V
CONCLUSION

5.1   Findings

Under the Governance, there are three pillars: administration, legislation and judiciary. The administration department is one of the nearest agencies offering services to the city by collaboration with the ward and the village administrators. In order to best address the demands of their residents, the municipal council/ local governance should refine the form, quantity and efficiency of those services. The study aims to highlight local administrators' challenges and issues and the perception of community in North Oakkalar Township. This study is based on interviews with a total of 9 local administrators and 18 households' members.

This study found out that most local administrators' background are active members of NLD. All of them lived above 10 years in their places and ages are between 35 to 45 expect two who are 60 and 57 years, most are marriage expect one. By looking into their education status, it was found out that majority of local administrators were graduated from university and only are under graduated. Local administrators experience from 5 years to 2 years and except one. There was one female administrator replaced 10 months ago because of the dead of former administrator. When they first became an administrator, they were scared because they did not know what to do on their roles. Most of them approached old people who experiences for help.

 Local administrators receive 70,000/-MMK for personal cost and 50,000/-MMK for office running. With these benefits, they function their duties on not only days but also nights. All of them are trying to be dutiful as much as they can. Community only saw what local administrator received from government but they did not see all expense and own contributions such as money and vehicles. By looking at the Development, there are two fund sources which are from community and government. This is usually done by the government in all of the ward development after democracy government. Government fund covers common things only. General Administration Department usually conduce meeting with all local administrators

before and after budgeting season. So, all of them used to prepare for data such as they measure the road length, height and feet based on priorities to give relevance information to responsible persons. Administrators used to receive at least 5,000,000/-MMK for their development. Local administrators who management widely area receive more than that. Parliamentary members report to state government if there urgent or necessary activities which does not implement with union budget. During the implementation time, local administrators stay in governing, mobilizing, monitoring and supporting by community based on their instructions. Also, they are facing trial process in land relative development activities.

There are many invaders in this township. Government provided smart cards and official books for them. If invaders stay for more than 1 month, they will be notified to 100households' or local administrators. Local administrators cannot solve invasion and only maintain this situation. It's too dangerous to handle this process.

Community comes to local administrators' office with 100households' leaders whenever they faced problem or different types of criminal and civil cases. In drugs cases, local administrators invited their governor and discussed the situation to maintain. They tried to sue drug users when their governors did not follow rule and regulation. They have to go court as witnessing in the cases of the death, anti-personnel and amputation. In some criminal cases, local administrators have to protect perpetrators especially underage raped cases. Perpetrators (accused person) can die if they will not defense at first because of community emotion. Local administrators transferred to police officer after that.

Local administrator sometimes attends 2- or 3-days' capacity building training conducted by GAD and sometimes NGOs especially UNDP. During the training, other departments' resource person such as police, law officer came and shared about current legal system. But local administrators prefer to do same as previous old training to be more understand 27 formats. Also, they attended other capacity building training that led to hold by different NGOs and communicated with law farm when community need legal aids support.

Local administrators opened quarantine centers according to township administrator instruction. But quarantine center may be closed due to limited government support. Health workers and volunteers are not enough. But Government has plan to support again. Yangon supported 1,231,280 beneficiaries where North Oakkalar Township supported 41,173 beneficiaries as 3%. 4,000/-MMK grant to family

from government was main problem between local administrators and community. The information was given within a limited time, and its accuracy was weak. There was no problem when the government provides food. When it comes to finance matter, there are voices of dissatisfaction. Even the office filled with crowd and complains.

Local administrators, 100 households' leader and some area police involved in patrolling period. Drug addicts are active at 1pm around, so, patrolling need to process after office hour. Some local administrators' residence is shared with office and they need to relocate to office. None allow to go outside between 12 pm to 4 am according to government order. They felt that criminal cases were reduced during the pandemic situation.

According to survey finding, the challenges and issues of local administrators are that lack of data to cross check expect 2014 census, also there are not guest lists rules, entry and exit reports to ward administrators or responsible person. Some of 100 household's leaders added the list of their relative who are not in line with government' criteria in of Covid support. Those situations lead to bigger conflict and less trust from community members. Some of 100 households' leaders and 10 households' leaders resigned. They felt that these activities destroy the trust between local administrators and community during unstable situation. They did not see any serious support, only irresponsible responses and irresponsible speech. Senior authorities do not try to prevent the issues and the ward administrators are being ignored. Police and government departments are understaffed. Population statistics should not be taken as an emergency. The way things are done has not changed much. It's still up to down system same as previous. There are threats to not only local administrator but also households' leaders because of cases. Most of drug cases are relating to bone-head. Some of local administrators were tried to caught in the car by strangers.

Members of parliament should consult local administrators or provide transparent process before making a decision about ward. Otherwise, there will be misconceptions about the community. They have to do data collection based on a single topic to be able to know the voice of community and to find out the ground situation. Community will not be able to understand all of the office related processes due to limited knowledge. Lack of public participation in the selection of local administrators and household's leaders, choose as convenience.

For the community perception, people want good roads and no flooding during the rainy season. Some streets were flooded during heavy rains because the canals were

parked with the concrete. The state is responsible to develop the community and also community have responsibility for their own place development. Community mostly deals with 100 households' leaders and 10 households' leader more than local administrators. They just deal with local administrators it comes to approve letters and conflict situation through households' leader. Some respondents said that they voted for someone they knew in the by-elections but some did not vote in this process. All respondents think local administrators have full responsible to take care of everything in their area, where some local administrators have less management especially in Covid pandemic situation.

Most of the local administrators are using soft skills in some cases unlike previously. So, there were more participation and support from youths on community activities. But local administrators and households' leader performance are too bad in beneficiaries' selection. Some of respondents suggested that there should have more capacity building to local administrators to be more effective in case handling and development planning.

5.2   Suggestions

Local administrators are key foundation to be active of good governance between the state level and community level. People speak out more in democracy. In order to enhance service delivery, democratization and the daily lives of people, the government bureaucracy and especially the local administration are of crucial importance. There are some recommendations on this survey findings in three parts, one for local administrators, one for union administrator and another part for community.

For local administrators' capacity development should start with the training assessment to know the target participants real need and skills requirements of the government. In training Design, there should be more focus to design simulation exercises and participants' cantered approach. Trainers are also important to be effectiveness and good results training. So, selection process should be very careful because trainer, speaker and presenter are different. Basic legal knowledge including legal system, development concept, community mobilization, complaint/ feedback mechanism, government report writing and records keeping training should be add in their training course to be synth between each level administration department process and community. Also, there should be consider refresher training.

Union government need develop proper/ regular complaint mechanism. Before this mechanism, there should be policy, develop relevant channel for different channel, staffs' capacity building based on mechanism, channel relative knowledge sharing to community and settle of complaint mechanism in community. Also, Union Government should consider to be upgrade of current administration' documentation from papers work to electronic to be more efficient on their workload. Data collection formats and regular data update should be considered. Data collection should not start without strong documents process getting ready because it can be harmful between rights holder and duties bearers, lead to lower motivation of services providers and cause more conflict situation in community. Also, monitoring to community and local administrators should be considered to be able to know more about grass roots level situation. Government should plan to maintain 100 households' leaders and rule of law in all sectors. Governments should establish active official web page which acceptable by community.

Until operations, local administrators can negotiate and follow up with 100 households' representatives to assist or direct them in the process of activities. Whenever they perform in their financial related operations, they should consider the transparency mechanism. In addition, to be aware of their duties, they should learn existing village tract/ward administration rule. Also, they need to study more which relative their responsibilities for their self-development and effective community management.

Community is also need to participate actively in the process of local administrators' selection and also need to learn from the government official information news sources to know current government activities and reduce conflict or misunderstand situation around environment. Moreover, community should try to understand not only their responsibilities but also their rights clearly.

REFERENCES

Alao, D. O., Osakede, K. O., & Owolabi, T. Y. (2015). Challenges of local government administration in Nigeria: Lessons from comparative analysis. *International journal of development and economic sustainability*, *3*(4), 61-79.

Asia Foundation. (2016). Strengthening Government Policymaking in Myanmar

Assembly, U. G. (2015). The Role of Local Government in the Promotion and Protection of Human Rights-Final report of the Human Rights Council Advisory Committee.

Chakrabarty, B., & Chand, P. (2021). *Public administration in a globalizing world: theories and practices*. SAGE Publications, Inc.

Cheema, G. S., & Rondinelli, D. A. (Eds.). (2007). *Decentralizing governance: emerging concepts and practices*. Brookings Institution Press.

Croissant, A., & Kamerling, J. (2013). Why do military regimes institutionalize? Constitution-making and elections as political survival strategy in Myanmar. *Asian Journal of Political Science*, *21*(2), 105-125.

Enshassi, A., Kullab, A. S., AlKilani, S., & Sundermeier, M. (2016). Challenges to community participation in Gaza Strip municipalities. *International Journal of Sustainable Construction Engineering and Technology*, *7*(2).

ESCAP, U. (2012). Economic and social survey of Asia and the Pacific 2012: pursuing shared prosperity in an era of turbulence and high commodity prices. *Economic and social survey of Asia and the Pacific*.

Gulick, L. (1937). Notes on the Theory of Organization. *Classics of organization theory*, *3*(1937), 87-95.

Htay Htay Lwin. (2014). Public Administration and Civil Service System in Myanmar.

Jones, G.P & Stewart, J.P. (2010). Communities and Local Government Committee on the Government's *Plans for Localism and Decentralization*

Jonga, W. (2014). Local Government System in Zimbabwe and Associated Challenges: *Synthesis and Antithesis*

Keping, Y. (2018). Governance and good governance: A new framework for political analysis. *Fudan Journal of the Humanities and Social Sciences*, *11*(1), 1-8.

Kersbergen, K. V., & Waarden, F. V. (2004). 'Governance 'as a bridge between disciplines: Cross-disciplinary inspiration regarding shifts in governance and problems of governability, accountability and legitimacy. European journal of political research, 43(2), 143-171.

Maidin, A. J., & Ali, B. B. M. (2009). Powers of the local authority in regulating land planning and development control: whither control. *PLANNING MALAYSIA*, *7*(1)

Manyang, Ter. (2015). The Theory of Public Administration and Management: *"Public Administration Is My Career, Uganda*

Ministry of Home Affair (MOHA).(2012). *Ward/ village administration law & by law (2012),Myanmar.*

Ndreu, A. (2016). The definition and importance of local governance. *Social and Natural Sciences Journal*, *10*(1).

Ne Tun Zaw.(2015). A Study on Roles and Responsibilities of the Ward and Village Tract Asministrators..

Nigro, F. A., & Nigro, L. G. (1970). *Modern public administration*. New York: Harper & Row.

Omia, F. (2010). Principal- Agent Theory and the Centralization Vs. Decentralization paradigm in Ugenda. *A Historical Perspective*

Pandeya, G. P. (2015). DOES CITIZEN PARTICIPATION IN LOCAL GOVERNMENT DECISION-MAKING CONTRIBUTE TO STRENGTHENING LOCAL PLANNING AND ACCOUNTABILITY SYSTEMS? AN EMPIRICAL ASSESSMENT OF STAKEHOLDERS'PERCEPTIONS IN NEPAL. *International Public Management Review*, *16*(1).

Phang, S. N. (2013). Transforming central-local government relations and decentralization: A study on China and selected ASEAN nations. *International Journal of China Studies*, *3*(1), 3-16.

Republic of the Union of Myanmar. (2015). The 2014 Myanmar population and housing census: Union report. Census Report Volume 2.

Royal Malaysian Customs. (2014). Goods and Services Tax

Saw, K. P. C., & Arnold, M. (2014). Administering the State in Myanmar.

Schiavo-Campo, S., & McFerson, H. M. (2014). *Public management in global perspective*. Routledge.

Sein, K., & Farrelly, N. (2016). Myanmar's Evolving Relations: The NLD in Government. *Institute for Security & Development Policy, Asia Paper*, 30.

Shafritz, J., Russell, E. W., Borick, C., & Hyde, A. (2016). *Introducing public administration*. Routledge.

Shamsuddin Bolatito, D., & Ibrahim, S. (2014). Challenges of Local Government Administration in Nigeria; An Appraisal of Nigerian Experience.

Srivastava, M. (2009). Good governance-concept, meaning and features: A detailed study. *Meaning and Features: A Detailed Study (December 26, 2009)*.

Thapa, I. (2020). Local government: concept, roles and importance for contemporary society. *sl: Ministry of Energy, Water Resource and Irrigation, Government of Nepal*.

United Nations Human Settlement Program (UN-Habitat). (2015). *The challenge of local government financing in Developing Countries.*

APPENDIX (A)

Questionnaires

Thesis questionnaire for Master of Development study,

Yangon University of Economic

A Study on the Challenges of Local Administrators in

North Oakkalar Township, Yangon

(KII – Local Administrators)

Date:	Interviewer:

Personal Information

Name   :

Age   :

Marital Status   :

Education   :

Current Position   :

Years of Working Experience in Local Administrator   :

Introduction

1. Explain Objectives of Research
2. Please tell about your ward background and how many houses are
3. What kinds of work conduct by community members?
4. Why was you elected as a community leader?
5. Why do you want to help the community?

Role and Responsibility of Local Administrator

6. How long have you lived in this area?
7. How long have you been in this position?
8. Do you have positions / responsibilities in other groups in the community? What are the responsibilities of local administrator?
9. Are you aware of local administrator responsibilities?
10. How do you deal with your team members?
11. What challenges do you have when it comes to taking on community responsibilities?
12. What are your responsibilities in the General Administration Department? What difficulties did you really had to overcome?
13. What kinds of issues do you frequently encounter? How it's worded appropriately

Development

14. How do you understand community development?
15. How do you plan to develop your community?

16. Where do you usually get funding for community development?

17. Do you know the state budget for a township? Where do you know?

18. Are you aware of the areas in which the state budget can be implemented?

19. How do you identify of community needs?

20. Have you mentioned what areas of community development are needed in township meetings?

21. What is the total number of proposals that can be implemented in the ward? What processes are still in the works?

22. How are the remaining processes and activities that are incompatible with the National Development Fund being planned or conducted out?

23. Do you know the annual state financial year?

24. How does the government determine community development budgets?

25. Is there an emergency fund in the ward?

26. How do you manage of respond in (COVID-19) emergency situation?

27. How do you normally act to achieve community' requirements? (Information, Public Participation, Financial Management, Committee)

28. What is your role in implementing process?

Problem Solving

29. What types of cases do you deal with in your community? (Case)

30. In what situations do people come to you for help?

31. Are there any issues that a community leader finds hard to resolve? What actually are the challenges? With what other organizations do you typically work collaboratively? (Example: Police Station)

32. Are there any cases that you have to follow as a court witness? Please tell, what the story is.

33. Can you give an example of an issue that a community leader can deal with effectively?

34. How do you maintain information if someone in your community (Covid-19) catches Contacts?

Communication and Information Sharing (GAD & Community)

35. As a matter of duty, what are the regular liaison with the township administrators?

36. How do you communicate in an emergency (e.g., Covid)?

37. Who do you collaborate with to get information from the department?

38. How do you provide information to the community?

Capacity Building

39. What kind of training have you attended from GAD?

40. Do you have the right to choose of training course?

41. Have you ever attended trainings provided by NGOs?

42. Are there any on-the-job training or training request upon your needs? If yes, please describe

43. Please indicate if there are any issues that the local administrators should attend.

44. What are the differences in the improvements before and after training?

45. Did the training you received benefit your work?

Security

46. How do you maintain regular ward security?

47. How do you manage in times of emergency? Who do you work with?

48. Who is in charge of the safety precautions?

49. Experience sharing (successful and challenges)

APPENDIX (B)

Questionnaires

Thesis questionnaire for Master of Development study,

Yangon University of Economic

A Study on the Challenges of Local Administrators in

North Oakkalar Township, Yangon

(FGD – Community)

Total Participants   :   (Male ……………, Female……………..)

Introduction

Explain Objectives of Research

Do the participants know each other? Please introduce your name, what is your role in your ward and if possible current your job.

Development

1. How long have you lived in this area?
2. Please share past and present changes in this ward.
3. Who and what government agencies are responsible for the development of their community?
4. How do you identified and discussed of community need or development?
5. In what areas do you think the community should develop? How effective do you think a community leader can be in these areas? Are there any difficulties in doing so?
6. Do you know how community development works?
7. Is there support from the ward administrator in carrying out these activities, is it included?

Role of Ward Administrator; Effectiveness and Difficulties.

8. Do you know the name of your ward administrator? Did you vote in the ward administrator election?
9. Why did you vote?
10. What challenges do you see when Local administrators conducting these activities? Or do you find it difficult to fulfil these responsibilities? (To illustrate.)
11. Do you think ward administration is important for the community? Why?

Problem Solving or Justice

12. What kinds of problems or issues are used to become in our community?
13. How do you/others solve problems in your community? Or have you ever seen a solution?
14. Who do you deal with when these problems occur?

15. Do you like problem solving? Why do you like it? Or what if you do not like problem solving?

16. How does the ward administration help?

17. Does the ward administrator usually handle all the problems in the ward?

18. Are there any threats in your family due to community issues?

Information Sharing

21. What information is often received in the community?

22. What kinds of channel did you used to receive this information?

Community Security

23. Who usually provides security in your community?

24. Do you know what it does?

25. Do you think these activities are helpful to the community? Why?

26. Are there any suggestions or other collaborations by exhibitors for better security work?