

An Evaluation of Performance of Land Entrepreneurs (*Amin*) on Land Measurement Services

Polin Kumar Saha
Toufica Sultana

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Toufica Sultana**

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Research and Evaluation Division
BRAC Centre, 75 Mohakhali, Dhaka 1212, Bangladesh
Web: www.research.brac.net, E-mail: altamas.p@brac.net
Telephone: 9881265, 8824180-87

For more details about the report please contact: polin.kumar@brac.net

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Executive summary

The HRLS (Human Rights and Legal Aid Services) programme of BRAC has now its 517 legal aid serving clinics countrywide, which have been serving the poor community for first seeking of their help in the land measurement issues. Throughout the dynamic initiative of HRLS programme, a vast network of the communities has been proactive into the human rights violations. Today, HRLS continues to support a holistic legal aid services across the country. This initiative is targeted to reach about 1.8 million poor households, and making a significant impact on demand for property rights, increasing technical understanding to make sure ownership and title over land as well as the organisation and reduce of conflict through intervention and the recognised justice system. It is a unique form of creating new land entrepreneurs while government certified training on land measurement course is a counterpart to the different group of land entrepreneurs in the community. The land entrepreneurs of HRLS are also monitored to track human rights violations in their respective communities and serve their clients through HRLS legal aid clinics.

The Property Rights Initiatives (PRI) of the BRAC HRLS programme works with self-selected and highly motivated individuals to develop and test a business model and market mechanism for land measurement enabling them to become sustainable micro-entrepreneurs. This model leverages BRAC's work to develop standardised and systematised livelihood business models that can be characterised as a 'micro-franchising' approach, whereby these 'franchised entrepreneurs' are provided free training, access to inventory, branding, quality control and on-going supervision to become successful in generating a regular income from selling and measurement services. In exchange, they provide free information on property rights, a critical community service of 'public good.'

Training of the Land Entrepreneurs (LEs) has been started for providing land measurement services to the communities. The latest March 2015, a total 516 LEs including 22 women were trained who have provided land measurement services to 7232 individuals included 230 women. The BRAC trained LEs offer free land measurement services to the clients in their respective communities. The LEs managed to earn a total of BDT 3031,860.00 (approx. USD 40,425) until March 2015, where each of the clients had to pay BDT 437, which is about USD 6 on an average.

However, considering the background and major challenges in those services, the RED evaluated the accuracy of land measurement services that have been done already in the selected communities. The study conducts a survey of the selected lands that are already measured by the BRAC trained LEs previously. About 438 landowners have been selected among the total 42,990 clients in the projected areas. The survey of the selected land measurement is evaluated by the BRAC LEs hired from different districts of the programme intervention. The survey findings of the selected land are compared with the previous measurement on the same land that had been evaluated by the local BRAC LEs before. This study mapped changes over two measurement services conducted by two trained BRAC LEs. On the other hand, the knowledge level of BRAC trained LEs and client satisfaction in land measurement services has been assessed with an in-depth interview.

However, in a comparison between previous and present land measurement, the accuracy level of measurement is found at a satisfactory level in all types of land

(homestead, fallow land, wetland, farmland and common property), while the difference is found as 0 decimal in two-time measurement by two LEs. In this regard, overall 59% land of targeted clients has been measured equally in a comparison between previous and present measurement. In case of a highest gap (more than 10 decimals) between two measurements, about 4 and 3 per cent of lands are found for farmland and homestead land respectively. About 39% and 2% land of targeted clients are measured with a difference of 0.1 to 5 and 5.1 to 10 decimal of land respectively in a comparison between previous and present measurement. About 49% clients receive services from BRAC LEs at least one time in last five year followed by about 35% clients take advice from BRAC LEs.

The clients are highly satisfied with the performance of the BRAC LEs. The fact is that about 97 per cent clients are satisfied with the performance of LEs. According to the landowners, the LEs of BRAC are very neutral in measuring the land and for this reason, many unavoidable consequences have been resolved due to their interference or intervention.

Sometimes the LEs feel problem if the land is in a joint partnership. They even started to fight with each other in sharing lands.

Chapter 1

Introduction

1.1 Background

Raising voice of the community has now been a claim on land measurement services to restore the community property rights. For the first time of BRAC's history, in 2011, the Human Rights and Legal Aid Services (HRLS) started giving legal support to the community and make the government aware to access its courts for the poor people's property problem. On track of BRAC human rights movement, the programme has now 517 legal aid clinics countrywide, which are serving the poor community. The legal initiative of HRLS is turned into an alternative dispute resolution (ADR) mechanism. The ADR has afforded towards making more transparent in providing equitable justice through its legal offices, courts, and counsels as well as spread gender awareness, and encouraged exclusive human rights based culture for its clients. Today, HRLS continues to support a holistic legal aid services across the country.

The HRLS programme has put into practice a pilot project titled 'The Property Rights Initiative (PRI)' in northern parts of Bangladesh aiming to develop linkages between laws and rights identified by the poor communities over their awareness and claims on properties. After the first phase of 11 months pilot project in two districts, PRI realises to scale up the programme in 4 other northern districts in the next phase of programme. This initiative is targeted to reach about 1.8 million poor households, and make a significant impact on demand for property rights, increasing technical understanding to make sure ownership and title over land as well as organisation and reduce of conflict through intervention and the recognised justice system.

To upgrade the programme, HRLS has built on community outreachd and finally tuned as PRI project. The Land Entrepreneurship Model is a new component of HRLS that has been valued to PRI. It is a unique form of creating new land entrepreneurs while government certified training on land measurement course is a counterpart to the different group of land entrepreneurs in the community. Usually, the imparted individuals have been serving the areas who have gained the knowledge from these training. In PRI initiative, ultra poor clients receive all about the services free of charge. The land entrepreneurs of HRLS are also monitored to track human rights violations in their respective communities and serve their clients through HRLS legal aid clinics.

The Property Rights Initiatives (PRI) of BRAC HRLS programme works with self-selected and highly motivated individuals to develop and test a business model and market mechanism for land measurement enabling them to become sustainable micro-entrepreneurs. This model leverages BRAC's work to develop standardised and systematised livelihood business models that can be characterised as a 'micro-franchising' approach, whereby these 'franchised entrepreneurs' are provided free training, access to inventory, branding, quality control and on-going supervision to become successful in generating a regular income from selling and measurement services. In exchange, they provide free information on property rights, a critical community service of 'public good.'

1.2 Training for LEs

Training of the Land Entrepreneurs (LEs) has started for providing land measurement services to the communities. Till March 2015, 516 LEs including 22 women were trained who have provided land measurement services to 7,232 individuals including 230 women. The BRAC trained LEs offer free land measurement services to the clients in their respective communities. The LEs managed to earn a total of BDT 3031,860 (approx. USD 40425) until March 2015, where each of the clients had to pay BDT 437, which is about USD 6 on an average.

The BRAC 'Property Initiative Project' organised thirty days residential training for the LEs with minimum charges of BDT 5,000 and the women are trained free of costs. The trained LEs are obliged to serve BRAC or the HRLS programme during the section procedure. BRAC usually trained the LEs to create employment of some selected persons having quality of volunteerism and serving attitude for the community.

Selection Procedures of the LEs:

The selection procedures for LEs were as follows:

1. **Age factor:** The age limit for the LEs must be within 25 to 45. The LEs must be within that age limit otherwise they will not consider as eligible as land entrepreneurs.
2. **Social status:** The candidate must have social acceptance otherwise they will not be selected for the training. If they are engaged in any sorts of deviant activities, they will not be chosen for the training.
3. **Educational status:** The LEs must be educated at least JSC (Junior School Certificate) passed because to understand the land measurement process they have to ensure minimum educational qualifications so that they can easily understand the land measurement procedures.
4. **Volunteerism:** The LEs must have the tendency to serve the community otherwise without serving attitude it will not be possible for them to help the community.
5. **Attitude:** The LEs must have positive attitude and perception for the organisations.
6. **Marital status:** The LEs must be married; the unmarried are discharged to attend the training (Source: Interview with the PO).

1.3 Objective and scope of the Study

During the period of PRI intervention in the community, the programme is now inquiring whether the intervention is going on the right track in aiming to fulfil the project goal. This study aims to assess the accuracy of land measurement services conducted by Land Entrepreneurs (LEs) trained by HRLS, BRAC. To evaluate their performances (LEs), 438 lands have been measured by the new LEs who were not previously engaged in measuring the selected lands for the study. Plus, the study finds out the most effective ways of getting measurement through analysing the previous experience of LEs and satisfaction of the clients.

Local acceptability of community land measurement services by BRAC trained LEs is a challenging path for community development since the intervention is technical legacy and mathematical based. Services are very crucial to achieve poor peoples' satisfaction

over the land measurement services. However, considering the background and major challenges in programme intervention, the study objective can be drawn broadly-

“How to evaluate the accuracy of land measurement conducted by Land Entrepreneurs (LEs) in selected communities”

Chapter 2

Methods

2.1 Introduction

The study was conducted as a survey of the selected lands that had been measured by the BRAC trained LEs previously. Survey of the selected land measurement was evaluated by the BRAC LEs hired from different districts during programme intervention. The survey findings of the selected land were compared with the previous measurement on the same land that had been evaluated by the local BRAC LEs before. This study had mapped changes over two measurement services conducted by two trained BRAC LEs. On the other hand, the knowledge level of BRAC trained LEs and client satisfaction on land measurement services had been assessed with the in-depth interview.

2.2 Sample selection

Three different stakeholders were considered in this study, e.g. landowners, respective programme organisers and the land entrepreneurs. The study was conducted using quantitative survey on LEs followed by their land measurement services in practical as well as skills test questionnaire, and the rest of respondents were assessed by using the qualitative method. The targeted lands for evaluation were selected randomly from the programme given client list. The sample size of the study was calculated based on some assumptions with a confidence interval of 95% and estimating 5% margin of error from different stakeholders. Based on these their assumptions sample size of the study is described in Table 1.

The study aimed at focusing on the performance of the LEs who had been engaged in land measurement activities in the different region of Bangladesh. In this regard, about 438 landowners had been selected among the total 42,990 clients in the projected areas. The clients for the study were selected randomly to measure the performance of the LEs, plus, a checklist had been developed to understand LEs performance. To understand the selection process of LEs and to scratch details description and recruitment procedures, the study followed semi-structured interview questionnaire. The POs (programme organisers) of the selected *upazila* were the significant Informants of the study.

Table 1. Distribution of the sample by districts

District	Clients	Sample selection
Dinajpur	921	8
Naogaon	3668	35
Rangpur	33514	313
Gaibandha	826	8
Natore	481	5
Rajshahi	3580	33
	N = 42990	n = 438

During the study, six districts of northern Bangladesh were in progress of project intervention. The selected *upazilas* under these districts were the ultimate platform to attain the study objectives. The sampling of the study had distributed in all districts considering the volume of its existing client. Table 2 indicates numbers of targeted lands

as well as landowners in the study assessment. The participants for the study depict that the highest percentage of respondents were from Rangpur Districts as about 77.4 per cent. On the other hand, lowest percentages of clients were taken from Natore districts as the overall stakeholders were less compared to other districts. Under Rajshahi districts, about 5.48 and 3.2 per cent respondents of Godagari and Bagha *Upazilas* were taken respectively for the purpose of the study. Plus, from two *upazilas* of Naogaon: Manda and Niamotpur, about nine per cent respondents had been selected for the study.

Table 2. Proportion of the sample by *upazila* in districts

District	<i>Upazila</i>	Frequency	Per cent
Rajshahi	Godagari	24	5.48
	Bagha	14	3.2
Naogaon	Manda	24	5.48
	Niamotpur	15	3.42
Natore	Lalpur	6	1.37
Gaibandha	Polashbari	8	1.83
Dinajpur	Bochagonj	8	1.83
	Badargonj	132	30.14
Rangpur	Pirgonj	101	23.06
	Pirgasa	106	24.2
Total		n = 438	100

2.3 Study Design

The study predominantly used the quantitative method by taking consideration of measurement matrix of previous LEs. The study conducted a survey of the selected stakeholders and those were already served through intervention in the projected area. Different instruments had been used to collect data from different stakeholders. The following table indicated the study approach in detail:

Table 3. Study design based on type of respondents

Method	Data collection tools	Type of respondents	Number of respondents
1. Qualitative	1. In-depth Interview (IDI)	Clients (1 & 2)	438
2. Quantitative	2. Survey Questionnaire		
3. Qualitative	3. Key Informants Interview (KII)	3. PO (Programme Organiser) of selected <i>upazilas</i>	10

2.4 Survey instrument

The study used four tools to attain the study objectives while general survey questionnaire, comparative measurement matrix and evaluation test questioner were administered for three group of respondents, e.g. landowners, LEs and respective programme organisers.

Measurement matrix

The measurement value of land for both previous and present time was recorded here. In addition, the tracking information of the respective landowners and LEs were included in this matrix.

Survey questionnaire

A structured survey questionnaire was used to evaluate the satisfaction level of the clients on BRAC LE's land measurement services in the community. A separate small questionnaire was also administered to the programme organisers at *upazila* territory.

Evaluation of the test questionnaire

To assess the measurement knowledge of the BRAC LEs, an exam had been taken. The test was based on different theoretical questions regarding land survey design and the measurement process. The exam was scheduled for 30 minutes.

Table 4. Indicators used in the study

Categories	Indicators	Data collection method
Land measurement	Measurement value of previous and present land, measurement under four types of land	Land survey, log book record
Satisfaction of client	Services by BRAC LEs	Interview
Knowledge level of LEs	Test score, years of experience	Exam, interview

2.5 Data analysis and evaluation process

Statistical package for data analysis, STATA had been used for quantitative analysis. The quantitative analysis comprises with the multidimensional observation of variables performed with simple frequency, scoring and comparing means with t-testing. Qualitative analysis was conducted manually after such data from the field were transferred, transcribed, compiled, computerised and analysed. For evaluation of LEs, some analytical steps were followed subsequently:

1. Difference between previous and present measurement of the land measured by the BRAC trained LEs
2. Factors affecting the differences (if any or not) of previous and present land measurement
3. Categorisation of highest, lowest and mid difference of present measurement of land compared with the previous measurement. [Scale: 0% difference=accurate, >0%-5% difference=moderately accurate, >5%-10% difference=less accurate and >10% difference=wrong]
4. Drawing recommendation to find out the most effective ways of getting accurate land measurement of the LEs

Chapter 3

Results

3.1 Socioeconomic profile of the respondents

The study was conducted on 438 respondents in 10 *upazilas* of six northern districts of Bangladesh. In an assessment of the socioeconomic condition of those respondents, Table 5 depicts that about 59 per cent respondents were from middle-income section followed by about 27.17 per cent poorest section and only 4.11 per cent were from the ultra-poor section. Only 10 per cent were from the rich background of all landowners in the survey. A huge difference was found within the landowners where most of them were male which was about 96.35 per cent. In comparison with the female landowners, about four per cent female landowners were found in the survey. From the religious perspective, the study found that about 90 per cent landowners were Muslims. With the education level of the respondents, the highest 60 per cent landowners received education up to SSC level. Farming was the leading profession among all the respondents.

Table 5. Socio-demographic profile of the respondents

Demographic profile	Criteria	Respondents (%)
Poverty level of landowners	Rich	9.82
	Middle income	58.9
	Poor	27.17
	Ultra poor	4.11
Sex	Male	96.35
	Female	3.65
Age	18-40	39.22
	41-60	47.71
	60+	13.07
Religion	Muslim	89.73
	Hindu	8.9
	Christian	1.37
Education	Up to SSC	59.59
	HSC to Master	13.93
	Capable of doing signature	9.36
	Illiterate	17.12
Profession	Farming	59.36
	Job	7.99
	Business	20.32
	Others	12.33
Total	n =438	

3.2 Test of Knowledge level of the land entrepreneurs

The study assessed the knowledge level of the land entrepreneurs. To accomplish the purpose, a written examination was conducted with all LEs who have evaluated the targeted 438 lands in the study. The Exam included 30 questions on the theoretical ground of land measurement and services. Exam number had been calculated as per cent score that obtained by BRAC trained LEs (total 53 LEs who had measured 438 lands in their respective locality). Table 6 shows the test score with respect to the relative proportion of the respondents. However, only about 4 per cent of LEs obtained

the highest 93 per cent score on their exam while the lowest 30 per cent marks were carried out by only 2 per cent LEs. The highest 13 per cent respondents got to score 53% out of 100.

Table 6. Knowledge level of BRAC Land Entrepreneurs (LEs)

Test Score of Knowledge Level of Land Entrepreneurs (%)	Respondents Percentage
<50	32.07
51-75	60.36
>75	7.55
n=53	

3.3 Land measurement by land entrepreneurs

The difference between present and previous measurement of land indicates that there were no significant difference in overall land measurement but variation was found in the different categorisation of land. At difference between 0.1 decimal to 5 decimal, about 20 and 16 per cent of lands were homestead and farmland respectively. However, in a comparison between previous and present land measurement, the accuracy level of measurement was found at a satisfactory level in all types of land, while no difference (designated as 0) was found in two times measurement by two LEs. In case of a highest gap (more than 10 decimal) between two measurements, about 4 and 3 per cent of lands were farmland and homestead land respectively (Table 7).

Table 7. Difference between previous and present measurements

Difference between previous and present measurement of land (in decimal)	Land of the respondents (%)					
	Overall	Homestead	Fallow land	Wetland	Farm land	Common property
0	58.9	76.26	97.26	98.63	79.22	98.63
0.1-5	38.58	19.86	0.91	0.68	15.75	1.14
5.1-10	1.37	0.91	0.46	-	0.91	-
10+	1.14	2.97	1.37	0.68	4.11	0.23
Total	n =438					

The accuracy level of the measurement was assessed regionally which means by a unique evaluation of land measurement in each *upazila* of six districts. However, the highest level of accuracy in land measurement (in case of average 91.67 per cent land over all types of land) was found in Godagari *upazila* while 0 decimal gap was found between previous and present measurements (Table 8). Table 8 shows the detail on the differences at four levels of measurement value between previous and present land measurement. The measurement value was shown as average value considering five different types of land such as homestead, fallow land, wetland, farmland and common property. The difference counting at four level of accuracy was denoted as measurement gap 0, 0.1 to 5, 5.1 to 10 and more than 10 decimal of land.

Table 8. Regional difference between previous and present measurement of land by *upazila*

	Difference between previous and present measurement of land (in decimal)	Land of the % respondents
Godagari	0	91.67
	0.1-5	8.33
	5.1-10	-
	10+	-
Bagha	0	57.14
	0.1-5	35.71
	5.1-10	7.14
	10+	-
Manda	0	37.5
	0.1-5	62.5
	5.1-10	-
	10+	-
Niamotpur	0	40
	0.1-5	53.33
	5.1-10	6.67
	10+	-
Lalpur	0	33.33
	0.1-5	66.67
	5.1-10	-
	10+	-
Polashbari	0	87.5
	0.1-5	-
	5.1-10	12.5
	10+	-
Bochagonj	0	25
	0.1-5	75
	5.1-10	-
	10+	-
Badargonj	0	67.94
	0.1-5	30.53
	5.1-10	0.76
	10+	0.76
Pirgonj	0	79.41
	0.1-5	14.71
	5.1-10	1.96
	10+	3.92
Pirgasa	0	30.19
	0.1-5	69.81
	5.1-10	-
	10+	-

The study analysed the difference between the previous and present measurement of five types of land using a statistical test. Under consideration of all types of land, p-value had been measured on the differences between previous and present measurement. The overall summary of the statistical findings shows that the difference between previous and present land measurement was not statistically significant except the

measurement for homestead land. The significant difference of each type of land had been shown in the Table 9.

Table 9. Difference between previous and present measurement of land measured by BRAC Land Entrepreneurs (LEs)

Difference between previous and present measurement of land (in decimal)	p-value	Explanation
Overall	0.57	<ol style="list-style-type: none"> 1. Since $p > 0.10$, the data appear to be consistent with the 'no difference' between previous and present measurement. 2. Difference between previous and present measurement is not statistically significant 3. No evidence against the null hypothesis
Homestead	0.04	<ol style="list-style-type: none"> 1. Since $0.01 < P < 0.05$, the data do not appear to be consistent with the 'no difference' between previous and present measurement 2. Difference between previous and present measurement is statistically significant 3. Moderate evidence against the null hypothesis in favour of the alternative
Farmland	0.07	<ol style="list-style-type: none"> 1. Since $0.05 < P < 0.10$, the data appear to be consistent with the 'no difference' between previous and present measurement 2. Difference between previous and present measurement is not statistically significant 3. Weak evidence against the null hypothesis in favour of the alternative

Note: Here 'null hypothesis' denotes that there is no difference between previous and present land measurement

Table 10 represented the land measurement information of the landowners in the study. In the last five years, about 49.31 per cent landowners had measured their lands at least once by BRAC LEs. Usually, the clients who measured their lands by the BRAC LEs were reluctant to measure their lands by other LEs. In last one year, the highest 29 per cent of the respondents had measured their land at least once by BRAC LEs (Table 10). The clients were highly satisfied with the performance of the BRAC LEs which reflected that how much good the LEs were at their work. According to the client comments, the BRAC LEs were very much responsible towards their duties and tried to measure the lands from a value-neutral position and always tried to mitigate the chaos regarding sheer in the land.

Table 10. Land measurement with BRAC LEs

Land Measurement	Nos/Criteria	% Respondents (landowners)
How many in last 1 year	1	29.0
	2	24.89
	3	19.63
	4	11.42
	5	5.71
	6	2.74
	6+	6.62
By BRAC LE in last 5 year	1	49.32
	2	29.68
	3	14.61
	4	2.97
	5	1.14
	5+	2.28
	No	64.61
Total	n =438	

3.4 Assessing the services of BRAC LEs

Land Entrepreneurs, trained under the project Property Initiatives Rights, were facilitated with one-month training while different land measuring equipment such as calculator, scales, lays were provided to them to conduct their works properly. BRAC was providing social services to the LEs by creating a means of opportunity for the LEs with a minimum charge from them. With the mantra of serving to the community, BRAC had provided training to the LEs and the LEs were serving the community people particularly the landowners without any dissatisfaction about their works. Though the LEs were trained by HRLS programme of BRAC but a very few landowners had the information that the LEs were actually from the non-profitable organisation, BRAC. Some of the LEs were previously acquainted by the landowners and some were not. The BRAC LEs were differently introduced to the landowners. Followings means were followed by the landowners to involve the land entrepreneurs to the measurement activities:

- They were informed about the BRAC LEs form the neighbours.
- The landowners were informed about the LEs by the employee, health workers, and regional offices of BRAC.
- Hat-bazar, tea stall, playground and gossiping with friends were the important source to know about the BRAC LEs.
- Some LEs used the logo, ID card, signboard of BRAC with them. By seeing these the stakeholders can easily recognise that they were from the BRAC.
- They were informed by the farmers who take lease of the land.

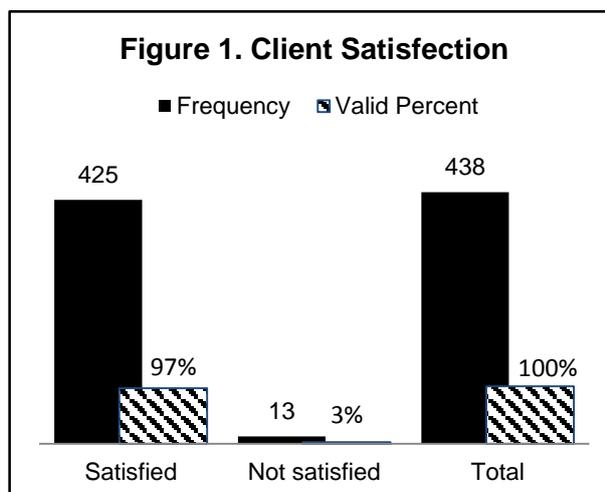
One of the interesting findings was that the stakeholders were getting benefit from the LEs without knowing that the LEs were trained by BRAC and considered as BRAC LEs.

3.5 Satisfaction of the landowners

The clients were highly satisfied with the performance of BRAC LEs. Figure 1 represents the fact that about 97 per cent clients were satisfied and only three per cent landowners

were not satisfied with the performance of LEs which was very low. The landowners had identified the following reasons behind their satisfaction:

- The landowners mentioned that the trained LEs of BRAC did the measurement accurately.
- They were available whenever they required by the landowners.
- Usually BRAC LEs charge less amount money compared to other LEs.
- The BRAC LEs were socially accepted and not involved in any sorts of criminal activities or deviant behaviours.
- The BRAC LEs were skilled and trained on land measurement activities.
- BRAC LEs measured the land using map, deed of the land and gave advice to the landowner if necessary.
- BRAC LEs were very much equipped in detecting the line, measures of the land and khatian.



According to the landowners, the LEs of BRAC were very neutral in measuring the land and for this reason many unavoidable consequences had been resolved due to their interference or intervention.

Some of the landowners had stated that they were not satisfied with the performance of LEs and the reasons they had mentioned, were very much subjective. Two landowners of Pirganj of Rangpur district stated that they used to consume more land than they deserve but the BRAC LEs had measured their land accurately. For this reason they were not satisfied with the performance of the LEs.

The landowners were satisfied with the performance of LEs and the P.O of different *upazilas* had stated that no complaint had been charged under the LEs of their *upazila*. They further added that the landowners were very much satisfied with the performance of LEs because they accurately measured the land of their clients. There were some reasons behind their satisfaction that had been mentioned by the POs: they were available, they provide advice to the Landowners, usually they charge less, they measures the land of the poor people with minimum costs, they behave very well with the landowners who are their clients. The LEs tried to maintain neutrality and their impartiality attracted the landowners and that is why, the landowners were highly satisfied with respective LEs.

As the landowners were highly satisfied with the performances of LEs, they also mentioned that they were benefitted from the advices provided by BRAC LEs. Some of the landowners specified that they were benefitted after having advice from the LEs. The landowners had made boundary line of their land after getting pieces of advice from the LEs. Some of the landowners mentioned that they had provided the revenue on due time and other things: recording land and releasing the land were done regularly based

on the suggestion of the land entrepreneurs. The landowners stated that they had asked and took advice from the LEs for the purpose of selling and buying lands.

Table 11. Level of client satisfaction by district

District	Beneficiaries	Per cent (%)
Rajshahi	Benefitted	89.5
	Not Benefitted	10.5
Noagaon	Benefitted	100.0
Rangpur	Benefitted	96.6
	Not Benefitted	3.4
Gaibandha	Benefitted	100.0
Dinajpur	Benefitted	100.0
Natore	Benefitted	100.0

3.6 Summary of key interviews with the landowners

The study conducted some selected KII (Key In-depth Interviews) with the landowners and land entrepreneurs. The issues are focused on the local views, challenges and prospects of land management services delivered by the BRAC trained LEs. The key features of the interviews are:

- Acceptability of the land entrepreneurs locally: The land entrepreneurs (LEs) have been creating and increasing the scopes of work in a competitive field with other land entrepreneurs involved in the land measurement services. The LEs are seemed to be locally accepted people in doing their services, because they offer their services to the clients voluntary or not with a claim of money for the services. On the other hand, the other LEs (except BRAC) treat their clients commercially and they are biased to their specific interests in the context of some lands as well as they are not ethical in services. The LEs are motivated in doing these tasks, because they think local people rely on services from BRAC trained LEs, since the government delivered land measurement services are being corrupted in different influential factors like political dimensions or through local power structure.
- Challenges of this profession and the possible ways to overcome those challenges: the services of LEs are not contemporary with the latest measurement services. Public satisfaction of LEs services needs to be optimum with the help of latest technology and knowledge in aiming to achieve more accuracy on land measurement than before. In this regard, refresher training (short training course) of all the BRAC LEs may be taken place to do update their knowledge and services.
- The average income of a land entrepreneurs and how to spend of this money. The earnings of the particular profession are not enough for livelihoods. The land entrepreneurs have to be bound to engage in other income sources. But, they cannot do works in all times of a year. According to them, the months from November to April do not favour the income sources of the land entrepreneurs. Most of the LEs agree that their services is not sustained equally in all months in a year where maximum works are available in four months and they have to stay in average eight months of living without delivering services to the locality. According to them, the alternative works of the LEs are like writing land deed of sub-registry office, contractor services, farming etc. Their monthly average income BDT 10,000 in land measurement services and BDT 8,000 from alternative sources of income. That

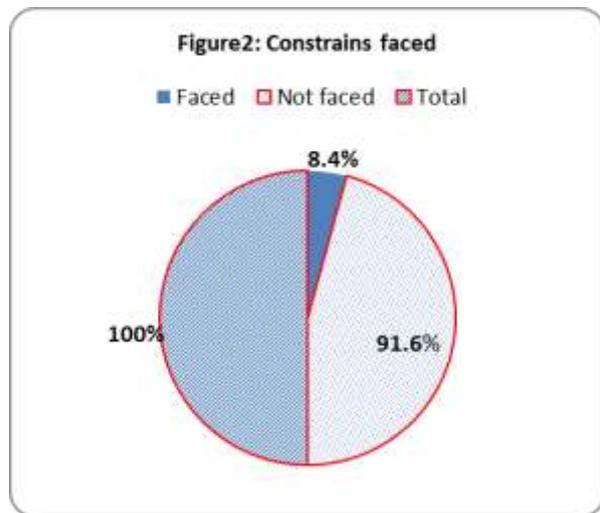
means, it is assumed that the earnings of LEs from land measurement are almost half of their living cost.

- The land entrepreneurs, who had been trained in BRAC, have found confident and sincere in their work. They usually get support from BRAC legal aid clinics in some strategic ways to operate land management services locally.
- Land entrepreneurs realise the market value of their services and they still think to continue these services to the society if they get help from BRAC related to digital-based land measurement services (different modern technology based instrumental services). Design map for land measurement and digital mapping on the spot are a demand of the LEs in delivering their desired services to the clients.

3.7 Constraints in land measurement services

The LEs had experienced several complications during the measurement of land. Figure 3 represents that 91.6 per cent and 8.4 per cent LEs had experience on complications during measurement of land. There were some complications faced by the Land Entrepreneurs during measuring the land: the quarrel between two land owners, scolding the LEs even the LEs were sometimes physically assaulted by the landowners.

Sometimes the LEs felt problem when the land was in joint partnership. Even they started to fight with each other in sharing lands.



Chapter 4

Concluding remarks

Over the findings of the study either in qualitative or quantitative, the landowners are found highly satisfied with the services of the BRAC LEs. The fact is that about 97 per cent clients are satisfied with the performance of LEs. According to the landowners, the LEs of BRAC are very neutral in measuring the land and for this reason many unavoidable consequences have been resolved due to their interference or intervention.

In case of a joint partnership of the land, the LEs have some bitter experiences in measuring the land; even they have started to fight with all the partners to make them understandable with the accuracy of land measurement services. However, some series of experiences were based on the experiences of the study are given in this section. These are as follows which may enrich the logbook recording system if these are incorporated in future:

- Recoding measurement of land separately based on five types of land.
- Landowners name and mobile number.
- If landowner were found more than one due to property inheritance, then all names of the landowners should be recorded in log book.
- Update system of land owner's details when the landowner had been changed/ replaced in some situation of migration, selling of land or expired etc.
- Monthly meeting of LEs was an optional path for their service development through the activities such as check, review and correction of the LE's services to the community during the month.

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Annexures

Summary of findings

Categorical indicators	Indicators	Findings
Land Measurement	Measurement value of previous and present, measurement under different types of land	<ul style="list-style-type: none"> • Overall 59% land of targeted clients has been measured equally in comparison between previous and present measurement • About 39% land of targeted clients are measured with a difference of 0.1 to 5 decimal of land in comparison between previous and present measurement. • About 2% land of targeted clients are measured with a difference of 5.1 to more decimal of land in comparison between previous and present measurement. • In Godagari of Rajshahi district, the highest about 92% land targeted clients has been measured equally in comparison between previous and present measurement. • In Bochagonj of Rangpur district, the lowest only 25% land of targeted clients has been measured equally in comparison between previous and present measurement. • For overall difference of homestead land irrespective to the types of land and region, p-value is found as 0.04, that means the data do not appear to be consistent with the 'no difference between previous and present measurement'. • For homestead land only, the difference between previous and present measurement is statistically significant. • In case of all types of land except homestead land, the difference between previous and present measurement is not statistically significant.
Satisfaction of client	Services by BRAC LEs	<ul style="list-style-type: none"> • About 29% clients receive services from BRAC LEs at least time in last one year. • About 7% clients receive services from BRAC LEs for 6 times more in last one year. • About 49% clients receive services from BRAC LEs at least time in last five year. • About 2% clients receive services from BRAC LEs for 5 times more in last five year. • About 97% clients are satisfied with the services from BRAC LEs. • About 35% clients take advices from BRAC LEs. • About only 8% clients faced problems during land measurement by BRAC LEs .
Knowledge level of LEs	Test score, year of experiences	<ul style="list-style-type: none"> • Only about 4% LEs get the highest 93% score on theoretical exam related to land survey design and measurement. • Only about 2% LEs get the least 30% score on theoretical exam related to land survey design and measurement. • The highest 13% LEs get average 53% score on theoretical exam related to land survey design and measurement.