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An Assessment of Good Governance Practices and Challenges in Local
Government of Ethiopia: The Case of Bonga Town Administration, in Kaffa Zone,
SNNPRS

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An Assessment of Good Governance Practices and Challenges in Local Government of Ethiopia: Case of Bonga Town Administration, in Kaffa Zone, SNNPRS

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Abstract

Good governance has become a key agenda of development discourse in the world in general, and Africa in particular. Ethiopia, too, does not deviate from this global fashion. Accordingly, due to their closeness to the citizen, local governments are required to give timely service to the people under their administrative jurisdiction. Similarly, Bonga Town Administration has this mandate for the town residents; however, there are wide public grievances regarding the adequacy and quality of service delivery, accountability and transparency of local authorities and corruption. This study sought to assess the practice and challenges of good governance in Bonga Town Administration. For the sake of achieving the aim of the study, descriptive research method was utilized. To determine sample respondents purposive and convenience sampling techniques are used. Quantitative data was gathered through questionnaire. Pertinent to qualitative information, structured interview and FGD are employed. Then after, data collected and analyzed through quantitative and qualitative methods. At last, the study disclosed low level of accountability and transparency in the town administration. The town people haven't say in service provision and prioritization of their shared problems. The study shows low level of attendance during meeting and participants reported they are disengaged in shared affairs, in fact public participation lacks luster. Moreover, pervasive corruption is perceived as key governance problem in the town; however, due to fear of reprisal citizens lack experience in exposing corruption. In sum, poor service delivery, gap between local government representative and the town people, high level of rent seeking, weak political leadership, lack of timely response for public interest, and public disengagement in shared affairs were found to be challenges of good governance in Bonga Town Administration. Henceforth, based on the findings, it is concluded that the current good governance practice in Bonga Town Administration is weak because it fails to meet the interest and need of the town people, and that it lacks accountable and transparent administration, communication between the local government representatives and people, and identified with high level of rent seeking among public servants as well as appointed and elected authorities. This research argues for the existence of governance which ensure public engagement in decision making and prioritization of shared problems, accompanied by transparent and accountable administration.

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Acronyms

ADB: Asian Development Bank

AfDB: African Development Bank

BTA: Bonga Town Administration

CSA: Central statistical Agency

FDRE: Federal Democratic Republic of Ethiopia

FEDD: Finance and Economic Development Department

GCUG: Global Campaign on Urban Governance

GOE: Government of Ethiopia

MoFED: Ministry of Finance and Economic Development

NGOs: None Governmental Organizations

OCED: Organization of Cultural and Economic Development

OSI: Open Society Institute

SNNPRS: Southern Nations Nationalities Regional State

TI: Transparency International

UN: United Nations

UNDP: United Nations Development Program

USAID: United States Agency for International Development.

WB: World Bank

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Chapter One

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1. Introduction

1.1. Background of the Research

In the contemporary world, good governance has become a catchphrase and it is also frequently mentioned as one ingredient of economic growth and poverty reduction. As the researcher learned from literature the use of the word "good governance" first appeared in a 1989 World Bank (WB) report on Sub-Saharan Africa. As indicated in AfDB (1999) a 1989 WB report on "Sub-Saharan Africa: From crisis to sustained growth", raised the issue of governance. It was following this report that the idea of good governance is frequently pronounced among aid agencies as well as countries regarding development and conditionality for aid provision. As well expressed by Grindle (2010), for the millions of people throughout the world who live in conditions of public insecurity and instability, corruption, abuse of law, public service failure, poverty, and inequality, good governance is a mighty beacon of what ought to be.

However, there are different views and arguments on good governance agenda between proponents and opponents of the idea. Proponents of good governance see it as a worthy goal not only in and of itself, but also as a means through which to impact a variety of other outcomes, particularly economic growth and development (Gisselquist, 2012). Besides, aid offering countries and agencies are also using good governance as criteria for allocation and release of development aid. Whereas, the opponents on the other side criticized and argued that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and imposes Western liberal models of democracy (*Ibid*).

Beyond the argument, there is a widespread consensus that "good governance" is a necessary condition to sustain economic development and ensure the prosperity of the country. Henceforth, developing countries are striving for promoting good governance at all government levels. In Africa too, good governance has got a wide spread attention, indeed African governments have established various strategies to promote good governance. Ethiopia is not an exception from this consensus and therefore GOE recognized the importance of good governance for bringing sustainable development. According to MOFED, (2009) Ethiopia has, over the last several years, began implementing major reform programs to empower citizens as well as enhances public sector efficiency, effectiveness, transparency and accountability. In doing so the

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good governance package has been established to promote good governance. The package attempts to enhance good governance including participation, consensus building, gender equality, responsiveness, transparency, accountability, equity and fairness, the rule of law and efficiency and effectiveness. Therefore, a number of measures were taken to improve local governance including awareness raising campaign, issuing directives and codes of conduct, changing the number and composition of councilors, appointment of Kebele managers, complaints handling officers, and participation of membership-based grass root organizations (MoFED, 2009).

The existing emphasis on good governance in Africa, Ethiopia inclusive, is because of the wide spread belief that "good governance" is the key to improving development outcomes. Today among politicians and academic researchers of the world, there is a growing tendency of associating good governance with lower levels of corruption, higher levels of bureaucratic professionalism, higher life expectancy, better water quality, lower poverty, and stronger economic growth (Holmberg et al. 2009, cited in Rodden & Wibbels, 2012).

According to UNDP, 'Good governance refers to governing systems which are capable, responsive, inclusive, and transparent. All countries, developed and developing, need to work continuously towards better governance (Gisselquist, 2012). In addition to this AfDB has identified the key elements of good governance as: accountability, transparency, participation, combating corruption, and the promotion of an enabling legal and judicial framework (*Ibid*). As the researcher learned from definitions given above, good governance must include active participation in public decision-making, accountability, transparency, the rule of law, and an open and enabling environment for addressing socioeconomic problems. In this regard accountability and transparency, control of corruption, rule of law and public participation are major components of good governance. As a result they have to be treated well and governments as well as other stakeholders need to work together in ensuring the practice of the aforementioned components to realize the goal of good governance, which is important to bring sustainable development. However, in relation with this point of view Adesida (2001), argued that governance in many African countries is still far from "good" because the systems are not as open as they should be. Additionally, most governments are unable to satisfy the most basic

needs of their people; accountability and transparency are low, and many people are unable to participate effectively in the governance process.

Insum, the preceeding paragraphs clearly noted the need to emphasize on good governance. However, apart from the theories in litrature the "good governance" agenda has not been substantially treated in Ethiopia. In theory good governance requires participatory, accountable,transparent and responsive system in local governemnt. However, research on assessing the practice of good governance principles at local government level is not substantial and these issues have not been empirically examined and assessed in Bonga town. As a result this research is a usefull addition in filing this knowledge gap around assessing the emperical practice of good governance in local governemnt and its impeding variabls.

1.2.   Statement of the Problem

According to UNDP cited in Gisselquist (2012), 'Good governance refers to governing systems which are capable, responsive, inclusive, and transparent. All countries, developed and developing, need to work continuously towards better governance'. In line with this international concern, the GOE has emphasized and started working to realize good governance at all government level. Though, the Ethiopian government is committed to realize good governance at all levels, literature reveal that research on good governance is lacking in municipal administrations. Tegene and Kassahun (2007, p: 55) pointed that research on issues such as accountability of service providers to users, representation and participation of users in planning and decision making process, and structures for participation and representation are almost lacking.

Moreover, substantial research has not been done regarding the practice of good governance principles in Ethiopia and research on good governance in local government is also limited. Particularly there is no research found which has been done in BTA, in spite of unreserved effort made by the researcher in searching out researches made in the area.

As the researcher experienced, in Bonga Town Administration (BTA) there is a widespread public dissatisfaction and outcry regarding absence of good governance. Mainly the dissatisfactions are associated with the growing public service failure, accountability and transparency of the town administration. Often common public grievances were observed on

administrative accountability and transparency, unresponsiveness of local leaders, very low interaction between people and their local representatives, poor municipal service provision (pure water supply and refuse collection service) and access to information. Besides there is pervasive corruption and high rent seeking behavior among public servants and local government representatives. People reported that court decisions are subject to corruption and there is also delay in court trials. In line with this, though, public participation is critical for development and realization of good governance, the research has revealed that, in Bonga Town Administration public participation lacks luster. People reported as they don't prioritize and decide on their shared problems. Weak political leadership, lack of skilled public servant in service sectors, and absence of integrity among public officials were figured out as daunting challenges of good governance in the town.

1.3. Basic Research Questions

- What are the views of the people regarding the practice of good governance (accountability and transparency, participation, rule of law and control of corruption) in Bonga Town Administration?

- To what extent the town people do have access to municipal service provision (pure water supply and refuse collection) in Bonga Town Administration?

- What are the major challenges of good governance?

- What could be possible and appropriate solution that will help in promoting good governance in Bonga Town Administration?

1.4. Objectives of the Research

1.4.1. General Objective

Broadly the research aimed to assess the overall practice of good governance principles and to investigate challenges of good governance in Bonga Town Administration.

1.4.2. Specific Objectives

The specific objectives of the research were, within the context of Bonga Town Administration, to:

- Examine the perceptions of the people regarding the practice of good governance principles in Bonga Town Administration.

- Determine the accessibility of municipal public services provision (pure water supply and refuse collection) in Bonga Town Administration.

- Find out challenges of good governance

- Suggest possible solutions for promoting good governance in Bonga Town Administration.

1.5.   Significance of the Research

This research was conducted on Bonga Town Administration in Kaffa Zone. The research was aimed at assessing the good governance practice in the town administration and investigating the impeding variables of good governance. Definitely the research may be helpful in examining the overall practice and challenges of good governance by surveying citizen's view. Since the research has clearly defined the empirical experience of good governance in the municipal administration and has identified impeding variables, it may help the local government to improve the limitations and strengthen positive experiences regarding good governance practice. Moreover, in view of the fact that good governance is confirmed as critical ingredient of sustainable development in general and, particularly a power full tool in making urban areas better places to live and work, the research have significant importance in promoting and strengthening the base of good governance at national level in general and particularly in local government of Bonga town administration. In addition, it might contribute to the betterment of the life of the town people by addressing governance problems and suggesting remedial measures. Moreover, the research might serve as a milestone for future studies on the same issues in the town administration in particular and country in general. Finally it may help to make known the interaction between the people and their local government, initiate local authorities to work better in motivating, mobilizing and affirming public engagement in common objective and realization of their town development in broader.

1.6.   Delimitation of the Research

The foci of this research was assessing the existing practice of good governance principles, and investigating challenges impeding the exercise of good governance principles. In short the scope of the research is defined in terms of its thematic and geographical aspects.

In terms of theme the research assessed the practice of good governance in light of selected elements of good governance for the purpose of this research. Transparency and accountability, control of corruption, public participation and prevalence of rule of law, which are the major elements of good governance, were used to assess the practice of good governance in Bonga Town Administration. Thus the status of good governance in Bonga Town Administration has

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been defined by examining the practical implementation of these principles. In addition, the research also assesses the accessibility of pure water and dry waste management services in the town, because these are basic municipal services which are lacking in Bonga Town Administration. Finally the study has attempted to investigate variables which are hampering the practice of good governance in the town.

Geographically the research was confined within the territorial jurisdiction of Bonga town administration. Therefore, the research is limited in assessing the good governance practice and challenges in BTA. Furthermore, upon identifying the impeding variables of good governance the research has recommended possible solutions.

1.7. Limitations of the Research

In the course of the study, the researcher had encountered the following potential problems:

- During data collection especially through survey questionnaire from selected households many challenges were faced. First: after being instructed about the aim and purpose of the information sought from respondents they show their consent for participation, however, in process they refuse to head a way. Second: many respondents after hearing phrase good governance immediately they disagree not to take part in the study, expressing their fear to talk about the issue.

- In the case of data collection the local authorities mainly kebele leaders hesitate to tell their experience regarding good governance and after having appointment with the interviewer, extend the time for another day. Dealing with them was very tough.

- In general as a beginner, the researcher had faced constraints in managing these limitations.

Beside major challenges encountered, due to time and budget constraints this research focused only on four elements of good governance; accountability and transparency, corruption, rule of law and participation. However, the research would be more comprehensive if it adds other additional elements of good governance. Thus this may limit the inclusiveness of the research.

1.8. Operational Definitions

The following key terms shall be interpreted based on contextual definitions given by the researcher. The meaning and definitions of terms/key words are specific to this research.

- **Good governance:** It is a system of governance, which is characterized by accountability, transparency, responsiveness, participation, control of corruption and rule of law.

- **Local government:** It is one of government levels below federal and regional government and it is much closer to the people. Also it can be defined as, a sub-national level of government within defined geographical area, which exercise authority and execute governmental functions at local level.

- **Local governance:** It refers to a process through which decisions are made and executed at the local level. It can be defined as "the exercise of political, economic and administrative authority to manage local affaires".

- **Town administration:** A local government which is authorized to administer urban population.

- **Challenges of good governance:** Impeding variables that may restrain the practice of good governance principle.

- **Practice of good governance:** A process of exercising good governance principles.

1.9. Ethical Considerations

This study has involved different stakeholders whose participation had been significant in achieving the objectives. Each category of stakeholders in a research activity may have different interests, perspectives, purposes, aims, and motivations that could affect the way that research activity is carried out and the way results are communicated and used. Because of this, it is important to ensure that research is not affected by the self interest of any party and is not carried out in a way that harms any party (Kumar, 1999). Depending on this idea the researcher has set a code of ethics which could steer the whole activities of the research. Therefore the researcher has practically observed the ethical considerations and executed research activities in line with

prescribed code of ethics. In order to ensure the confidentiality of data collection and to keep the right of the research participants, the following ethical protocols were carefully observed:

1. The research participants were asked for their willingness. Based on their permission they were oriented or informed with the type of information sought from them, the reason for their participation and usefulness of the research for their life.

2. The information given by respondents was kept indistinctive.

3. The researcher has used appropriate methodology to get reliable finding and had been careful while using information and writing the thesis.

4. Letter of confirmation for conducting the research was presented for respondents.

1.10. Organization of The Study

The thesis is organized in to six chapters. Chapter one is dedicated to introduction and comprises the major components of the proposal. Thus, it has constituted background of the research, statement of the problem, objectives, significance, delimitation, limitation of the research, and ethical consideration. Chapter two, deals with the reviews of literature which helped to draw analytical frame work. Chapter three comprises of the research methodology, description of the study site; the social, economic, and political realities of the town. Chapter four is fully dedicated for analysis and interpretation of data. Chapter five presented major findings of the research work and discussions. The final chapter six also inculcated summary of finding, conclusion and recommendations.

Chapter Two

2. Review of Related Literature

This chapter of the research is dedicated to presenting the review of the related literatures, which are helpful in establishing theoretical and analytical-framework pertinent to the study. Thus, this portion of the research brought the meaning of governance by summarizing what has been said by different scholars', international organizations as well as aid agencies. The attributes/elements of good governance which were defined by UNDP and AfDB were also presented. In line with this, the major dimensions of good governance with their detail were summarized which are helpful in analyzing good governance at local level.

The good governance issues in general and particularly in our country Ethiopia are discussed. The concept of urban good governance has been reviewed in particular. Finally analytical framework for the analysis of good governance at local government was established, and has helped the analysis.

2.1. The Concept of Governance

There are different views on good governance agenda among proponents and opponents of the idea. Proponents of good governance see it as a worthy goal not only in and of itself, but also as a means through which to impact a variety of other outcomes, particularly economic growth and development (Gisselquist, 2012). Whereas, the opponents on the other side argue that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and imposes Western liberal models of democracy (*Ibid*). Opposed to the argument there is a widespread consensus that good governance is a necessary ingredient of sustainable development. Owing to this, nations in the world including Ethiopia, regardless of their political ideology, economic development and other factors are striving to ensure good governance.

Despite the good governance debate the definition of 'governance' itself remains uncertain and doubtful. There is no one single definition about governance; instead there exist a number of different definitions given by different organizations and scholars. According to Gisselquist (2012), not only do definitions vary across organizations; they also vary within organizations. For example Gisselquist (2012) has referred to various definitions used by the WB at different times. Some of those definitions used by WB include: 'the exercise of political power to manage a nations affairs', 'the manner in which public officials and institutions acquire and exercise the

authority to shape public policy and provide public goods and services' and 'the rule of the rulers, typically within a given set of rules' (Gisselquist, 2012: 3) are some. However, there is a definition which has been used widely. UNDP (2007) has defined governance as:

> *'...the system of values, policies and institutions by which a society manages its economic, political and social affairs through interactions within and among the state, civil society and private sector. It is the way a society organizes itself to make and implement decisions—achieving mutual understanding, agreement and action. It comprises the mechanisms and processes for citizens and groups to articulate their interests mediate their differences and exercise their legal rights and obligations. It is the rules, institutions and practices that set limits and provide incentives for individuals, organizations and firms. Governance including its social, political and economic dimensions operates at every level of human enterprise, be it the household, village, municipality, nation, region or globe.'* (UNDP, 2007).

According to Gisselquist (2012), regardless of differences in language, most definitions of governance share three common defining elements such as (1) governace is a process (2) power exercised by actors and (3) the management of collective affairs. Therefore minimaly governance can be understood as the process or the manner through which power or authority is exercised by actors to manage the colllective affairs of a community, society and/ or nations at large. Moreover, according to Gisselquist many definitions of governance also include additional elements like (1) the core objectives met by effective governance (2) the principles, values, or norms that should be upheld in the process of governing and (3) the specific institutions that well governed countries should have. Furthermore the process of governance involves various stakeholders or actors, government agencies, ellected officials, hereditary rulers, religiuos leaders, judiciary authority, and the public (*Ibid*).

Table 1: Summarised definitions of governance as given by various organizations.

International organizations	Definitions
UNDP	**Governance:** with its political, economic and social dimenssions, operates at every levels of human enterprise, be it the household, village, municipality, nation, region or globe (UNDP 2000, cited in Gisselquist 2012).
IMF	**Governance:** is a process by which public institutions conduct public affairs and manage public resources (UNDP 2007, cited in Gisselquist 2012)
OCED	**Governance:** is the use of political authority and exercise of control in a society in relation to the management of its resources for social and economic development, which encompasses the role of public authorities in establishing the environment in which economic operators function and in determaining the distribution of benefits as well as the nature of the relationship between the ruler and the ruled (OCED,1995 cited in Gisselquist 2012).
ADB	**Governance:** is the manner in which power is exercised in the management of a country's social and economic resources for development.

Source: Authors Compilation.

2.2. Actors in Governance

Familiarly governance is defined as the exercise of political and administrative authority to manage public affairs. Traditionally the act of governing public affair had been treated as exclusive domain of government. However, today many scholars believe that the management of public affairs is not, and should not be treated as, the exclusive domain of government. This is because; it is believed that "the affairs of government are the affairs of all. The problems of society are the problems of all" (Carino, 2000). Thus, the involvement of actors beyond the state in the management of public affairs is inevitable. In general the concept of governance has evolved to encompass many different stakeholders in its domain. In this context governance has three major actors- **state**, **market** and **civil society**.

2.2.1. The State

State is a principal actor in government, whereas, in governance all other actors are involved in managing public affairs. According to Carino (2000), this is not to mean that the state does shrink in to nothingness with its advent. Rather it continues to play the key roles of enabling and facilitating the participation of other elements of society. In governance, the state creates an

environment that enables and facilitates the market and civil society to make its own creative and decisive contributions. Therefore, the state as enabler provides the legal and regulatory framework and political order with in which firms and organizations can plan and act. It can encourage citizens to act by liberating them from the fear of military reprisals when they criticize policies or serve marginalized groups (Carino, 2000). The other major role of the state is to facilitate by providing resources to assist markets and communities. Such resources include information, technical expertise and advice, research and development programs, physical infrastructure as well as grants-in-aid or incentive schemes. State includes the different organs of government (Legislative, Judiciary and Executive) and different segments of actors (elected representatives, political executives, bureaucracy/civil servants at different levels, etc.)

2.2.2. The Market

Market includes the private sector –organized as well as unorganized –that includes business firms ranging from large corporate house to small scale industries/establishments.

2.2.3. Civil Society

It consists of citizens and groups outside government but working in the public arena. It is sometimes called by other names, such as non-governmental organizations (NGOs) or, the non-profit or voluntary sector.

Civil society organizations attempt to represent the interests of the inarticulate and the excluded even as they endeavor to organize them so that they may raise their own voices on social issues and exercise their own power over themselves and the collective life of the nation. They get involved in governance to the extent that they contest the power of the state or show alternative ways of service provision and policy formulation. Some of the roles of CSOs include;

- extending the government's delivery system by mobilizing people to prove themselves eligible to receive government social services
- providing their own services in areas unreached by the public bureaucracy
- serve as the source of policy ideas all the way to being the evaluator of government schemes

The participation of market and civil society in governance adds a new role to the state that of building partnerships and linkages to the two sectors. Moreover, their engagement shifts the social picture from elite control to active citizenship.

2.3.   Definitions and Components of Good Governance

It is widely accepted that, "good governance" is a necessary condition to sustain economic development and ensure the prosperity of the country. According to UNDP, 'Good governance refers to governing systems which are capable, responsive, inclusive, and transparent. All countries, developed and developing, need to work continuously towards better governance (Gisselquist, 2012). In addition to this AfDB has identified the key elements of good governance as: accountability, transparency, participation, combating corruption, and the promotion of an enabling legal and judicial framework (*Ibid*). Like AfDB the Asian Development Bank (ADB) has identified accountability, participation, predictability and transparency as key components of good governance. The Organization for Economic Cooperation and Development (OECD) also have identified accountability, transparency, efficiency and effectiveness, responsiveness, forward vision and rule of law as major elements of good governance. In spite of this cited in Gisselquist (2012), the UNs Social Commission for Asia & the Pacific (UNSCAP) has identified eight features of good governance. Therefore good governance characterized as participatory, responsive, consensus oriented, acountable, transparent, inculsive, effective and efficient and also it is a system where rule of law is prevaled.

Good governance might have different interpretation for different individuals, organizations and countries as well. Whereas, the elements depicted in (Figure 1) below are quite common in various definitions of good governance. Generally the features of good governance displayed in (Figure 1) are among some common elements which can be traced in the definitions given by WB, AfDB, ADB, UNDP, OECD, and UNSCAP.

Figure 1: Feautures of Good Governance

Source: http://www.unescap.org/sites/default/files/good-governance.pdf
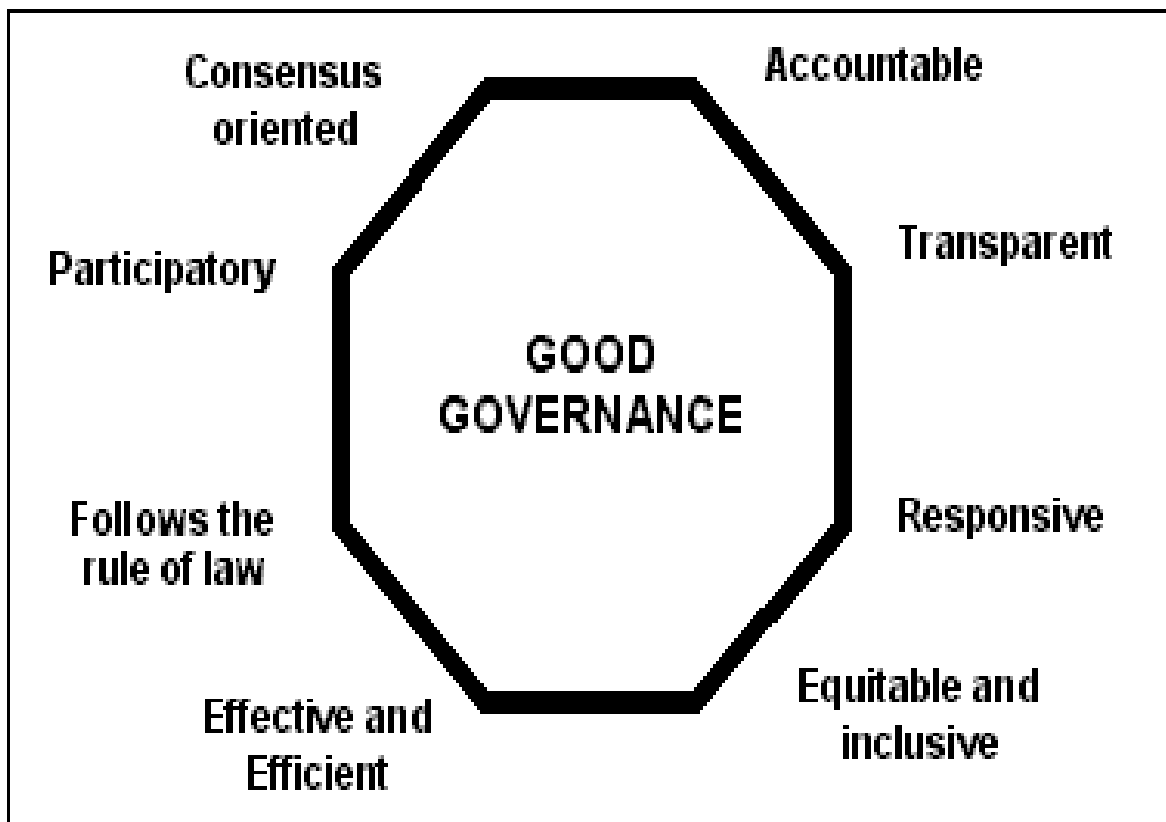
2.3.1. Accountability and Transparency

Accountability and transparency are critical components and key requirments of good governance. According to Tiwari (2004), good governance implies accountability to the citizens of a democratic polity and their involvement in decision making, implementation and evaluation of projects, programs and public polices. In this regard, accountability and transparency become inviolable elements of good governance.

The notion of accountability is an amorphous concept that is difficult to define in precise terms. However, broadly speaking, accountability exists when there is a relationship where an individual or body, and the performance of tasks or functions by that individual or body, are subject to another's oversight, direction or request that they provide information or justification for their actions. The concept of accountability is not only limited to governmental institutions but also it streches to privet sectors and civil society organizations.

Threrefore, the idea of accountability obliges governemnt institutions, privet sector aswell as civil society organizations to be accountable for the public. According to AfDB (1999), accountability defined as holding responsible elected or appointed individuals and organizations charged with a public mandate to account for specific actions, activities or decisions to the public from which they derive their authority. In a narrow sense, accountability focuses on the ability to account for the allocation, use, and control of public spending and resources in accordance with legally accepted standards, i.e. budgeting, accounting, and auditing. In a broader sense, it is also concerned with the establishment and enforcement of rules of corporate governance. According to RAND (2008) accountability is an ethical concept – it concerns proper behavior, and it deals with the responsibilities of individuals and organizations for their actions towards other people and agencies. The concept is used in practical settings, notably in describing arrangements for governance and management in public services and private organizations. The term is often used synonymously with concepts of transparency, liability, answerability and other ideas associated with the expectations of account-giving. Bovens' (2005) cited in RAND (2008) defined accountability as a social relation in which an actor feels an obligation to explain and to justify his or her conduct to some significant other.

The principle of Accountability also established in Ethiopian Constitution. In Ethiopia, since the fall of Derge regime, having recognized the inviolability of accountability and transparency in governance system, the newly established FDRE government, has gave attention to it. Indeed, the 1995 Ethiopian constitution in Article 12 under sub article 1-3, clearly stated about the accountability of government. According to the constitution in the government which is accountable, the following features are prevalent:

- The conduct of affairs of government shall be transparent.
- Any public official or an elected representative has to be accountable for any failure in official duties.
- In case of loss of confidence, the people may recall an elected representative.

In sum accountability make sure that, for every action and inaction in government and its consequences there is a body responsible and accountable to the government, the society and the people in general. On the other side transparency makes sure that people know exactly what is going and what is the rational of the decisions taken by the government or its functionaries at

different levels. AfDB (1999) broadly defined transparency as public access to knowledge of the policies and strategies of government. Among other things, it involves making public accounts verifiable, providing for public participation in government policy-making and implementation, and allowing contestation over decisions impacting on the lives of citizens. It also includes making available for public scrutiny accurate and timely information on economic, financial and market conditions.

More over as pointed by OSI (2004), transparency means clearness, honesty and openness. Transparency is the principle that those affected by administrative decisions should be informed, and it is the duty of civil servants, managers, and trustees to act visibly, predictably, and understandably. It describes the increased flow of timely and reliable economic, social, and political information (for example, about government service provision). Transparency enables institutions—and the public—to make informed political decisions; it improves the accountability of governments and reduces the scope for corruption (*Ibid*).

2.3.1.1. Dimensions of Transparency

Transparency is generally regarded as a key feature of good governance, and an essential prerequisite for accountability between states and citizens. At its most basic, transparent governance signifies 'an openness of the governance system through clear processes and procedures and easy access to public information for citizens stimulating ethical awareness in public service through information sharing, which ultimately ensures accountability for the performance of the individuals and organizations handling resources or holding public office' (McGee & Gaventa, 2010). According to TI (2009) cited in McGee & Gaventa (2010), transparency is a 'characteristic of governments, companies, organizations and individuals of being open in the clear disclosure of information rules, plans, processes and actions'. In general there is an underlying assumption that transparency produces accountability.

As identified by Tiwari (2004), transparency has the following dimensions and can be ensured as per elements below:
- Openness in public dealings.
- Right to information relating to service delivery process.
- Right to information relating to criteria and their applications.
- Right to information to public expenditure / contracts.

- Enactment relating to Right to information.

- Code relating to access to information

- Openness in the cost of the project, quality standard etc.

2.3.1.2. Classification of Accountability

Accountability can be a somewhat slippery concept, defined in different ways in theory and in practice, and applied differently in a range of circumstances. In spite of the conceptual definitions, recently, there has been a growing discussion within both the academic and development communities about the different accountability typologies. Thus, it can be difficult for scholars and practitioners to navigate the myriad of different types of accountability. The literature made clear that different scholars have identified various classifications of accountability according to different methodological criteria. According to RAND (2008), the criteria used to distinguish between these types are based on (i) the form of accountability relationship between particular actors and (ii) the type of data required by these actors to make informed judgments about conduct. The RAND Corporation has identified five types of accountability (organizational, political, legal, professional and moral/ethical). Cendon (1999), also distinguished political, administrative, professional, and democratic accountability. However for the purpose of this research I tried to highlight five types of accountability which are common in literature (political, administrative, professional, legal and moral/ethical accountability). The table below provides an over view of these types of accountability and their feature.

Table 2: Typology and features of accountability

Typology	Criteria	Characteristics
Political	-based on both political and technical or objective criteria	-take place in a double dimensions; vertical & horizontal -exercised by elected & appointed politicians - use outcomes as the main parameter for evaluation -parliament & electorate are the ultimate references for the control & evaluation takes place
Administrative	- formal criteria which has legal & functional character	-takes place in double dimension -evaluation based on compliance with established rules & procedures
Professional	- professional criteria	-evaluation based on compliance with established rules and practices of the profession
Legal	-legal standards	-courts play central role -evaluation based on adherence to standards
Moral/Ethical	-ethical obligation and moral responsibilities	-relies on informal code of proper conduct -it is based on individual's own judgment & moral values

Source: Authors Compilation.

i. *Political Accountability*

Political accountability is one of the dimensions of accountability. According to RAND (2008), political accountability is exercised by elected and appointed polticians and is mainly about achieving democratic controls. It takes place in double dimenssions (vertical and horizontal). In its vertical dimenssion, political accountability is a relationship that links those in the high positions of the administrative structure who are appointed and removed freely, according only to political reasons (positions of political confidence). This includes the prime minister or the president of the governemnt, minsters and top positions of the public administraation. The title and the level of positions concerened depends on the legal and constitutional positions in force in each country (Cendon, 1999).

According to Cendon, (1999), in its horizontal dimenssion, political accountability is a relationship that links the governemnt with the parliament. It may include some of the positions at the top of the administrative hierarchical ladders. This again, depends on the legal and constitutional provisions of each country.

The realization of horizontal accountability is based on a very wide set of criteria, including technical and objective considerations, but more than any other criterion horizontal dimension of political accountability is based on political considerations. In vertical dimension inferior positions are accountable to superior ones, and the latter may supervise and control the performance of the former. In the vertical dimension, though, the realization of political accountability is based on considerations of a technical/objective character, always loaded with a certain political perspective. In both dimensions, vertical and horizontal, the consequence of political accountability may end up with the resignation or the dismissal of the official in question (Cendon, 1999).

Therefore, political accountability tends to use outcomes as the main parameter for evaluation or performance, rather than compliance with administrative rules and procedures. For this reason, public officials tend here to keep in mind the expectations of the elected authority and, ultimately, of the electorate itself, and to act accordingly, for their permanence in office having been directly elected by the citizens or not, depends on it. The parliament and electorate therefore, are the main and ultimate references for the control and the evaluation that takes place within the framework of political accountability (*Ibid*).

ii.   *Administrative Accountability*

Administrative accountability, like political accountability, takes place in double dimension (vertical and horizontal). In its vertical dimension, administrative accountability is a relationship that links inferior administrative positions with superior political or administrative ones. In its horizontal dimension, administrative accountability links the individual administrator and the public administration as a whole (i) with citizen, as a concrete subject or user of the service, but also (ii) with other external organizations of supervision and control established to this purpose, such as oversight bodies, audits, ombudsmen, etc.

In terms of realization, both the vertical and horizontal dimensions of administrative accountability are based on strict and objective criteria of a legal and functional character, which take the form of obligations of doing or not doing that bind public officials. For instance, the duty of fulfilling all the obligations linked to the position, the duty of obedience and loyalty towards superiors, the duty of neutrality or impartiality, the duty of integrity, the duty of discretion, the duty of using appropriately public resources, the duty of treating citizens, as much

as superiors, colleagues, and subordinates, with attention and respect, and the duty to abide by the constitution and the rest of the legal order. To which the corresponding duty of abstaining from carrying out any action that infringe these principles must be added.

The fulfillment of these duties and obligations is assessed, in the vertical dimension of administrative accountability, through a wide set of internal mechanisms of control and supervision. The aim of these mechanisms is indeed to assure the strict compliance of administrative performance with the established rules and procedures, and the correct use of public resources.

In its horizontal dimension, administrative accountability, besides being subject to the legal principles described in preceding paragraphs, it is also based on other formal criteria legally established, which frame the terms of the relationship between (i) public administration and the citizen, and (ii) public administration and the external organs of control and supervision.

iii.   Professional Accountability

Professional accountability focuses on conformity to standards and codes of conduct for professional behavior, checked by peers, through their professional institutions. Professionals are bound by the codes of standards and codes of practice set by the professional associations with regard for the public interest. These norms are binding for all members and they need to be implemented in professionals' everyday practice (RAND, 2008).

Professional accountability is characterized by the existence of a set of norms and practices of a technical or professional nature that govern the behavior and performance of members of a certain profession. These norms and practices, as long as their respective profession is integrated in the organic structure of public administration, become also part of the set of rules, regulations, and principles that govern the operation of public administration in those areas where the profession is exercised (Cendon, 1999).

iv.   Legal Accountability

Legal accountability, in which courts and quasi-judicial accountability systems play the central role, is mostly about checking the integrity of organizational and individual behavior. As Bovens (2005) argues cited in (RAND, 2008), the importance of legal accountability is increasing due to formalization of social relations and the shift of trust from parliaments towards courts. The

public has the possibility of addressing the violation of law through designated authorities (courts) that are formally or legally conferred with specific responsibilities. The delegation of responsibility to independent bodies that are subject to the legal scrutiny based on detailed legal standards, means that legal accountability is the most unambiguous type of accountability.

v.   *Moral/Ethical Accountability*

Ethical or moral accountability has a central place in a professional's conduct. It is based on an accommodation between the competing requirements of individual and collective benefits. Ethical or moral accountability builds on the ordinary moral responsibilities of people as citizens in a civil society and on the established ethical obligations and rights internalized by individuals. Ethical or moral accountability is driven by internal values and often linked to an external code of conduct and formalized by a professional organization. The main difference between ethical or moral and professional accountability is the degree to which it has been incorporated in the official standards. While professional accountability is binding for members of professionals associations, ethical or moral accountability relies on an informal code of proper conduct (RAND, 2008).

In nutshell, among various officials the state of being committed to service users and other stakeholders is entirely depends or relies on their own judgment and individual moral values. Thus, it is the internalized value of a person that forces him/her to act in the best interest of the service user and other stakeholders.

2.3.2.   Responsiveness

Responsiveness is also one of key components of good governance which urges the government to serve the public within a reasonable timeframe. Rodden and Wibbels (2012), noted that responsiveness and accountability have come to be seen as crucial ingredients of good governance. This is because good governance requires that institutions and processes try to serve all stakeholders within a reasonable timeframe.

2.3.3.   Participation

Participation is defined as a process whereby stakeholders exercise influence over public policy decisions, and share control over resources and institutions that affect their lives, thereby providing a check on the actions of government (AfDB, 1999). In the governance context, participation targets on the empowerment of citizens and the interaction between civil societies,

actors and actions. In general, it is about a situation in which all citizens and private institutions can participate in their own governance, generate legitimate claim and monitoring government policies and actions (*Ibid*).

Participatory governance is one of key component of good governance which has been included in definitions of good governance. In participatory governance citizens got a meaningful place to exercise their rights and articulate interests accordingly. The definition given by Wampler and McNuty (2004) pointed that, participatory governance consists of state-sanctioned institutional processes that allow citizens to exercise *voice* and *vote,* which then results in the implementation of public policies that produce some sort of changes in citizens' lives. In this system of governance citizens are engaged in public venues (common public affairs) at a variety of times throughout the year. Thus it allows citizens to be involved in policy formulation, selection, and oversight. Moreover, it creates interactions among citizens as well as between citizens and government officials.

The idea of participatory governance has gained enormous popularity in recent times, both in academic discourse and actual practice. More generally, the recent emphasis on good governance as the foundation for sustained and equitable development has generated widespread interest in participation in the development circle, as effective participation by all stakeholders, especially at local levels of government, has come to be viewed as a necessary condition for promoting good governance. In the developed world too, people's participation in social decision-making processes is increasingly being emphasized as a means of combating a range of social malaise, including the problems of social exclusion, political apathy and so on (United Natios, 2008).

Participation has enormous significance for human beings. According to United Natios (2008) participation is valued for both intrinsic and instrumental reasons. The intrinsic value refers to the idea that the act of participation is valuable in itself, quite apart from any value it may have in helping to achieve other good things. Cited in United Natios (2008) Amartya Sen's powerful detailed discussion of the idea of 'development as freedom' clearly recognizes the intrinsic value of participation in the development process. In this perspective, development consists of the expansion of a range of freedoms to do and to be the things that human beings have reasons to value, and the freedom to participate meaningfully in public affairs is seen as one of those

valuable freedoms. In this regard people attach value not just to the final outcomes of development but also to the process through which these outcomes are achieved.

According to UN (2008), Sen (2002) makes a distinction between the opportunity aspect and the process aspect of freedom. The opportunity aspect refers to the freedom to achieve valuable outcomes - such as the ability to lead a life free from hunger, disease, illiteracy and so on, while the process aspect refers to the manner in which these outcomes are achieved. In general people have the freedom to achieve the ability to lead a life free from miseries (valuable outcomes of development) and also they have the freedom to take part in the process of achieving these valuable outcomes. Therefore, development consists in the expansion of both these aspects of freedom because people attach value not just to the final outcomes but also to the process through which these outcomes are achieved (*Ibid*).

The freedom to participate is related to the process aspect of freedom, and as such it is very much a constituent of development, not just a means of achieving it. As a constituent it may be valued just as much as the final outcomes. For instance, while people value freedom from hunger, they are not indifferent to the process through which this outcome is achieved. In particular, they have the freedom to participate actively in the choice of pathways leading to freedom from hunger.

According to UN (2008) the argument that the freedom to participate in the development process is a valuable freedom in its own right has not remained confined to the Amartya Sen's philosophical domain. The force of the argument has been recognized, for example, by the international human rights discourse, in which the right to participate is enshrined alongside rights to other civil-political and socio-economic freedoms. This recognition is quite explicit in the Declaration of the Right to Development adopted by the United Nations in 1986, which says: 'The right to development is an inalienable human right by virtue of which every human person and all peoples are entitled to participate in, contribute to and enjoy economic, social, cultural and political development, in which all human rights and fundamental freedoms can be fully realized.' It is evident from this statement that the right to development is to be seen not simply as a right to 'enjoy' the fruits of development, but also as a right to participate in the process of realizing them.

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The right to participate is not limited, however, to the context of development. It's a very general right that has a bearing on all spheres of public affairs, and as such it is equally applicable to developed as well as developing countries. The International Covenant on Civil and Political Rights (ICCPR) has also recognized the inalienable right of citizens for participation. Accordingly the covenant stated that: 'Every citizen shall have the right and the opportunity to take part in the conduct of public affairs, directly or through freely chosen representatives' (O'Flaherty & Heffernan). Therefore the universality of the right to participate has been recognized, underlining the intrinsic value of participation in all spheres of public life.

2.3.4. Combating Corruption

Corruption is literally defined as the misappropriation of public assets or public office/trust for private gains. Concritizing this definition cited in Lengseth (1999) WB and Transparency International (TI) defined corruption as "the misuse of public office for private gain." As such, it involves the improper and unlawful behavior of public-service officials, both politicians and civil servants, whose positions create opportunities for the diversion of money and assets from government to them and their accomplices.

2.3.4.1. Causes of Corruption

The causes for corruption are numerous and differ from one country to the next. The chief contributing factors as pointed by Lengseth (1999) are policies, programs and activities that are poorly conceived and managed, poverty, income disparities, inadequate civil servants' remuneration, and a lack of accountability and transparency. In addition, public servants, lacking a service mentality, become more interested in serving themselves than serving the public. Beside to this a lack of political commitment is another major factor aggravating corruption. Moreover, for the average person, a bribe is the most obvious evidence of corruption. In many countries, applicants for driver's licenses, building permits, birth certificates, etc. have learned to expect a surcharge from civil servants in order to obtain these documents (Lengseth, 1999).

It is known that the consequences of corruption are more pervasive and profound, if corruption is not strategically suppressed. Thus, combating corruption has become a key indicator of commitment to good governance. This is because as indicated by Rodden and Wibbels (2012), low level of corruption is one of the ingrdients associated with good governance.

In general when there is inadequate transparency, accountability, and probity in the use of public resources, the state fails to generate credibility and authority. Corruption undermines the credibility of democratic institutions and counteracts good governance. There is a high correlation between corruption and an absence of respect for human rights, and between corruption and undemocratic practices. Corruption alienates citizens from their government. There is also considerable evidence that a strong negative relationship exists between the extent of corruption and economic performance (Lengseth, 1999).

2.3.4.2. Types of Corruption

There are various forms of corruption. Here under I have attempted to figure out some of them. Making distinction among different types of corruption is helpful to design and develop reform programs and strategies pertinent in combating corruption:

- **Embezzlement:** Theft of public or private funds. Embezzlement is a very serious issue in many settings.

- **Nepotism:** Granting offices or benefits to friends and relatives, regardless of merit. Nepotism is favoritism, but usually used to indicate a form of favoritism that involves family members. Nepotism is when someone who has power or authority uses it to get jobs or other favors for members of his own family or close relatives (OSI, 2004).

- **Petty corruption:** practiced by public servants who may be basically decent and honest individuals but who are grossly underpaid and depend on small bribes from the public to feed and educate their families. According to OSI (2004) Small scale, bureaucratic or petty corruption is the everyday corruption that takes place at the implementation end of politics, where the public officials meet the public. Petty corruption is bribery in connection with the implementation of existing laws, rules and regulations, and thus different from "grand" or political corruption. Petty corruption also been called "low-level" and "street level" corruption, because it is the kind of corruption that people can experience more or less daily, in their encounters with public administration and services, like hospitals, schools, local licensing authorities, police, taxing authorities and so on.

- **Grand corruption** involves politicians, senior officials, policy-makers, leading elites and major companies using large amounts of public resources to maintain their own power, status and wealth. This corruption is motivated by personal greed. The money or assets from such corruption usually is transferred to individuals or political party coffers.

- **Bribery:** OSI (2004) defined bribery as the act of offering someone money or other valuables in order to persuade him to do something for you. It can be also defined as the willing and planned cooperation of the giver and taker. Both parties benefit from the dealing.

- **Extortion:** payment that is exacted from unwilling client or forced extraction of bribes or other favors from vulnerable people by those in authority (Sohall, 2010).

- Another way to categorize is, to differentiate between bribes paid for what a client has a legal right to receive and bribes paid to receive benefits belonging to others (Lengseth, 1999).

According to Lengseth (1999), corruption most likely will occur in the interaction between the public and private sectors. It is generally practiced by public officials who have direct responsibility to deliver services to the public, apply or enforce specific regulations, or levy fees or taxes. Despite these common characteristics, corruption takes on very different features from one place to another. Corruption flourishes in different places in different forms including: land rezoning, customs duties, income tax collection, non-merit based appointments, promotions, and many more.

2.3.4.3. Who is Responsible to Contain Corruption

Ultimately, all parts of society must share the responsibility for containing corruption because all are willing or unwilling participants. An active, involved and empowered citizenry is indeed essential to any anti-corruption campaign. Reformers can only achieve real gains when a society changes its expectations and understanding of its entitlement to a government that is not corrupt. For their part, government leaders, politicians and bureaucrats, must provide the political will to address all forms of corruption. Governments need to introduce appropriate legislation to reduce corruption and provide whatever means are necessary to ensure that appropriate steps are taken to build systems of integrity and rule of law (Lengseth, 1999).

2.3.5. Rule of Law

The Secretary General of UN (2013) cited in Nwekeaku (2014) defines the rule of law as a principle of governance in which all persons, institutions and entities, public and private, including the State itself, are accountable to laws that are publicly promulgated, equally enforced and independently adjudicated, and which are consistent with international human rights norms

and standards. It requires as well measures to ensure adherence to the principles of supremacy of the law, equality before the law, accountability to the law, fairness in the application of the law, separation of powers, participation in decision-making, legal certainty, avoidance of arbitrariness, and procedural and legal transparency.

2.4.   Urban Governance

2.4.1. Urbanization and a Growing Concern on Good Governance

Today urban governance is becoming important concern among scholars. This is because urbanization has become a powerful force in developing countries and it is a development that has taken place quickly and comparatively recently in Asia, Africa and Latin America (Harpham & Boateng, 1997). Thus, urbanization has become prominent in the world in general, and Africa and Ethiopia are no exception. Data reveals dramatic demographic shift taking place in the world. According to Global Campaign on Urban Governace (2002), in 1950, the number of people living in urban areas was 750 million. In the year 2000, that figure is estimated to be 2.8 billion, 47 percent of humanity. By 2015, some 4 billion people will live in cities (urban areas), 53 percent of world population. It is also confirmed that the urban population of the world is estimated to become 4.98 billion by 2030 (Cohen, 2004). Thus Humanity's future is decidedly urban.

According to Narang and Reutersward (2006), 'urban growth is expected to be particularly rapid in the urban areas of less developed regions'. In 1950, only 15% of the Africa population was living in towns or cities, by 2000 this figure was increased and around 38% of the region's population lived in urban areas. In general, Africa's urban population grew from 32 million in 1950 to 102 million in 1975 and to 295 million in 2000 (Cohen, 2004). Though, Sub-Saharan Africa has long been one of the least urbanized regions of the world, the region has absorbed relatively high rates of urban growth over the past 50 years (*Ibid*).

Owing to the curent trends of rapid urbanization, good governance issue in urban areas become a prevalent concern in the world. This is because as presented in the preceding paragraphs the trend of urbanization is becoming irreversible. Therefore, the issue of good governance has become critical in this context this is because there is a wide spread consensus that good governance is the *sine qua non* for sustainable human and settlement development. In this regard members of UN have recognized the importance of good governance and committed themselves

to fostering transparent, responsible, accountable, just, effective and efficient governance of towns, cities and metropolitan areas (Global Campaign on Urban Governace, 2002).

In general the UN-HABITAT has identified major principles of good governance in urban areas among which transparency and accountability and control of corruption are the major one. It is now accepted by all that, good governance is desirable at all government level be it Central, regional or local.

2.4.2. Transparency and Accountability in Urban Governance

According to Global Campaign on Urban Governace (2002), the accountability of local authorities to their citizens is a fundamental tenet of good governance. Similarly, there should be no place for corruption in cities. Corruption can undermine local government credibility and can deepen urban poverty. Transparency and accountability are essential to stakeholder understanding of local government and to who is benefiting from decisions and actions. Access to information is fundamental to this understanding and to good governance. Laws and public policies should be applied in a transparent and predictable manner. Elected and appointed officials and other civil servant, leaders need to set an example of high standards of professional and personal integrity. Citizen participation is a key element in promoting transparency and accountability. Therefore, practical means of realizing accountability and transparency in local governments include, among other things:

- Regular, organized and open consultations of citizens on financial matters and other important issues like budgeting, etc.
- Removing administrative and procedural incentives for corruption, including simplifying local taxation systems and the reduction of administrative discretion in permit processing;
- Establishing codes of conduct and provision for regular disclosure of assets of public officials and elected representatives;
- Creating public feedback mechanisms such as an ombudsman, hotlines, complaint offices and procedures, citizen report cards and procedures for public petitioning and/or public interest litigation;
- Promoting the public's right of access to city information.

2.4.3. Concept of Urban Governance

The Global Campaign on Urban Governance define urban governance as: A system in which individuals and institutions, public and private, plan and manage the common affairs of the city. It is a process through which diverse interests are accommodated and cooperative actions are taken. On the other hand the concept of good governance affirms that no man, woman or child can be denied access to the necessities of urban life, including adequate shelter, security of tenure, safe water, sanitation, a clean environment, health, education and nutrition, employment and public safety and mobility (UN-HABITAT, 2002).

2.5. Good Governance in Ethiopia

Federalism has given an opportunity and functional authority of self administration for nations, nationalities and peoples of Ethiopia as per the constitutional provision of FDRE. Owing to this decentralized governance system was introduced and this in turn enabled the local government to exercise full power under its political jurisdiction. In Ethiopia the decentralization program has contributed to improve local governance. It is widely accepted that, good governance is a key ingredient in development process. Grindle (2010), argued that good governance is a mighty beacon for people who live in conditions of corruption, abuse of law, public service failure, poverty, and inequality. It seems recognizing the prominence of good governance that the GOE focused on promoting good governance at all government levels. According to MOFED, (2009) Ethiopia has, over the last several years, began implementing major reform programs to empower citizens as well as enhances public sector efficiency, effectiveness, transparency and accountability. The Constitution of Ethiopia is the foundation of the ongoing efforts in building democratic and good governance system.

In doing so the GOE has established the good governance package to promote good governance. MoFED (2009) argued that, the introduction of good governance package also has strengthend the decentralization program's contribution to improve local governance. Besides, the good governance package has contributed to improvement in the understanding and knowledge of good governance at all levels, and local structures and mechanisms are being developed to translate the principles and values in to practice, making a postive difference to citizens (MoFED, 2009). The package attempts to enhance good governance including participation, consensus building, gender equality, responsiveness, transparency, accountability, equity and

fairness, the rule of law and efficiency and effectiveness. Therefore, a number of measures were taken to improve local governance including awareness raising campaign, issuing directives and codes of conduct, changing the number and composition of councilors, appointment of Kebele managers, complaints handling officers, and participation of membership-based grass root organizations (MoFED, 2009).

According to MoFED (2009), regarding disclosing information about budget in regions, woredas, urban administrations and kebeles, are required to post information about budget allocation outside woreda and kebele offices, schools, health posts, market place or in other places where people can see it. Local authorities are regularly encouraged to develop innovative ways of budget and expenditure dissemination initiatives.

2.6.   Analytical Framework

Good governance is a good idea. We would all be better off, and citizens of many developing countries would be much better off, if public life were conducted within institutions that were fair, judicious, transparent, accountable, participatory, responsive, well-managed, and efficient (Grindle, 2007).

The good governance agenda is a most debated concept in the world which is basically concerned on ensuring quality life for people. Even it is considered as one of the important factor for eradication of poverty and sustaining the prosperity of a particular nation. The Global Campaign on Urban Governance definition of "good governance" constitutes elements like access to safe water, sanitation service and clean environment which are necessary conditions to make life better in urban areas. In Ethiopia also, these services are expected to be rendered by municipalities/local governments in the context of decentralization. As the researcher learned from literature that good governance has numerous components among which transparency and accountability are key attributes.

Though good governance has many elements, the practice of good governance in BTA has been assessed referring to accountability and transparency, rule of law, control of corruption, and participation. Besides municipal service provision like pure water supply and dry waste collection were also assessed in order to examine citizen's access to these basic services. The

table below shows components of good governance selected to the research and indicators which are measured in assessing the practice of the principles.

Table 3: Indicator framework of good governance principles

Good Governance	
Components	**Indicators**
Accountability and transparency	-public access to information (access to knowledge of the policies and strategies of government) -timely information on economic, financial & market conditions -openness in public dealings -right to information relating to service delivery process -public engagement in decision making (eg. On areas of budgeting) -annual performance report (making public accounts verifiable) -compliant management
Participation	-stakeholders exercise influence over public policy decisions -empowerment of citizens -the interaction between government and citizen -citizens are engaged in common public affairs at a variety of times throughout the year -opportunity to take part in the conduct of public affairs -governance situation in which all citizens and private institutions can participate in their own governance
Corruption	-perception of corruption, stakeholders effort in containing corruption
Rule of law	-impartial enforcement of laws, access to justice

Public service delivery	-Municipal service provision: -access to pure water supply
	    -access to refuse collection service
	    -level of public satisfaction on service provision

Source: Authors compilation.

Chapter Three

3. Research Methodology

This chapter presents the research method used in the study in order to give answer for the research questions and meet the objectives of the research. It also presents the process of data collection as well as data analysis procedures.

3.1. Research Design

The research followed cross-sectional approach. According to Singh (2006), cross-sectional approach is concerned with the information of any aspect of the phenomenon in the existing situation. According to Kumar (1999), cross-sectional studies, also known as one shot or status studies, are the most commonly used design in social science. This design is best suited to studies aimed at finding out the prevalence of a phenomenon, situation, problem, attitude or issue, by taking a cross-section of the population. Since the aim of this research was to assess the ongoing practice of good governance and its challenges, descriptive research type had been used among different methods which can be used by this approach. According to Kothari (2004), the major purpose of descriptive research is description of the state of affairs as it exists at present. The main characteristic of this method is that the researcher has no control over the variables; he can only report what has happened or what is happening.

More over descriptive research is concerned with the present and attempts to determine the status of the phenomenon under investigation. It describes and interprets what exists at present. In descriptive or normative research the researcher is concerned with conditions or relationships that exist, practices that prevail, beliefs, points of view or attitudes that are held, process that are going on, influences that are being felt, and trends that are developing (Singh Y, 2006: p102-4). Having recognized these all natures the researcher used descriptive research method because the central theme of the study was assessing the practice of good governance and challenges. In the study, the researcher has assessed the good governance practices and challenges by collecting data from study participants via selected tools.

In doing so both quantitative and qualitative data have been collected. The quantitative data collected through questionnaire which was employed to the residents of the town. The qualitative information was gathered from local authorities, Municipal Councilors and civil servants by structured interview and focus group discussion (FGD). Thus, the research has both quantitative

and qualitative nature. It is clear that descriptive research does not fit neatly into the definition of either quantitative or qualitative research methodologies, but instead it can utilize elements of both, often within the same study.

3.2. Population

According to Marczyk, Dematteo & Festinge (2005), "population" is all individuals of interest to the researcher. As a result, the target population of this study which the researcher is interested in, were people living in BTA. Total number of population in this town is 28, 435 according to the projection of 2007 census.

3.3. Research Participants and Sampling Procedure

The participants of the study were those who have been selected based on non-probability sampling technique. Purposive and convenience sampling techniques were utilized in this research. It is clearly noted in Dawson (2002), 'purposive samples are used if description rather than generalization is the goal'. As a result the researcher purposefully selected Bonga town as the study site.

In order to get holistic information about the practice and challenges of good governance in BTA, the researcher has gathered data from the people (town residents), and local authorities of the town administration, municipal councilors and Civil servants. The aim was to get informed about their opinion on the practice of good governance and perceived challenges. Thus, key informants from the town administration were purposefully selected by using criterion sampling technique for interview and FGD. As a result, the Mayor, head of the Municipality, spokesperson of the municipal council, Kebele leaders and civil servants were selected and interviewed. For this purpose structured interview was prepared and employed. In nutshell, the interviewees in this particular research were 8 in number. In addition to this, intending to include, issues which have not been included in questionnaire and interview, focus group discussion (FGD) was employed. Therefore, through FGD 11 interviewees were addressed in two groups.

Finally, since the end beneficiaries of governance are the citizens who are residents of the town, questionnaire was employed to assess their opinion about the practice and perceived challenges of good governance in their town. In Bonga town there are three Kebeles (K1, K2 and K3) and they all are purposefully taken, thereafter, respondents were selected through convenience

sampling technique. The reasons for the use of convenience sampling were time and budget constraints and also though, there was total number of households for each kebele in the town municipal council, there was no list of population. In addition to these respondents willingness was also considered. According to the definition of Dornyei (2007) cited in Farrokhi (2012), Convenience sampling is a kind of non-probability or nonrandom sampling in which members of the target population, are selected for the purpose of the study if they meet certain practical criteria, such as geographical proximity, availability at a certain time, easy accessibility, or the willingness to volunteer.

Table 4: Sample frame

Number of Kebele	Name of kebele	Sample respondents
1	Meskel Adebabay	79
2	Mhal Ketema	40
3	Sheta Kenteri	60

3.4. Data Collection Procedures

3.4.1. Data Collection Instruments, sources and types of data

i. Questionnaire

Questionnaire was used for collecting primary data from the research participants. The instrument was mainly designed in the form of closed-ended questionnaire with some open-ended questions. This is because, it is possible to find out how many people use a service and what they think about that service on the same form (Dawson, 2002). The questionnaire was translated in to Amharic and administered with the help of data collectors. In the questionnaire the intention of the researcher was to get respondents view on the accountability, transparency, control of corruption, rule of law, participation, and municipal service provision and their satisfaction in the administrative as well as service providing sectors of the town. In line with this, their perceptions about challenges of good governance practice have been assessed. The utilized questionnaire has been categorized in to six parts, the first part is about socio demographic characteristics of the respondents (5 questions) and the questions are targeted on personal details of the participants. The second part constituted 8 questions which explored the accountability and transparency issues in the town administration. The third part dealt about the general public participation and trends of participation, perception and experience of participation were raised and it constituted 9 questions. Part four dealt with prevalence of rule of

laws and public access to justice and constituted 4 questions. Part five was about control of corruption and public perception regarding the prevalence of corruption in the town administration and kebele administration and it constituted 8 questions. The Final part six comprised a total of 7 questions and dealt about municipal service provision particularly pure water supply and refuse collection services.

ii. Interview

Interview was another appropriate tool that was utilized in this research. Due to its convenience structured interview have been employed. This is because, as referred by Kumar (1999), structured interview is advantageous in that it provides uniform information and requires fewer interviewing skills than does unstructured interviewing. As a result, an interview schedule had been prepared in appropriate sequence and it was administered accordingly. Thus the researcher has employed this tool in collecting data from purposefully selected key informants using criterion sampling technique by referring their relevance to the issue. To this end a total of 8 interviewees were asked about the general condition of good governance, perceived challenges of good governance, issues of public participation and corruption.

iii. Focus Group Discussion

According to Dawson (2002), Focus Group Discussion (FGD) may be called as discussion group or group interview. As a result a limited number of people are asked to come together in a group to discuss on certain issues. Dawson (2002), pointed that FGD has advantages; (a) it helps to recive range of responses during one meeting (b) helps people to remember issues they might forgoten and (c) the group effect and participant interraction is useful resource in data analysis.

This instrument was employed in order to substantiate data gathered through Questionnaire and Interview. Thus, it was organized in the way that includes issues that were not included and addressed through questionnaire and interview. In some aspect it also includes the same issues with questionnaire and interview intending to get detailed data on points that need further information. The number of participants addressed through Focus Group Discussion (FGD) was 11, who were selected purposefully. The selection of individuals for the discussion was based on age group, gender and educational back ground and social status. The FGD was held in two groups. In the first group 5 participants were selected from women's affaire, municipal

councilors, and youth association. Participants of the second group were municipal workers, traders, civil servants, and local elders.

In order to make certain the validity and reliability of the instrument the researcher has conducted pilot test on respondents who are not parts of research sample. Thus, the geared up instrument had been given to peers for comments and suggestions, and then based on the feedback and pilot testing; the instrument was re-assessed intending to ascertain its validity and reliability.

3.5.   Data Analysis Procedures and Interpretation

The researcher shall carefully deal with data. This is because as (Marczyk, Dematteo and Festinge (2005), pointed 'data represent the fruit of researchers' labor because they provide the information that will ultimately allow them to describe phenomena, predict events, identify and quantify differences between conditions, and establish the effectiveness of interventions'. Therefore, there are a number of issues that need to be considered immediately following collection of data. In most types of research studies, the process of data analysis involves the following three steps: (1) preparing the data for analysis, (2) analyzing the data, and (3) interpreting the data (Marczyk, Dematteo and Festinge, 2005).

Having recognized the issues discussed in the preceding paragraph the researcher has observed the following procedures in data analysis. Primarily the collected data have been screened intending to ascertain its accuracy and completeness. In this regard the researcher was carefully checked out whether the required responses are given in appropriate manner, are they complete, and necessary information have been included or not. After screening the collected data the next step was constructing data base. According to (Marczyk, Dematteo and Festinge (2005), once data are screened and all corrections are made, the data should be entered into a well structured database. This helped the researcher to determine which variable need to be entered and how it will be ordered. In line with this activity specific codes were given for each variable before proceeding to the next step. Having done these all tasks, the data had been entered in to a data base. For this particular research, SPSS V20 (Statistical package for social science) was utilized to process the data and while feeding the database the researcher has performed it twice.

After processing all activities the data have been statistically analyzed. Considering the type of research and the research questions, descriptive statistics was employed to statistically analyze data. The chief objective of descriptive statistics is to accurately describe distributions of certain variables within a specific data set (Marczyk, Dematteo and Festinge, 2005). Therefore based on descriptive statistics, data was analyzed using frequency distribution in percentile. Finally the analyzed data was presented by using tables, graphs, and pi-chart.

4. Description of the Study Area

In this sub-section the physical, social, economic and political features of the study area are presented. In the physical aspect the geographic location of SNNPR, Kaffa Zone and its administrative center Bonga town is discussed as well.

4.1. Location and Physical Feature of the Study Area

The study area is found in Southern Nations Nationalities and Peoples Regional State (SNNPRS), more specifically in Kaffa Zone, Bonga Town Administration (BTA). SNNPRS is one of the 9 regional states which are established according to the 1995 FDRE constitution. The region is located at $4^0 27^{'}$ -$8^0 30'$ latitude North and $34^0 11'$ longitude East. According to its relative location SNNPRS is bordered with Kenya in the South, Sudan in the Southwest, Gambella Region in the Northwest and Oromia Region in the North, and East (Chernet, 2008).

The total area of the region estimated to be 110,931.9 Sq.Km which is 10% of the country and inhabited by a population size of about 15,760,743 accounting nearly 20% of the total population of the country. The population density of the region became 142 persons per sq.k.m, which makes the region one of the most populous parts of the country.

SNNPRS is a multination in its socio-cultural composition which consists of about 56 ethnic groups with their own distinct geographical location, language, cultures, and social identities living together in peace. These varied ethnic groups are categorized under Omotic, Cushetic, Nilo-Sahara and Semitic super language families. Among which Omotic and Cushetic are the most populous and diversified ones with the largest area coverage in region respectively. Administrative division is made based on ethnic and linguistic identities as the data below in the table displayed.

Table 5: Administrative division of SNNPRS

No	Administrative division	Total number
1	Zone	13
2	Woreda	126
3	Special Woreda	8
4	Rural Kebele	3714
5	Urban Kebele	238
6	Town Administration	22
7	Certificate Town (with Municipality)	114

4.1.1. Location and Physical Feature of Kaffa Zone

Kaffaa Zone which is one of the 13 zones that found in the SNNPRS is located in the south western part of Ethiopia in between 6^0 24' to 7^0 70' N and 35^0 69' to 36^0 78' E, some 460 km south west of Addis Abeba. The total land area of the zone is about 10,602.7 sq km (Chernet, 2008). Administratively Kaffa Zone is categorized in to 10 woredas (districts) and 1 town administration.

4.2.   History

During the nineteenth century, the kingdom of Kaffa ruled by the Manjo clan. The kingdom was the most powerful in the area and held supremacy over the neighboring peoples. The king headed the government and was the nominal owner of all land under his rule. However, most state affairs were controlled by the council, *mikrecho*, comprised of several nobles (Gezahegn P., 2001 cited in Chernet, 2008). According to Kochito (1979) cited in Chernet (2008), the kingdom had 18 regions which in turn were divided into units called *gudo* and further subdivided into *tatestes*, and finally into *tugo*. Finally following the forceful conquest by Emperor Menelik's army, at the end of the nineteenth century the area was incorporated into the central ruling system.

4.3.   Demography

Population

Based on the projection of CSA (2007), in 2014 the total population of Kaffa Zone was estimated to be 1071965. The table below shows the population distribution of Kaffa Zone by administrative divisions.

Table 6: Kaffa Zone population number in 2014 based on the projection of CSA 2007 census

No	Woreda/district	M	F	Total
1	Adyo	63842	67415	131257
2	Bita	45035	45943	90978
3	Bonga Town Administration	14636	13799	28435
4	Chena	95747	98410	194157
5	Cheta	19376	20455	39831
6	Decha	78650	78687	157337
7	Gesha	50598	53266	103864
8	Gewata	43543	44685	88228
9	Gimbo	55063	55535	110598
10	Saylem	24307	25633	49940
11	Telo	38376	38962	77338
Total		**529174**	**542791**	**1071965**

Source: SNNPRS, Kaffa zone FEDD (2013) zonal statistical abstract.

Dependency

Age 0-14 and those of Age >65 are considered as dependant or non-productive age whereas, age within the range of 15-64 is considered to be active or productive age. Thus, the table below shows the age dependency ratio of Kaffa Zone in 2014.

Table 7: Age dependency ratio of Kaffa zone in 2014

Age	M	F	Total	Percentile %
0-14	263981	258513	522494	49
15-29	131347	146748	278095	26
30-64	116227	125480	241707	22
>65	17619	12050	29669	3
Total	**529174**	**542791**	**1071965**	**100**

Source: SNNPRS, Kaffa zone FEDD (2013) zonal statistical abstract.

According to the above table un-productive age 0-14 (49%) and those of age >65 (3%) constituted 52% of the total population of Kaffa zone. The rest age 15-29 (26%) and 30-64 (22%) constituted 48% of the total population and considered as productive or active age.

4.4.   Socio-economic Characteristics of Kaffa Zone

Kaffa zone is dominantly inhibited by Kafficho people, Manjo and Man'a. Economically agriculture is dominant which is characterized by traditional farming.

4.5.   Bonga Town

This research was conducted on Bonga town which is the administrative center of Kaffa Zone. Bonga town has a long history of its establishment and had un-forgettable share of history in the long distance trade of Ethiopia in which it served as the main gate for commodities like honey, coffee and other spices. According to the information obtained from Bonga town council, Bonga became administrative center of Kaffa people since 16th c AD. In Bonga town the new administrative system was introduced in 2004, the year when Bonga was registered as a "forum town". Following this Bonga had been labeled as "transitional town" till 2007 and, since 2008 it was made to be governed by town administration. In the same period Bonga got the opportunity to be governed by its own council consisting of 51 members (32 male and 19 female). The town is organized in three kebeles and 38 "Menderoch". "Menderoch" is a plural form of "mender" which refers to a given area in a given kebele consisting of limited households which are categorized based on their geographic proximity. The total population of the town is around 28, 435 according to 2007 census.

Chapter Four

4. Analysis and Interpretation of Data

This Chapter of the research provides analysis and interpretation of data. Data was analyzed using frequency distribution in percentile, then after, the analyzed data was presented by using tables, graphs, and pi-chart. Finally interpretation was given according to the analysis.

4.1. The Socio Demographic Characteristics of Respondents

Table 8: Percent Distribution of Respondents by Residential Kebele and Sex

Gender of Respondents	Name of Kebele						Total	
	Meskel Adebabay (01)		Mehal Ketema (02)		Sheta Kenteri (03)			
	F	%	F	%	F	%	F	%
Male	43	24.0%	20	11.2%	31	17.3%	94	52.5%
Female	36	20.1%	20	11.2%	29	16.2%	85	47.5%
Total	**79**	**44.1%**	**40**	**22.3%**	**60**	**33.5%**	**179**	**100.0%**

Source: Survey result, 2014

Regarding sex and residence Keble of respondents, the table 8 above depicted that 43 (24%) of male and 36 (20.1%) of female participated from keble 01(Meskel Adebabay). 20 (11.2%) and 20 (11.2%) of male and female respondents participated from kebele 02 (Mehal Ketema). The remaining 31 (17.3%) male and 29 (16.2%) female respondents were from kebele 03 (Sheta Kenteri). This means, 94 (52.5%) male and 85 (47.5%) of female respondents took part from all Kebeles in this particular research.
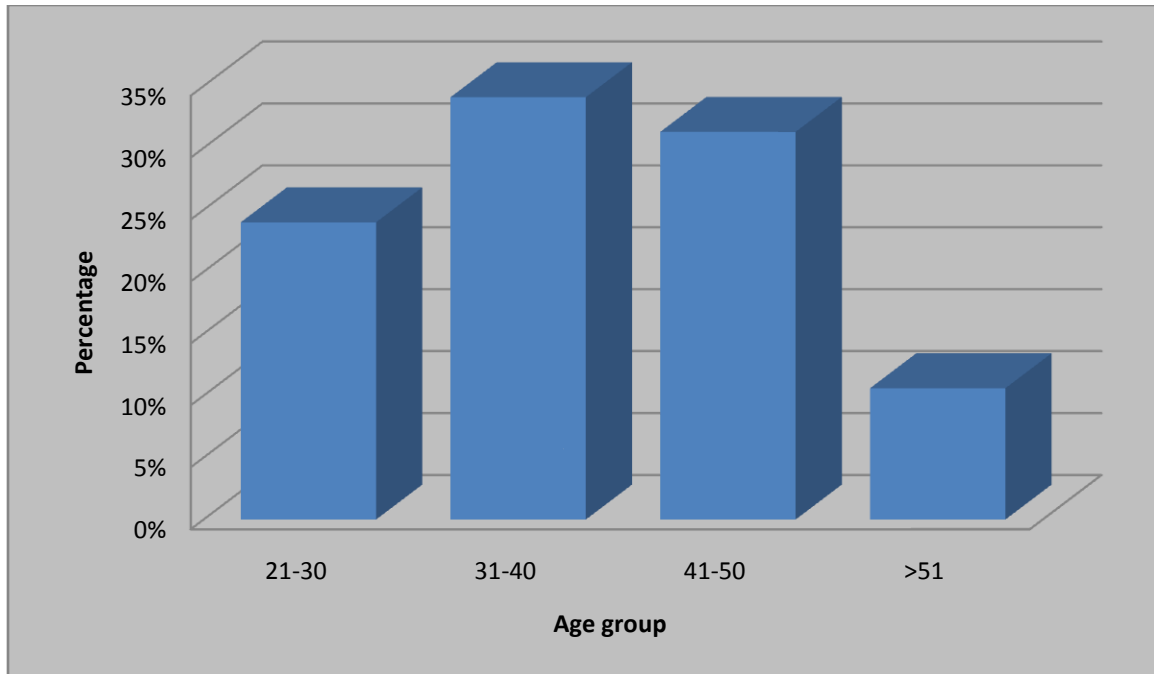
Figure 2: Characteristics of respondents by age group

Source: Survey result, 2014

In terms of age group, majority of respondents about 34.1 % were between the age of 31-40, followed by 31.3% between the age of 41-50, 24% between the age of 21-30 and 10.6% were above 51.

Table 9: Educational back ground of respondents

Educational background	F	%
1-8	11	**6.1**
Grade 9-12	17	**9.5**
Certificate	28	**15.6**
Diploma	53	**29.6**
Bachelor Degree	58	**32.4**
Above	12	**6.7**
Total	179	**100.0**

Source: Survey result, 2014

Concerning educational background, around 58 (32.4%) and 53 (29.6%) of research participants were degree and diploma holders respectively. The remaining 28 (15.6%), 17 (9.5%), 12 (6.7%) and 11 (6.1%) were certificate, Grade 9-12, above degree, and grade 1-8 respectively.
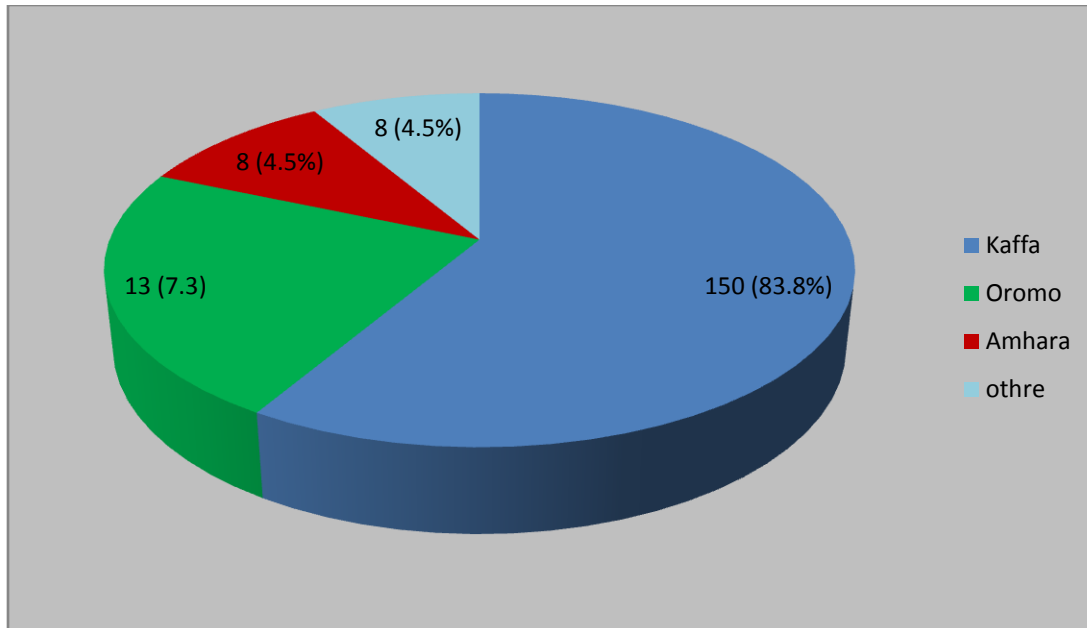
Figure 3: Ethnic characteristics of respondents
Source: Survey result, 2014

In terms ethnic group about 150 (83.8%) of respondents were Kaffa. The remaining around 13 (7.3%), 8 (4.5%, and 8 (4.5%) were Oromo, Amhara and others.

4.2.   Public Views on Transparency and Accountability in BTA

Transparency and accountability are essential elements of good governance. Access to information is fundamental to this understanding and to good governance. Laws and public policies should be applied in a transparent and predictable manner. Elected and appointed officials and other civil servant leaders need to set an example of high standards of professional and personal integrity. Citizen participation is a key element in promoting transparency and accountability (Global Campaign on Urban Governace, 2002). Without transparency it is hardly possible to hold officials accountable for their decisions. Thus it is important to look at how transparent is the governance system.

Table 10: Public Views regarding openness of laws, policies and administrative decisions in BTA

Items	Respondents	Agree		Uncertain		Disagree		Strongly Disagree		Total	
		F	%	F	%	F	%	F	%	F	%
Laws and policies are applied in a transparent & predictable manner	Male	17	9.5%	6	3.4%	39	21.8%	32	17.9%	94	52.5%
	Female	28	15.6%	9	5.0%	30	16.8%	18	10.1%	85	47.5%
	Total	45	25.1%	15	8.4%	69	38.5%	50	27.9%	179	100.0%
Administrative decisions are transparent to the people	Male	13	7.3%	6	3.4%	40	22.3%	35	19.6%	94	52.5%
	Female	24	13.4%	15	8.4%	32	17.9%	14	7.8%	85	47.5%
	Total	37	20.7%	21	11.7%	72	40.2%	49	27.4%	179	100.0%

Source: Survey result, 2014

The data in the table 10 above suggest that, laws and policies are not applied in transparent and predictable manner. As seen in table, majority of respondents disagreed to the view that, laws and policies are applied in a transparent and predictable manner. This means, 69 (38.5%) and 50 (27.9%) of male and female respondents were in the categories of disagree and strongly disagree respectively. However, about 45 (25.1%) of male and female respondents agreed that laws and policies are applied in a transparent and predictable manner. The remaining 15 (8.4%) of male and female respondents were uncertain to the view that laws and policies are applied in a transparent and predictable manner.

Regarding administrative decisions about 40 (22.3%) and 35 (19.6%) of male respondents were responded disagree and strongly disagree to the view that, administrative decisions are transparent to the people. Similarly around 32 (17.6%) and 14 (7.8%) of female respondents were also replied disagree and strongly disagree. But 24 (13.4%) females were agreed that administrative decisions are transparent compared to 13 (7.3%) of male respondents. The remaining 21 (11.7%) of male and female respondents responded uncertain. Thus, according to the data it is possible to infer that, administrative decisions are not transparent to the people.
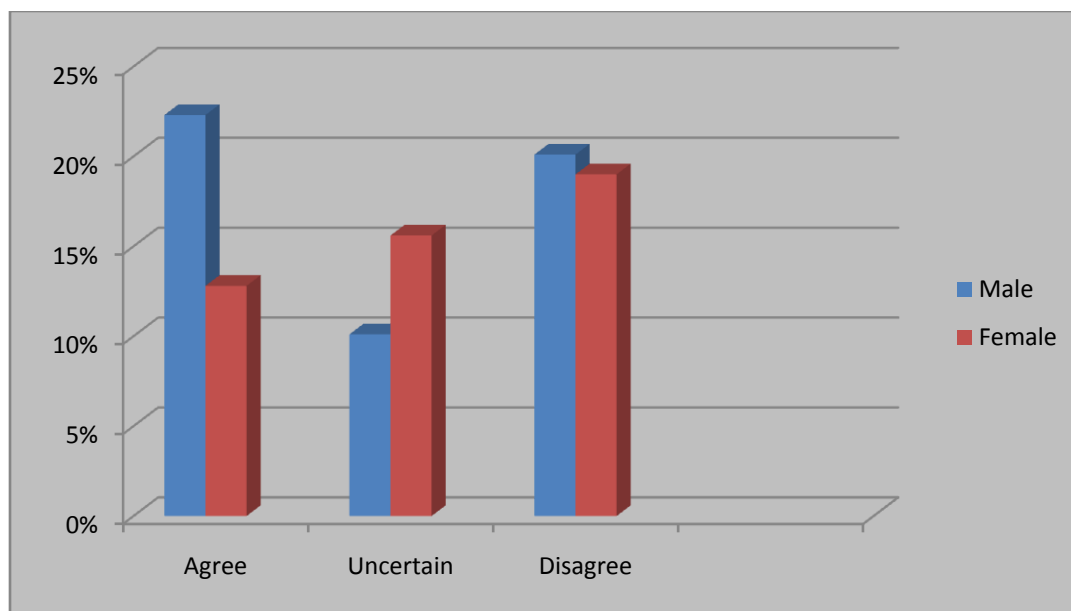
Figure 4: Accessibility of public office information to service users

Source: Survey result, 2014

The data on figure 4 tell that information is relatively less accessible to service users. About 36 (20.1%) of male and 34 (19%) of female respondents disagreed. This means 70 (39.1%) of male and female respondents were in disagreement with the view that public offices do provide information to service users. Whereas, 40 (22.3%) of male and 23 (12.8%) of female respondents experienced that public offices information is accessible to the people. The remaining 46 (25.7%) of sample respondents were reported uncertain.

Table 11: Public view regarding municipal budget consultation and publicity of budget

Items	Respondents	Agree		Uncertain		Disagree		Strongly Disagree		Total	
		F	%	F	%	F	%	F	%	F	%
Your local government holds an open consultation regarding municipal budget?	Male	28	15.6%	16	8.9%	37	20.7%	13	7.3%	94	52.5%
	Female	18	10.1%	24	13.4%	28	15.6%	15	8.4%	85	47.5%
	Total	46	25.7%	40	22.3%	65	36.3%	28	15.6%	179	100.0%
Budget proposal is posted in a visible place to people?	Male	18	10.1%	37	20.7%	23	12.8%	16	8.9%	94	52.5%
	Female	21	11.7%	22	12.3%	32	17.9%	10	5.6%	85	47.5%
	Total	39	21.8%	59	33.0%	55	30.7%	26	14.5%	179	100.0%

Source: Survey result, 2014

The data in the above table 11 enlightens low level of open consultation between local government and the town people on municipal budget. About 65 (36.3%) and 28 (15.6%) of male and female respondents were reported as disagree and strongly disagree to the view that the local government holds open consultation about municipal budget. Whereas, 46 (25.7%) of male and female respondents reported that the local government holds an open consultation with the people regarding municipal budget. The remaining 40 (22.3%) of sample respondents were responded uncertain.

On the question of making known the budget proposal of the town, considerable number of respondent affirmed that, budget proposal is not posted in a place visible to the town people. This means about 55 (30.7%) and 26 (14.5%) of respondents were of the view that budget proposal is not publicly known. But, around 39 (21.8%) of male and female sample respondents agreed to the view that budget proposal is posted on the place visible to the people. The remaining 59 (33%) of respondents were reported uncertain.
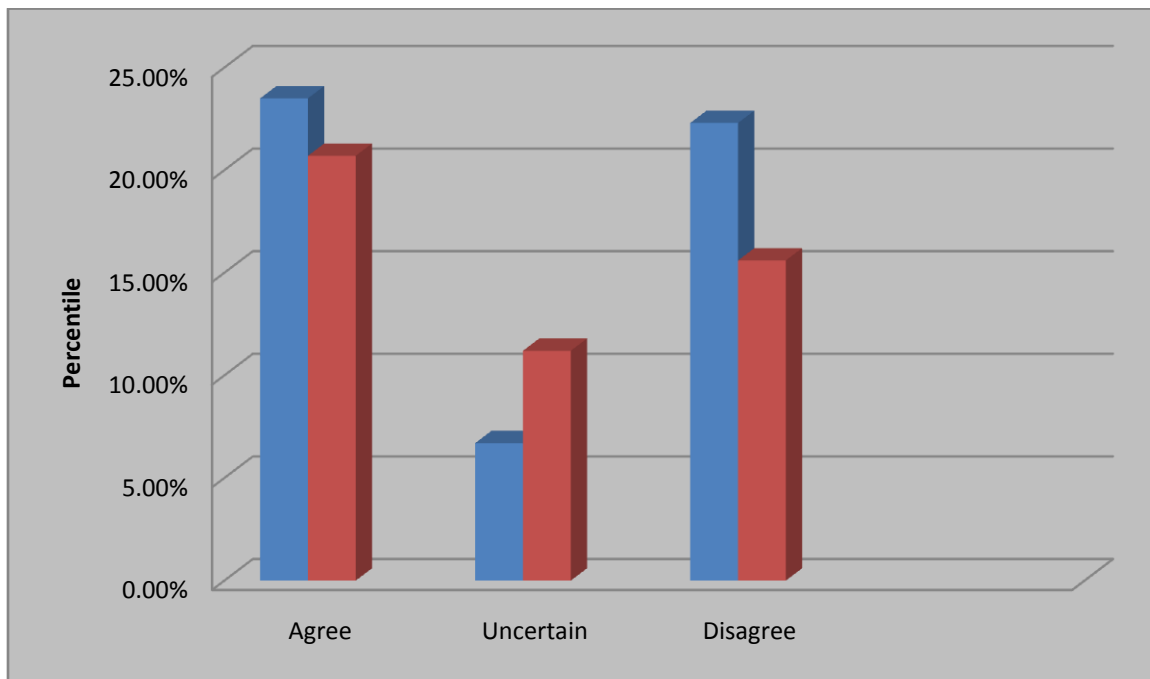
Figure 5: Annual performance reports are announced to the people

Source: Survey result, 2014

Concerning annual performance report, about 79 (44.1%) of respondents were in agreement that, annual performance reports are announced to the people. Whereas, 68 (38%) of male and female respondents were reported as disagreed to the view that annual performance reports are

announced to the people. The remaining 32 (17.9%) of respondents responded uncertain. Therefore according to the data on figure 5 it is possible to infer that annual performance reports are announced to the people.

Table 12: Respondents experience with public compliant office of the town?

Respondents	Have you ever gone to public complaint office to voice your complaint in the past 12 months?				Total	
	Yes		No			
	F	%	F	%	F	%
Male	31	17.3%	63	35.2%	94	52.5%
Female	18	10.1%	67	37.4%	85	47.5%
Total	**49**	**27.4%**	**130**	**72.6%**	**179**	**100%**

Source: Survey result, 2014

According to the data in the above table 12, about 31 (17.3%) of male and 18 (10.1%) of female respondents replied that they have gone to public compliant handling office and got a service. This means around 49 (27.4%) of male and female respondents were got service from the office. The majority of respondents 63 (35.2%) of male and 67 (37.4%) of female respondents have not gone to compliant handling office.

Table 13: Public Satisfaction regarding compliant handling office's service provision

Respondents	If "Yes" how satisfied are you with the service you got from the office?				Total	
	Dissatisfied		Very Dissatisfied			
	F	%	F	%	F	%
Male	22	44.9%	9	18.4%	31	63.3%
Female	10	20.4%	8	16.3%	18	36.7%
Total	**32**	**65.3%**	**17**	**34.7%**	**49**	**100%**

Source: Survey result, 2014

The respondents who have gone to compliant office were also asked about their view of satisfaction on the service they got from the office. All of the respondents replied that they were dissatisfied with the service provision of the compliant office. This means 32 (65.3%) of male and female respondents were dissatisfied with the service they have got from the compliant

handling office in their town. The remaining 17 (34.7%) of male and female respondents also replied as they were very dissatisfied with the service.

4.3. Public Participation in the Town

Table 14: public view regarding the town administration representatives, in encouraging the people to take part in public affairs of the town

Items	Respondents	Agree		Uncertain		Disagree		Strongly Disagree		Total	
		F	%	F	%	F	%	F	%	F	%
Do authorities in your town administration encourage you to make participation in development planning and other activities?	Kebele 1	12	6.7%	4	2.2%	44	24.6%	19	10.6%	79	44.1%
	Kebele 2	13	7.3%	2	1.1%	20	11.2%	5	2.8%	40	22.3%
	Kebele 3	17	9.5%	1	0.6%	23	12.8%	19	10.6%	60	33.5%
	Total	42	23.5%	7	3.9%	87	48.6%	43	24.0%	179	100%
Do town administration holds public hearing to identify and prioritize public problems?	Kebele 1	10	5.6%	3	1.7%	44	24.6%	22	12.3%	79	44.1%
	Kebele 2	5	2.8%	4	2.2%	9	5.0%	22	12.3%	40	22.3%
	Kebele 3	15	8.4%	1	0.6%	24	13.4%	20	11.2%	60	33.5%
	Total	30	16.8%	8	4.5%	77	43.0%	64	35.8%	179	100%

Source: Survey result, 2014

As can be seen from the table 14 above, significant number of respondents from all kebele disagreed to the view that authorities in the town administration encourage the people to make participation in development planning and other activities of the town. This means, around 87 (48.6%) and 43 (24%) of all kebele respondents replied disagree and strongly disagree respectively. However, around 42 (23.5%) of respondents agreed and the remaining 7 (3.9%) of respondents were uncertain to the view that, authorities in the town administration encourage the people to make participation in development planning and other activities of the town.

Similarly, majority of respondents of all kebele also disagreed to the view that the town administration holds public consultation to identify and prioritize public problems. This means, around 77 (43%) and 64 (35.8%) of respondents from all kebele responded disagree and strongly disagree respectively. The remaining 30 (16.8%) and 8 (4.5) of respondents responded

agree and uncertain respectively to the view that, the town administration holds public consultation to identify and prioritize public problems.

Table 15: Perception of the people regarding consultation with the town administration about service delivery

Respondents	The town administration holds public consultations about service delivery								Total	
	Agree		Uncertain		Disagree		Strongly Disagree			
	F	%	F	%	F	%	F	%	F	%
Kebele 1	10	5.6%	7	3.9%	33	18.4%	29	16.2%	79	44.1%
Kebele 2	5	2.8%	2	1.1%	15	8.4%	18	10.1%	40	22.3%
Kebele 3	9	5.0%	1	0.6%	30	16.8%	20	11.2%	60	33.5%
Total	24	13.4%	10	5.6%	78	43.6%	67	37.4%	179	100%

Source: Survey result, 2014

The data in the above table 15 depicts that there is a low level of local government consultation with its people about service delivery in the town. About 78 (43.6%) and 67 (37.4%) of respondents from all kebele responded as disagree and strongly disagree to the view that the local government holds public consultations about service delivery. Only 24 (13.4%) of respondents agreed to this view point and the remaining 10 (5.6%) of respondents were uncertain to the view that the local government holds public consultations about service delivery.

Table 16: Citizens were asked to offer opinions on freedom of opinion expression

Respondents	In the town citizens have freedom to express their opinion in public								Total	
	Agree		Uncertain		Disagree		Strongly Disagree			
	F	%	F	%	F	%	F	%	F	%
Kebele 1	41	22.9%	6	3.4%	22	12.3%	10	5.6%	79	44.1%
Kebele 2	24	13.4%	1	0.6%	14	7.8%	1	0.6%	40	22.3%
Kebele 3	24	13.4%	5	2.8%	24	13.4%	7	3.9%	60	33.5%
Total	89	49.7%	12	6.7%	60	33.5%	18	10.1%	179	100%

Source: Survey result, 2014

The above table 16 portrays that, in the town citizens relatively have freedom to express their opinion in public. Around 89 (49.7%) of respondents from all kebele were in agreement to the view that, citizens have freedom to express their opinion publicly in the town. Around 60 (33.5%) and 18 (10.1%) of respondents responded as disagree and strongly disagree to the view that, citizens have freedom to express their opinion publicly in the town. The remaining 5 (2.8%) of respondents form all kebele were uncertain.

Table 17: Citizens participation in local election

Items	Respondents					Total	
		Yes		No			
		F	%	F	%	F	%
Have you ever participated in electing your local leaders?	Male	87	48.6%	7	3.9%	94	52.5%
	Female	77	43.0%	8	4.5%	85	47.5%
	Total	**164**	**91.6%**	**15**	**8.4%**	**179**	**100.0%**

Source: Survey result, 2014

Concerning election, the table 17 above reveals participation of citizens (town people) in election. As can be seen in the table, around 164 (91.6%) of all respondents participated in electing the local leaders. Around 77 (43%) of respondents who participated in election were females as compared to 87 (48.6%) male respondents. Only, 7 (3.9%) of male and 8 (4.5%) of female respondents replied in negative. This means, around, 15 (8.4%) of respondents did not take part in electing their local leaders.

Table 18: Public meeting attendance on various issues of the town

Gender of respondents	Have you attended a public meeting/consultation in the past 12 months, regarding development planning and other common issues of the town?				Total	
	Yes		No			
	F	%	F	%	F	%
Male	19	10.6%	75	41.9%	94	52.5%
Female	28	15.6%	57	31.8%	85	47.5%
Total	**47**	**26.3%**	**132**	**73.7%**	**179**	**100%**

Source: Survey result, 2014

The above table 18 suggests a low level of citizens' attendance in public meetings held in their local government in the past 12 months. Around 75 (41.9%) of male and 57 (31.8%) of female respondents responded "No". This means, 132 (73.7%) of all respondents did not participate in public meetings of the local government in the past 12 months. As can be seen in the table "18", 28 (15.6%) of females attended public meetings as compared to 19 (10.6%) of male respondents. The information obtained from key informants of the interview and participants of FGD also confirmed that, females have more attendance than males in public meeting held at kebele as well as town level. The interview result obtained from key informants also identified attitudinal factors contributing for less attendance of males in meetings and public consultations:

- Males consider attending meeting as wasting time, thus they give priority for their day today activities
- Considering meetings as valueless, they let women's to attend the meetings on behalf of them

In the open ended question respondents who haven't attended public consultations or meetings in their locality in the past 12 months, were asked to mention the main reasons for their absence. Accordingly majority of respondents both male and female pointed the following reasons as the major variables affecting their attendance in meetings:

- Agendas always flow from top to down to the grass root people
- Most of the town agendas are predefined
- Attending meeting has no value; this is because local leaders took suggestions and comments from gathered people during the meetings and they pledged to consider ideas coming from the people, however in practice received feedbacks from the people kept ignored without being considered.
- Similar issues frequently raised in public meeting and consultations
- Discriminating and discouraging those who speak truth and try to expose wrong doings
- Local authorities are less committed to encourage the people to take part in public issues

Table 19: Citizens were asked to offer opinions about problems that affect active public participation in the town administration in general

Gender of respondents	Do you think that there are problems that affect active public participation in the town?				Total	
	Yes		No			
	F	%	F	%	F	%
Male	92	51.4%	2	1.1%	94	52.5%
Female	84	46.9%	1	0.6%	85	47.5%
Total	**176**	**98.3%**	**3**	**1.7%**	**179**	**100%**

Source: Survey result, 2014

The data in the above table 19 indicates the prevalence of problems affecting active participation of the people in the town. Almost all male and female respondents affirmed that, there are problems that affect the participation of people in the town. As can be seen in the table around 98.3% of male and female respondents responded "yes" regarding the prevalence of problems deterring public participation. Through open ended question and FGD respondents were also asked to identify the problems affecting public participation. Based on this the following elements were identified as major challenges affecting the general participation of people in the town:

- Unresponsiveness of local government; due to this people are less interested to take part in public affairs
- Public officials and authorities are not keen enough in mobilizing the people for participation
- People are not fully exercising their right to discussion and decision making on shared problems. Instead local leaders let them to accept what has been decided and do what ordered by them.
- There is a gap between people and local authorities. Authorities are not close enough to the people.
- Poor public service delivery especially pure water supply, internal road building, refuse collection etc and specifically the public dissatisfaction related with these issues.

Table 20: Men and Women access to and influence on decision making in the town

Respondents	Do you think that women and men have equal access and influence on decision making in your locality?						Total	
	No men have more influence and access		No women have more influence and access		Yes men and women have equal access and influence			
	F	%	F	%	F	%	F	%
Male	39	21.8%	3	1.7%	52	29.1%	94	52.5%
Female	25	14.0%	5	2.8%	55	30.7%	85	47.5%
Total	**64**	**35.8%**	**8**	**4.5%**	**107**	**59.8%**	**179**	**100.0%**

Source: Survey result, 2014

Concerning decision making in the town, majority of respondents 52 (29.1%) male and 55 (30.7%) of female respondents replied "yes" to the view that men and women have equal access and influence on decision making. This means, about 107 (59.8%) of respondents believe that women and men have equal access and influence on decision making in the town. About 64 (35.8%) of male and female respondents also believe that men have more access and influence on decision making as compared to 8 (4.5%) of respondents who believe that women have more access and influence than men.

Table 21: Proportion of women representatives in administrative councils of the town

Level of administrative councils	Gender	N	%
K1 Council (Meskel Adebabay)	Male	107	53.5
	Female	93	46.5
	Total	200	100
K2 Council (Mehal Ketema)	Male	107	53.5
	Female	93	46.5
	Total	200	100
K3 Council (Sheta Kenteri)	Male	99	49.5
	Female	101	50.5
	Total	200	100
BTA Council	Male	32	62.75
	Female	19	37.25
	Total	51	100

Source: BTA Council, 2014

According to the data in the table 21 above, women councilors have similar number in the first two kebele councils (K1 and K2). This means, they took 93 (46.5%) share of the total kebele council in each kebele, while the remaining 107 (53.5%) of kebele council is occupied by men councilors. Whereas, in kebele 3 women councilors have equal proportion with men, around 101 (50.5%) of the total councilors are women. In case of municipal council, women have less number as compared to men. Women councilors in the municipal council are 19 (37.5%) as compared to 32 (62.75%) of men councilors. In sum, as can be seen in the table 21, women have relatively good participation in kebele council than the municipal council.

4.4. Public Perception Regarding Rule of Law and Access to Justice
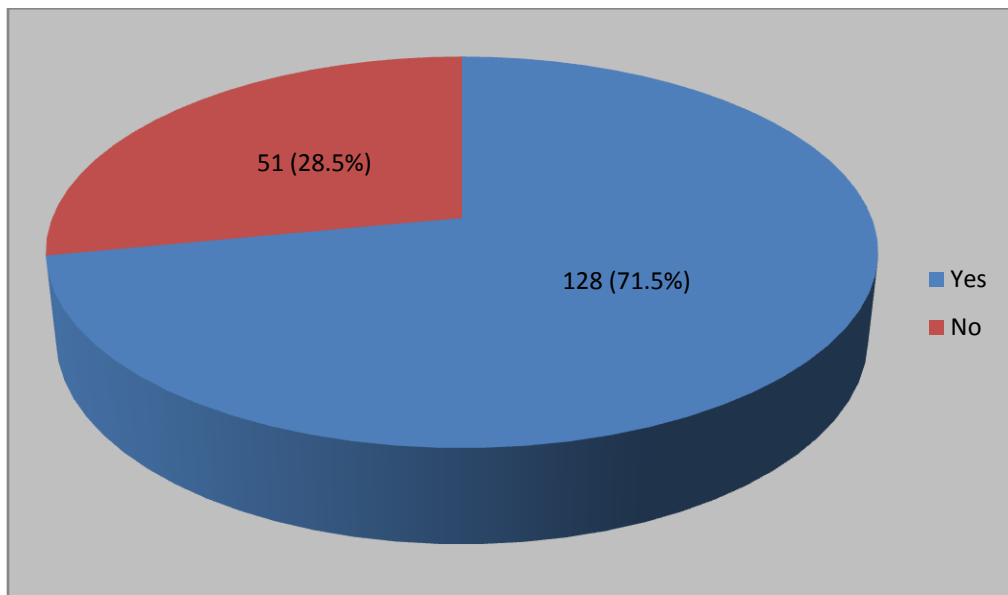
Figure 6: Have you or your neighborhood had experience with the municipal court?
Source: Survey result, 2014

Figure 6 suggest that significant number of male and female respondents had experience with the municipal court. Around 128 (71.5%) of all respondent responded that, they have experience with the municipal court directly or indirectly through their neighborhood. Only 51 (28.5%) of respondents had no experience with the town court. Respondents who had experience with the town administration directly or indirectly through their neighborhood were asked to share opinions about court decisions, trial process and perceptions on subjectivity of court decisions to corruption.

Table 22: Public perception regarding Municipal court decisions and trials

Variables	Respondents	Strongly agree		Agree		Uncertain		Disagree		Strongly Disagree		Total	
		F	%	F	%	F	%	F	%	F	%	F	%
Decisions were independent and impartial	Male	10	7.8%	12	9.4%	2	1.6%	18	14.1%	20	15.6%	62	48.4%
	Female	0	0.0%	25	19.5%	3	2.3%	16	12.5%	22	17.2%	66	51.6%
	Total	10	7.8%	37	28.9%	5	3.9%	34	26.6%	42	32.8	128	100%
Cases are processed quickly	Male	5	3.9	8	6.2%	2	1.6%	19	14.8%	28	21.9%	62	48.4%
	Female	3	2.3%	5	3.9%	11	8.6%	30	23.4%	17	13.3%	66	51.6%
	Total	8	6.2%	13	10.2%	13	10.2%	49	38.3%	45	35.2%	128	100%

Source: Survey result, 2014

According to the data in the above table 22 respondents who had experience with the court disagreed to the view that, court decisions were independent and impartial. This means, around 34 (26.6%) and 42 (32.8%) of male and female respondents responded as disagree and strongly disagree respectively. Whereas, only 10 (7.8%) and 37 (28.9%) of male and female respondents responded as strongly agree and agree to the view that, court decisions were independent and impartial. The remaining 5 (3.9%) of respondents were uncertain to this view point. The information obtained from FGD with key informants also confirmed lack of impartiality in court decisions. Most of the time justice inclined to the rich individuals, a bribe coming from these groups was a major source of injustice according to the interview. Other factor that influences court decisions was favoritism to relatives and friends.

As can be seen in the same table majority of respondents both male and female, also disagreed to the view that, court trials or cases were processed quickly in the court. This means, around 49 (38.3%) and 45 (35.2%) of male and female respondents believe that there was delay in the court process. In the positive direction, only 8 (6.2%) and 13 (10.2%) of male and female respondents were strongly agreed and agreed to the view that cases are processed quickly in the court. The remaining 13 (10.2%) of respondents responded uncertain.

Table 23: Public perception of corruption in municipal court

Responden ts	Decisions were not subject to corruption										Total	
	Strongly agree		Agree		Uncertain		Disagree		Strongly Disagree			
	F	%	F	%	F	%	F	%	F	%	F	%
Male	10	7.8%	8	6.2%	7	5.5%	13	10.2%	24	18.8%	62	48.4%
Female	0	0.0%	1	0.8%	9	7.0%	38	29.7%	18	14.1%	66	51.6%
Total	10	7.8%	9	7.0%	16	12.5%	51	39.8%	42	32.8%	128	100.0%

Source: Survey result, 2014

The data in the above table 23 portrays the perception of the town people regarding corruption in the municipal court. According to the data in the above table, high level of corruption prevails in the municipal court. Around 51 (39.8%) and 42 (32.8%) of male and female respondents were reported disagree and strongly disagree to the view that court decisions were not subject to corruption. But, only 10 (7.8%) and 9 (7%) of respondents agreed to the view court decisions were not subject to corruption. The remaining 16 (12.5%) respondents replied uncertain.

4.5. Public View of Corruption in Bonga Town Administration

Table 24: The extent to which corruption is a problem in the town

Gender of respondents	To what extent do you think that corruption is a problem in Bonga town?				Total	
	To large extent		To some extent			
	F	%	F	%	F	%
Male	58	32.4%	36	20.1%	94	52.5%
Female	37	20.7%	48	26.8%	85	47.5%
Total	95	53.1%	84	46.9%	179	100.0%

Source: Survey result, 2014

All respondents reported that, corruption is a problem in Bonga town. Around 95 (53.1%) of male and female respondents perceived that to large extent corruption is a problem in Bonga town. Similarly around 84 (46.9%) of male and female respondents were responded to some extent to the view that corruption is a problem in Bonga town.

Table 25: Public perception of corruption at kebele administration

Respondents	Is there corruption in your kebele administration?				Total	
	Yes		No			
	F	%	F	%	F	%
Kebele 1	66	36.9%	13	7.3%	79	44.1%
Kebele 2	32	17.9%	8	4.5%	40	22.3%
Kebele 3	51	28.5%	9	5.0%	60	33.5%
Total	149	83.2%	30	16.8%	179	100.0%

Source: Survey result, 2014

An overwhelming 149 (83.2%) of respondents from all kebeles perceived that there is corruption in their kebele administration. As can be seen in the table "25", only 30 (16.8%) of all kebele respondents responded that there is no corruption in their kebele administration. In addition to this respondent were asked to share opinions if they knew a person who had paid a bribe. The data on the following table displays the response of the sample population.

Table 26: Do you know a person who had paid a bribe?

Response	Do you know a person who made contact with local government representatives/officials and paid a bribe?	
	F	%
Yes	54	30.2%
No	125	69.8%
Total	**179**	**100%**

Source: Survey result, 2014

According to the data in the above table 26, though perception of corruption is high as can be seen in table "24 & 25", majority of respondents replied as they don't knew a person who had contact with local government representatives or public officials and paid a bribe. Only small proportion of sample population 54 (30.2%) replied as they knew a person who had paid a bribe for local government representatives or officials for different reason.

Table 27: Reasons for paying a bribe

Item		F	%
What do you think was the reason for paying?	To avoid problem with authorities	2	3.7
	To speed up things	21	38.9
	To receive a service	31	57.4
	Total	**54**	**100.0**

Source: Survey result, 2014

As shown in table 27 above the frequently reported reason for paying a bribe is to receive a service. The table notify that around 31 (57.4%) of respondents replied that they knew a person who had paid a bribe seeking to get a service. The second biggest reason for paying bribe was to speed up things. Among respondents who knew a person who had paid a bribe only very small proportion of respondents 2 (3.7%) were pointed that, avoiding problem with authorities was a reason for a person who had paid a bribe. Furthermore, the response from the open-ended question and interview coupled with FGD result enlightened the following specific reasons for paying a bribe in the town:

- To get kebele residential identity card. Many of research participants reported that getting kebel residential card in the formal way is tiresome and time consuming.
- To get license (specially trade)
- For transfer within (getting promotion) and between public sectors (offices)
- In order to get a place for investment
- To build house on illegal place

Table 28: Have you ever attempted to expose corrupt officials

Response	**Have you ever attempted to expose corrupt officials?**	
	F	%
Yes	4	7.4
No	50	92.6
Total	54	100.0

Source: Survey result, 2014

The data in table 28 above suggest a very low attempt of exposing corrupt individuals to the concerned local government body. Among respondents who knew a corrupt person,

preponderance respondents about 50 (92.6%) haven't attempted to expose corrupt official/individuals in their locality. Only 4 (7.4%) of respondents tried to expose corrupt individuals, and some of them suggested that they couldn't make a head way.

Table 29: Factors for not exposing corrupt officials

Item		F	%
What was your reason for not exposing corrupt officials?	It will not have help at all	9	18
	It will take time	2	4
	Fear of reprisal	39	78
	Total	**50**	**100**

Source: Survey result, 2014

Fear of reprisal is one of a chief factor which was frequently reported by respondents as a reason for not exposing corrupt officials. About 39 (78%) of respondents affirmed that fear of reprisal is a deterring factor for not exposing corrupt officials. Some others around 9 (18%) of sample respondents responded that exposing corrupt officials will not have help. The remaining 2 (4%) of respondents consider it as time consuming. In the open ended question some respondents also added that they don't know where to report corrupt individuals. Even some respondents pointed that they didn't attempted to expose corruption and they will not do so in the future too. This is because as per the view point of respondents, accused officials of corruption are left to change administrative positions or transfer to another sector without being legally prosecuted and punished. Similarly the research result of Gebreslassie (2012), also pointed that "When a leader of a woreda distrusted of corruption and lose an acceptance from the people he/she can only change to the other woreda.

Table 30: Citizens were asked to indicate their level of satisfaction regarding the local government's effort in combating corruption in the town

Respondents	How satisfied are you with the government efforts to decrease or suppress corruption in your town?								Total	
	Satisfied		Neither		Dissatisfied		Very Dissatisfied			
	F	%	F	%	F	%	F	%	F	%
Male	3	1.7%	4	2.2%	67	37.4%	20	11.2%	94	52.5%
Female	8	4.5%	3	1.7%	45	25.1%	29	16.2%	85	47.5%
Total	11	6.1%	7	3.9%	112	62.6%	49	27.4%	179	100.0%

Large numbers of respondents were dissatisfied with the government's effort of decreasing or suppressing corruption in the town. This means, about 112 (62.6%) of respondents were dissatisfied. Similarly about, 49 (27.4%) of male and female respondents were strongly dissatisfied with the effort of the local government in combating corruption. Whereas, small numbers of respondents about 11 (6.1%) were satisfied with the local government's effort of combating corruption. The remaining 7 (3.9%) of sample respondents were neither satisfied nor dissatisfied with the government's effort.

4.6. Municipal service provision (pure water supply & refuse collection services)
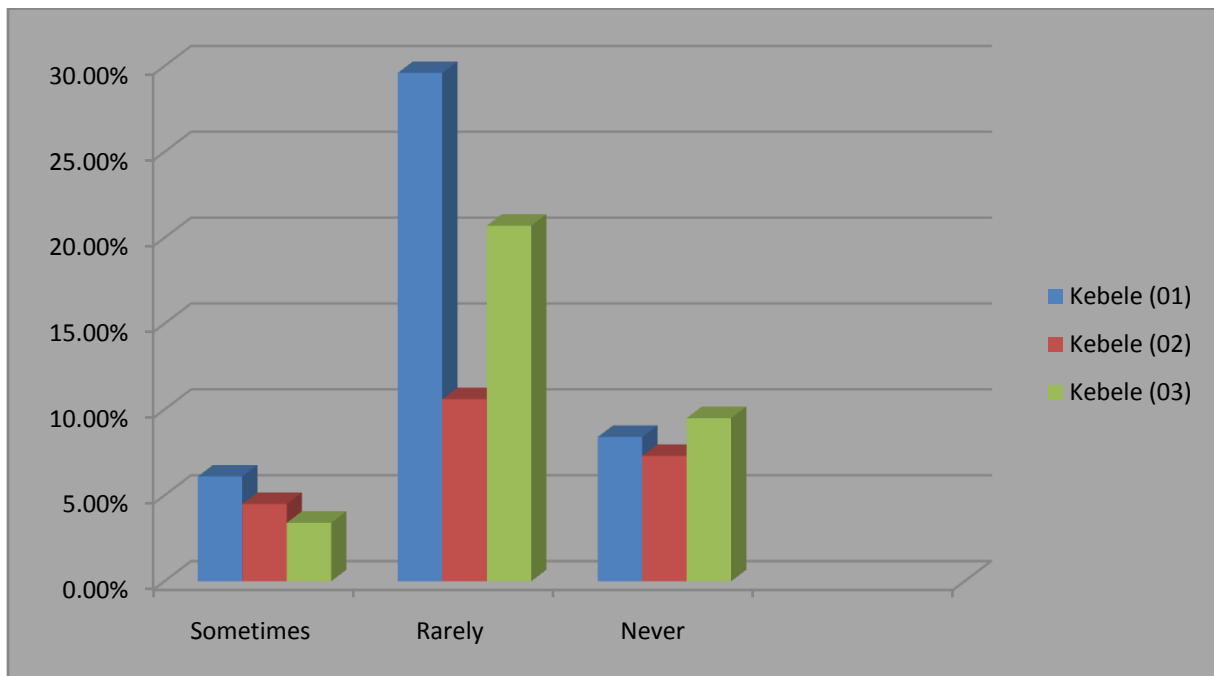
Figure 7: Access to pure water

Source: Survey result, 2014

The above figure 7 suggest that about 109 (60.9%) of respondents from all kebele affirmed that, they rarely get pure water supply in the town. About 45 (25.1%) of sample respondents of all kebele also responded that they never have access to pure water. Only 25 (14%) of respondents replied that sometimes they get water from the town for their household consumption. Through open-ended question respondents who responded "rarely" and "never" were asked to refer how they address water demand for their household consumption. Accordingly, majority of respondents identified rain water as their major source of water especially during the rainy

season, well water which is found by digging hole for excavating underground water, even majority of households have wells as the researcher obtained from FGD. Regularly major source of water for majority households is spring water some are build (protected) by charity organizations and others are unprotected.

In line with this, respondents were asked to offer opinions regarding their access to refuse collection service. Surprisingly, all respondents 100% reported that, they haven't access to garbage collection service. This means they did not get waste collection service from the municipality. The information obtained from key informants through interview and the FGD result figured out that, the biggest problem which is highly messing the image of the town is dry waste. Concretizing this, FGD participants pointed that, "people throw dead body of domestic animal on the street and the body stays for days even for weeks without being picked". Even participants don't believe about the real functioning of the municipality regarding sanitation services. Due to this majority of households manage dry wastes (garbage's) by digging pit hole for collecting garbage in one place and then burning it, disposing around fence, street and in the ditches. Some others also responded that they dispose the collected waste by laborers paying money; however, they are uncertain regarding the place where the laborer dumps the garbage. Moreover, according to the interview result with the spokes person of municipal council and municipality head the town lacks professionally led office to keep the town clean and beauty.

Table 31: public satisfaction on municipal service provision

Kebele	How satisfied are you with the overall service provision of the municipality regarding pure water supply and refuse collection?				Total	
	Dissatisfied		Very Dissatisfied			
	F	%	F	%	F	%
Kebele (01)	32	17.9%	47	26.3%	79	44.1%
Kebele (02)	14	7.8%	26	14.5%	40	22.3%
Kebele (03)	18	10.1%	42	23.5%	60	33.5%
Total	**64**	**35.8%**	**115**	**64.2%**	**179**	**100.0%**

Source: Survey result, 2014

All sample respondents of the research were dissatisfied with the overall service provision of the town administration. This means, about 64 (35.8%) and 115 (64.2%) of respondents were responded as dissatisfied and very dissatisfied respectively regarding the overall service provision of the municipality especially pure water supply and refuse collection.

Table 32: Respondents were asked to share their opinions regarding consultation about good governance in their locality

Respondents	Does your town administration carryout an open discussion with the people on the issue of good governance?				Total	
	Sometimes		Never			
	F	%	F	%	F	%
Male	56	31.3%	38	21.2%	94	52.5%
Female	51	28.5%	34	19.0%	85	47.5%
Total	107	59.8%	72	40.2%	**179**	**100%**

Source: Survey result, 2014

According to the table 32 above, most respondents have similar opinion i.e. sometimes discussions/public conferences on promoting good governance are made in the town administration. This means about 56 (31.3%) of male and 51 (28.5%) of female respondents reported that, sometimes the town administration carry out open consultation on good governance. Whereas an estimate of 38 (21.2%) and 34 (19%) of male and female respondents have reported negatively regarding consultation on good governance. The information obtained from interview and FGD result tells that discussion on good governance issue had been held one up to two times per a year. But the major public problems that were discussed and warmly welcomed by the consultation leaders in the meeting/conference were not solved/ addressed in practice. Moreover, the FGD result confirmed that always smart ideas raised, hot discussion made and also agreements are reached between local government representatives and people, however, everything remains the same and unchanged in post-conference times. Adding to this they pointed that discussions are made only for the sake of formality.

Table 33: Challenges of good governance

Item		F	%
Major threats to good governance	Weak political leadership	20	11.2
	Lack of skilled public servant	11	6.1
	Rent seeking	46	25.7
	Lack of citizen's participation	17	9.5
	Poor service delivery	41	22.9
	Lack of integrity among public officials	25	14.0
	Un-accountable leadership	19	10.6
	Total	179	100.0

Source: Survey result, 2014

According to the data in the above table 33 rent seeking was frequently reported as a chief threat of good governance in Bonga town administration. About 46 (25.7%) of respondents affirmed rent seeking as major problem impeding good governance. Similarly, about 41 (22.9%) of respondents, reported poor service delivery as another key impeding variable of good governance. About 25 (14%) and 20 (11.2%) of respondents also reported that, lack of integrity among public officials and weak political leadership are challenges of good governance in BTA respectively.

Chapter Five

5. Research Finding and Discussion

This chapter reveals the major findings of the research work and discussions with reference to literatures.

This research produced a number of findings. The findings show that laws and policies are not applied in transparent and predictable manner. Besides, administrative decisions are not open to the people. Whereas, contrary to the empirical research result evidenced above, UN-HABITAT, (2002) affirming transparency and accountability as major pillars of good governance, suggested laws and public policies to be applied in a transparent and predictable manner. Though, information is required to be accessible according to literature, in contrary, accessibility of public office information to service users is minimal in Bonga Town Administration. MoFED (2009) argued that, local governemnts should disseminate information about where to go/whom to contact in case of questions or problesms with a service. The local government has low level of consultation with its people concerning various affairs of the community. In this regard, respondents reported as they are disengaged in municipal budget consultations; indeed the budget proposal is not announced to the people publicly affecting transparency in local government. Whereas, regarding financial transparency and accountability, MoFED (2009) pointed that, woredas, urban administrations, and kebeles are required to post information about budget allocation outside woreda and kebele offices, schools, health posts, market places or in other places where people can see it. On the other side there is relative positive experience in announcing annual performance report for the people. But this alone can't be good enough, because citizens without being involved initially in the budget consultation and informed about the amount of budget proposal can't hold their representatives accountable for their performance. This is because as pointed by McGee & Gaventa (2010), transparency is a prerequisit for accountability and there is also an assumption that transparency produces accountability. Hence, it is difficult to enforce accountability without transparency.

According to MoFED (2009), the percived responsivenss to compliants, highly corrolate with satisfaction level. Respondents had been disstisfied with the service they got from compliant office. MoFED (2009) urged that, complaints should be logged and responded to in a timely manner.

Concerning public participation, it is perceived that local government representatives are not keen enough in encouraging the people for participation. This means the local governance seems less participatory; despite participatory governance is one of key component of good governance which has been included in definitions of good governance. According to MoFED (2009), local governments need to put in place systems that allow them to improve services in the ways that most closely reflect the needs and priorities of citizens. Unlike to this, citizens have little say in service provision and prioritization of shared problems in Bonga town. However, the finding enlighten that citizens have relative freedom in expressing their opinions in public and have active participation in elections. Whereas, public meeting attendance in the past 12 months was found to be low contrary to the premises of participatory governance in which citizens are required to be engaged in public venues (common public affairs) at variety of times throughout the year (McNuty, 2004). Various factors were identified which had been contributed for low public meeting attendance. Accordingly the following factors were figured out as the contributing factors for low public meeting attendance in particular and problems for overall public participation in general:

- Agendas always flow from top to down
- Most of the town agendas are predefined
- Similar issues frequently raised in public meetings and consultations
- Unresponsiveness of local government, due to this people are less interested to take part in public affairs
- Citizens perceive that attending meeting has no value
- Local authorities don't encourage the people to take part in public affairs
- Public officials and authorities are not keen enough in mobilizing the people for participation
- Discriminating and discouraging those who speak truth and try to expose wrong doings
- People are not fully exercising their right to discussion and decision making on shared problems. Instead local leaders let them to accept and do what ordered by them.

Besides court decision lacks impartiality and found to be subject to corruption. Court trials lack quick processing thus, the respondents reported that justice is less accessible. According to Belton (2005), "justice delayed is justice denied".

Moreover, the finding showed that to large extent corruption is perceived as a problem generally in town administration and particularly in kebele administrations. Lengseth (1999) suggested that, in many countries, applicants for driver's licenses, building permits, birth certificates, etc. have learned to expect a surcharge from civil servants in order to obtain these documents. Similarly, the result of this research work evidenced; getting kebele residential identity card, license (especially trade), transfer within and between public sectors (offices), a place for investment, permission to build house on illegal place are reasons for paying bribe in the town. Though, perception of corruption is high among sample respondents, there is poor/weak experience in exposing corrupt officials. Fear of reprisal was reported as chief factor for not exposing corrupt officials. Besides, respondents reported that they are dissatisfied with the local government's effort in containing corruption.

The town people have little access to pure water. Majority of households rarely get access to pure water. Instead, protected spring water which is build by charity organizations in collaboration with community and unprotected spring water, well water and in the rainy season rain water are major sources for the majority of households. There is no refuse collection service in the town administration. Besides, according to the interview result with the municipal councilors and municipality head the town lacks professionally led office to keep the town clean and beauty. Generally respondents reported as they are very dissatisfied with the overall municipal service provision. In addition to this though, discussions/public conferences are made between the local government and people regarding good governance, problems raised remain unsolved. Participants of FGD respondents reported that discussions are made only for the sake of formality.

The research result showed that rent seeking was reported as a chief threat of good governance in BTA. Moreover, poor service delivery, lack of integrity among public officials and weak political leadership are also identified as challenges of good governance in the town administration. Furthermore, the following are other challenges of good governance in the town:

- Gap between people and local authorities. Authorities are not close enough to the people.
- Poor public service delivery especially pure water supply, internal road building, refuse collection etc and public dissatisfaction related with these issues.
- Unresponsiveness or absence of timely response for public interest in the town

- Local government representatives are more devoted to political activities than concern on public issues

Chapter Six

6. Summary, Conclusion and Recommendation

This research had been conducted in SNNPRS, Kaffa zone, Bonga Town Administration. The overall aim of the research was to assess the practice and challenges of good governance in BTA. The specific objectives were, within the context of Bonga Town Administration, to:

- Examine the perceptions of the people regarding the practice of good governance principles (accountability and transparency, participation, rule of law and control of corruption) in Bonga Town Administration.
- Determine the accessibility of municipal public services provision (pure water supply and refuse collection) in Bonga Town Administration.
- Find out challenges of good governance.
- Suggest possible solutions for promoting good governance in Bonga Town Administration.

This section of the research revisits the research objectives mentioned above, summarize the findings of this research work in line with each objective and presents conclusions based on the findings. Recommendations suggesting solutions for promoting good governance in Bonga Town Administration and for future research also offered.

6.1. Summary and Conclusion

6.1.1. Public views and practice of good governance in Bonga Town Administration

Literatures reveal that, governance is said to be "good" if the governance system ensures: accountability and transparency in the government, and ensures active public participation in various affairs. In addition it has to, suppress (control) corruption and make justice accessible to the people. In this regard under such governance laws and policies are applied in transparent and predictable manner, administrative decisions are open and information is accessible, the governing body consults its people concerning various affairs of the community, the public participate actively, reflects its needs and prioritize shared problems. Justice is accessible to the people and corruption is also suppressed. In such ways the public is awaked regarding ways to combat corruption. Yet, in practice, these features were not observed in BTA. In practice, as evidenced by this research administrative decisions are not open to the people, public office's information is less accessible, and also there is gap between the local government and its people.

People reported as they are disengaged in their common affairs. In fact, public participation lacks luster in BTA. Beside, in the town administration court decisions lack impartiality and are subject to corruption. In general corruption is high in the administration and also people lack courage in exposing corruption.

6.1.2. Accessibility of municipal public services

The town people have little access to pure water. Majority of households rarely get access to pure water. Instead, protected and unprotected spring water, well water and in the rainy season rain water are major sources for the majority of households. There is no refuse collection service in the town administration. Besides, according to the interview result with the spokes person of municipal council and municipality head the town lacks professionally led office to keep the town clean and beauty. Generally respondents reported as they are very dissatisfied with the overall municipal service provision.

6.1.3. Challenges of good governance

The main challenges of good governance which are evidenced by this research work were: rent seeking, lack of integrity among public officials, weak political leadership, gap between people and local authorities (authorities are not close enough to the people), poor public service delivery (pure water supply, internal road building as well as refuse collection) and public dissatisfaction related with these issues, unresponsiveness or absence of timely response for public interest in the town, and local government representatives are more devoted to political activities than concern on public issues.

In sum, Henceforth, based on the findings, it is concluded that the current good governance practice in Bonga Town Administration is weak because it fails to meet the interest and need of the town people, and that it lacks accountable and transparent administration, communication between the local government representatives and people, and identified with high level of rent seeking among public servants as well as appointed and elected authorities.

6.2. Recommendation

The research finding made lucid the current experience of the town administration with good governance. The town administration had challenges that impede it from realizing good governance in its local government. In spite of this, little positive experiences were also observed as the finding figured out.

Based on the major findings of the research work the researcher had forwarded the following recommendations to help the local government to keep positive experiences and make progressive corrections and improvements on its drawbacks.

1. The finding reveals fairly positive experience in announcing annual performance reports, and women access to participation and decision making is also found to be relatively good. Thus, these experiences have to be kept continuing with more improvement.

2. Laws and policies have to be applied in transparent and predictable manner, to this end the local government has to be well dedicated in clarifying laws and policies to the people and clearly instructing them about how laws and policies are executed. This will be done:

    a. At town level with representatives of the people from each kebele

    b. At the kebele level under "gots" (mender) with the help of 1-5 grouping

In general this will help in ensuring transparency in the town administration and letting citizens informed and know about laws, policies and contribute their share in implementing them.

3. The town administration has to ensure the accessibility of information to the people. To this end, the local government has to set clear strategies to disseminate information to service users. This could be through putting boards which can help to disseminate information about where to go/whom to contact in case of questions. Disseminating information via community mass media and making people aware through regular public meetings are some of the methods which will be helpful to the local administration.

4. The local government has to hold regular and sustainable consultation with its town people regarding various affairs of the people (service delivery, development planning and prioritization of public needs to mention some).

5. Local representatives have to work hard in encouraging the people for participation and have to ensure the engagement of the people in development activities.

6. The local government has to ensure financial transparency and accountability, by:

    a. Allowing public representatives participation in budget consultations

    b. Regularly announcing budget proposal through posting it on places where people can easily access and see them

    c. Announcing budget proposal using community radio

7. The compliant handling office has to establish mechanisms expedite the redressal process of complaints in a reasonable time frame.

8. The local government representatives have to be more devoted for the interest of the people and they should consult with the people and make themselves accessible to the people

9. The town people have to get open access to consult, prioritize and decide on shared problems through regular group meetings

10. The town government has to realize the concern of people interest and suggestions in service provision

11. By taking the following measures the local government can enhance public participation in general and their participation in meetings in particular:

    a. Setting agendas and deciding them with the people

    b. Responding for public interest within reasonable time frame, then people may develop habit of active participation

    c. Improving municipal service provision

    d. Democratic rights of citizens have to be practically observed. Individuals publicly speaking truth and exposing wrongs should not be discouraged and discriminated

12. The town representatives have to be committed in combating corruption, this can be realized by:

    a. Punishing corrupt officials and individuals

    b. Beyond setting anti corruption departments in different sectors, the government should prove how it is committed by prosecuting and taking measure on corrupt officials and publicizing it to the people.

    c. Giving training for the people regarding their role of combating corruption

    d. Protecting individuals who expose corruption from reprisal, this may help in motivating people against corruption

13. The town people concerns of municipal service provision has to be addressed, this can be done by:

     a. Improving the accessibility of pure water supply

     b. Availing refuse collection service

     c. Developing the capacity of municipality

     d. Employing relevant professionals in the municipality

     e. Designing and reserving a place for dry waste collection service.

14. In general in the town administration there has to be regular consultation regarding good governance issues. This will help local government representatives to make themselves close to the people, get feedback and tackle challenges of good governance in collaboration with people.

Finally, the researcher has observed that research on good governance is not substantial at national level as well as lower government levels. Since, this research work had explored the experiences and threats to good governance at local government level, the researcher kindly advises interested researchers to investigate challenges of good governance at local level administration focusing on municipalities and service delivery issues.

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Annex A

Questionnaire for town residents

Dear respondent

The purpose of this questionnaire is to get information about the good governance practices and challenges in Bonga town administration. Therefore, your genuine response to the questions will have an important contribution for the accomplishment and the success of this study. As a result, you are kindly requested to supply appropriate response for each question. To fill out the questionnaire it will not take more than 20 minutes. You don't need to write your name and your response will be also kept confidential.

Thank you for your cooperation in filling out and returning the questionnaire!!

Part I: Socio Demographic Characteristics

Instruction: Please supply the following personal details by using √ in the appropriate box.

1. Your kebele 1☐   2☐   3☐

2. Are you: Male ☐   Female: ☐

3. What is your Age group: Below ☐   21-30☐   31-40☐   41-50☐   Above 51☐

4. Educational background: Illiterate ☐   Grade 1-8☐   Grade 9-12☐
   Certificate ☐   Diploma ☐   Bachelor Degree ☐   Above ☐

5. Ethnicity: Kaffa ☐   Amhara ☐   Oromo☐   other ☐

Part II: questions regarding **accountability and transparency in the town administration.**

6. Please state your level of agreement with the following statements in the table:

(5=Strongly Agree, 4=Agree, 3=Un-certain, 2=Disagree and 1=Strongly disagree).

	Strongly Agree	Agree	Un-certain	Disagree	Strongly disagree
Laws and policies are applied in a transparent & predictable manner	5	4	3	2	1
Administrative decisions are transparent to the people	5	4	3	2	1
Public offices in the town do provide the necessary information to service users	5	4	3	2	1
Your local government holds an open consultation regarding municipal budget	5	4	3	2	1
Budget proposal is posted in a visible place to people	5	4	3	2	1
Annual performance reports are announced to the people	5	4	3	2	1

7. Have you ever gone to public complaint office to voice your complaint? Yes ☐ No ☐

8. If your response is If "Yes" how satisfied are you with the service you got from the office?

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very Dissatisfied ☐

Part III: questions regarding the issue of public participation.

9. Please state your level of agreement with the following statement:

(5=Strongly Agree, 4=Agree, 3=Un-certain, 2=Disagree and 1=Strongly disagree).

	Strongly Agree	Agree	Un-certain	Disagree	Strongly disagree
Authorities in your town administration encourage you to make participation in development planning and other activities	5	4	3	2	1
The town administration holds public hearing to identify and prioritize public problems	5	4	3	2	1
The town administration holds public consultations about ways to improve service delivery	5	4	3	2	1
In the town citizens have freedom to express their opinion in public	5	4	3	2	1

10. Have you ever participated in electing your local leaders? Yes ☐ No ☐

11. Have you attended a public meeting/consultation in the past 12 months, regarding development planning and other common issues of the town? Yes ☐ No ☐

12. If your answer is "No" for question 11 why haven't you attended public meetings Please specify your reasons?
    _____
    _____.

13. Do you think that there are problems that affect active public participation in the town?

    Yes ☐   No ☐
    If your response is 'Yes" Please name the problems that affect public participation. _____
    _____
    _____.

14. Do you think that women and men have equal access and influence on decision making in your locality?

No men have more influence and access ☐   No women have more influence and access ☐
Yes men and women have equal access and influence ☐   Don't know ☐

Part IV: Questions regarding rule of law and access to justice.
15. Have you or your neighborhood ever had experience with the municipal court?
    Yes ☐   No ☐
16. If your response is "Yes", please indicate your agreement to the statements in the table:

(5=Strongly Agree, 4=Agree, 3=Un-certain, 2=Disagree and 1= Strongly disagree).

	Strongly agree	Agree	Un-certain	Disagree	Strongly disagree
Decisions were independent and impartial	5	4	3	2	1
Cases are processed quickly	5	4	3	2	1
Decisions were not subject to corruption	5	4	3	2	1

Part V: **questions on corruption**

17. To what extent do you think that corruption is a problem in Bonga town?

To large extent ☐   To some extent ☐ To little extent ☐   Not at all ☐ Don't know ☐

18. Is there corruption in your kebele administration? Yes ☐ No ☐

19. Do you know a person who made contact with local government representatives and paid a bribe? Yes ☐   No ☐ if your answer is No please go to question number 23.

20. What do you think was the reason for paying?

To avoid problem with authorities ☐   To speed up things ☐ To receive a service ☐

If other please specify _____

_____

21. Have you ever attempted to expose corrupt officials to the concerned local government body?   Yes ☐   No ☐ your answer is Yes please go to question number 23

22. If your response is "No" for question number 21, what was your reason?

It will not have help at all ☐   It will take time ☐   Fear of reprisal ☐

If other please specify _____

_____.

23. Suggest possible solutions to curb corruption?

_____

_____

24. How satisfied are you with the government efforts to decrease or suppress corruption in your town?

Very satisfied ☐ Satisfied ☐   Neither ☐   Dissatisfied ☐ Very Dissatisfied ☐

Part VI: **questions on municipal service provision (pure water supply & dray waste management).**

25. To what extent do you get pure water supply in your town?

Always ☐   Usually ☐   Sometimes ☐ Rarely   ☐ Never   ☐

26. If your answer is "rarely or never", what is the source of water for your household consumption?

_____

27. Do you receive waste or refuse collection service from your municipality?

Yes ☐   No ☐

28. If your answer is "No" please list the mechanism how you manage dry waste from your household?

_____

_____

_____.

29. How satisfied are you with the overall service provision of the municipality regarding pure water supply and refuse collection?

 Very satisfied ☐   Satisfied ☐   Neither ☐   Dissatisfied ☐ Very Dissatisfied ☐

30. Does your town administration carryout an open discussion with the people on the issue of good governance? Sometimes ☐   Never   ☐

31. In your opinion, what are the main obstacles for good governance in your town? Multiple response is possible.

Weak political leadership ☐   Lack of resource   ☐ Lack of skilled public servant   ☐
Corruption ☐   Lack of citizen's participation   ☐ Poor service delivery   ☐
 Lack of integrity among public officials   ☐ n-accountable leadership   ☐ n't know   ☐
If other please specify _____

_____

_____

Annex B
መጠይቅ ለቦኅጋ ከተማ ነዋሪዎች

በመጀመርያ መጠይቁን ለሞምላት ፍቃደኛ በመሆኖ አመስግናለዉ:: መጠይቁ የተዘጋጀዉ ለማስተርስ ድግሪ ጥናታዊ ፅሁፍ ሲሆን: አላማዉም በቦኅጋ ከተማ አስተዳደር የመልካም አስተዳደር ትግበራና ተግዳሮቶችን ለመለየት ነዉ:: ስለዚህ የርስዎ እዉነተኛ መልስ በጣም ጠቃሚ ነዉ:: ጥያቄዎችን ለሞምላት ከ 20 ደቂቃ በላይ አይወስድቦትም:: ስም አይፃፉ::

ክፍል 1: ከዚህ በታች የተመለከቱትን የግለመረጃዎችን በትክክለኛዉ ሳጥን ዉስጥ የ √ ምልክት በመጠቀም ይሙሉ::

1. ቀበሌ: 1 ☐   2 ☐   3 ☐

2. ፆታ: ወ ☐   ሴ ☐

3. እድሜ: ከ 20 አመት በታች ☐   ከ 21-30 ☐   31-40 ☐   41-50 ☐   ከ 51 በላይ ☐

4. የት/ት ሁኔታ: ከ 1-8 ☐   ከ 9-12 ☐   ሰርተፍኬት ☐   ዲፕሎማ ☐   ዲግሪ ☐   ከዝያ በላይ ☐

5. ብሄር: ካፉ ☐   ኦሮሞ ☐   አማራ ☐   ሌላ ☐

ክፍል 2: በከተማዉ አስተዳደር ዉስጥ ተጠያቂነትንና ግልፅኝነትን በተመለከተ::

6. በሚከተለዉ ሰንጠረዥ ዉስጥ ያሉትን ሃሳቦች በማንበብ በትይዩ ከተቀመጡት አማራጮች በማክበብ መልሶን ይሙሉ::

(5=በጣም እስማማለዉ: 4=እስማማለዉ: 3=እረግጠኛ አይደለሁም: 2=አልስማማም: 1=በጣም አልስማማም)

	በጣም እስማማለዉ	እስማማለዉ	እርግጠኛ አይደለሁም	አልስማማም	በጣም አልስማማም
ህጎችና ፖሊሲዎች በቀጥተኛና ግልፅ መንገድ ይተገበራሉ	5	4	3	2	1
አስተዳደራዊ ዉሳኔዎች ለ ህዝብ ግልፅ ናቸዉ	5	4	3	2	1
በከተማዉ የሚገኙ የህዝብ ተቋማት አስፈላጊዉን መረጃ ለአገልግሎት ተጠቃሚዎች ያቀርባሉ	5	4	3	2	1
የከተማዉን አመታዊ በጀት በተመለከተ አስተዳደሩ ለሁሉም ክፍት የሆነ ዉይይት ያደርጋል	5	4	3	2	1
የከተማዉ የበጀት እቅድ ለህዝቡ ግልፅ በሆነ ቦታ ላይ ይለጠፋል	5	4	3	2	1
አመታዊ ክንዉኖች ለህዝብ ሪፖርት ይደረጋሉ	5	4	3	2	1

7. ቅሬታ ለማቅረብ የቅሬታ መቀበያ ቢሮ ሄደዉ ያዉቃሉ: አዎ ☐   አላዉቅም ☐

8. ለጥያቄ "14" መልስዎ "አዎ" ከሆነ ባገኙት አገልግሎት ምን ያህል እረክተዋል?

በጣም እረክቻለዉ ☐   እረክቻለዉ ☐   እርግጠኛ አይደለሁም ☐   አልረካሁም ☐
በጣም አልረካዉም ☐

ክፍል 3: የህዝብ ተሳትፎን በተመለከተ፡፡

9. በሚከተለዉ ሰንጠረዥ ዉስጥ ያሉትን ሃሳቦች በማንበብ በትይዩ ከተቀመጡት አማራጮች በማክበብ መልሶን ይመጡ፡፡

(5=በጣም እስማማለዉ: 4=እስማማለዉ: 3=እርግጠኛ አይደለሁም: 2=አልስማማም: 1=በጣም አልስማማም)

	በጣም እስማማለዉ	እስማማለዉ	እርግጠኛ አይደለሁም	አልስማማም	በጣም አልስማማም
በከተማዉ የሚገኙ ባለስልጣናት በልማት እቅድና በሴሎች ተግባራት ዙርያ ቀጥተኛ ተሳትፎ እንድታደርጉ ያበረታታሉ	5	4	3	2	1
የዜጎቻችንን ችግር ለመለየትና ቅድምያ ለመስጠት እንድያስችል የከተማዉ አስተዳደር ህዝባዊ መድረኮችን ያዘጋጃል	5	4	3	2	1
የከተማዉ አስተዳደር የአገልግሎት አሰጣጡን ለማሻሻል በሚያስችሉ መንገዶች ዙርያ ለመወያየት የህዝብ ዉይይት መድረክ ይፈጥራል	5	4	3	2	1
በቦነጋ ከተማ ዜጎች ሃሳባቸዉን በነጻነት ይገልፃሉ	5	4	3	2	1

10. ባለፉት ግዜያት የአከባቢ አስተዳዳሪዎች ምርጫ ላይ ተሳትፎ አድርገዋል: አዎ ☐ አላደረኩም ☐

11. ባለፉት 12 ወራት ዉስጥ የልማት እቅድና ሴላ የከተማዉ ጉዳዮችን አስመልክቶ በተደረጉ ህዝባዊ ስብሰባዎች/ዉይይቶች ላይ ተገኝተዉ ያዉቃሉ? አዎ ☐ አልተገኘሁም ☐

12. ለ ጥያቄ 11 መልስዎ አልተገኘዉም ከሆነ በህዝባዊ ስብሰባዎች ላይ ለምን አልተገኙም?-------------------------------
----
----

13. በከተማዉ የህዝቡን ተሳትፎ የሚገቱ ችግሮች አሉ ብለዉ ያስባሉ: አዎ ☐ የለም ☐ አሉ ካሉ እባክዎ ይዘርዝሯቸዉ.

_____
_____

14. ሴቶችና ወንዶች በዉሳኔ አሰጣጥ ጉዳዮች ላይ እኩል ተሳትፎና ተፅዕኖ አላቸዉ?

አይ ወንዶች የላቀ ተሳትፎና ትፅዕኖ አላቸዉ ☐ አይ ሴቶች የላቀ ተሳትፎና ትፅዕኖ አላቸዉ ☐
አዎ ሁለቱም እኩል ተሳትፎ አላቸዉ ☐ አላዉቅም ☐

ክፍል 4: የህግ የበላይነትን እና የፍትህ ተደራሽነትን በተመለከተ፡፡

15. እርስዎ/የርስዎ የቅርብ ጎሮቤት ከከተማዉ ፍርድ ቤት ዘንድ አገልግሎት አግኝተዉ ያዉቃሉ?

አዎ ☐ አላዉቅም ☐

16. ለ ጥያቄ 25 መልስዎ "አዎ" ከሆነ በሚከተለዉ ሰንጠረዥ ዉስጥ ያሉትን ሃሳቦች በማንበብ በትይዩ ከተቀመጡት አማራጮች በማክበብ መልሰን ይሙሉ::

(5=በጣም እስማማለዉ: 4=እስማማለዉ: 3=እረግጠኛ አይደለሁም: 2=አልስማማም: 1=በጣም አልስማማም)

	በጣም እስማማለዉ	እስማማለዉ	እርግጠኛ አይደለሁም	አልስማማም	በጣም አልስማማም
በፍርድ ቤቱ የተሰጡ ዉሳኔዎች ነፃና ፍታዊ ናቸዉ/ነበሩ	5	4	3	2	1
ዉሳኔዎች ከሙስና ነፃ ነበሩ	5	4	3	2	1
የፍርድ ሂደቶች ፈጣን ነበሩ	5	4	3	2	1

ክፍል 5: _ሙስናን በተመለከተ::_

17. በቦንጋ ከተማ የሙስና ችግር በምን ያህል ደረጃ ላይ ነዉ ብለዉ ያስባሉ?

በከፍተኛ ደረጃ ☐   በተወሰነ ደረጃ☐   በትንሹ☐   ምንም ችግር አይደለም ☐   አላዉቅም ☐

18. በርስዎ ቀበሌ ሙስና አለ ብለዉ ያስባሉ?   አዎ ☐   የለም ☐

19. ከመንግስት ባለስልጣናት ጋር ተገናኝቶ ጉቦ የከፈለ ሰዉ ያዉቃሉ?

አዎ ☐   አላዉቅም ☐

20. ለ ጥያቄ ቁጥር 20 መልስዎ "አዎ" ከሆነ ጉቦ ለመክፈል ምክንያቱ ምን ነበር?

ከባለስልጣናት ጋር የነበረዉን ችግር ለመፍታት ☐   ጉዳዩን ለማፋጠን☐   አገልግሎት ለማግኘት☐

ሌላ ካለዎት ይዘርዝሩ --

21. ሙስኛ የመንግስት ባለስልጣናትን ለማጋለጥ ሞክረዉ ያዉቃሉ?   አዎ ☐   አላዉቅም ☐

22. ለጥያቄ ቁጥር 38 መልስዎ "አላዉቅም" ከሆነ ምክንያቶ ምንድነዉ?   ጥቅም ስለሌለዉ ☐ ግዜ ስለሚወስድ ☐

የመጋለጥ ፍራቻ ☐ርያለዉ ግን አልቀጠልኩበትም ☐

የት ቅሬታ ማቅረብ እንዳለብኝ አላዉቅም ☐

ሌላ ምክንያት ካለዎት አብከን ይዘርዝሯቸዉ ---

23. ሙስናን ለመቀልበስ የሚያስችሉ መፍትሄዎችን ያጋሩን:

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24. በቦንጋ ከተማ መንግስት ሙስናን ለመቀነስ ወይም ለመቆጣጠር በሚያደርገዉ ጥረት ምን ያህል ረክተዋል?

በጣም ረክቻለዉ ☐ረክቻለዉ ☐ርግጠኛ አይደለሁም ☐ረካሁም ☐

በጣም አልረካዉም   ☐

ክፍል 7: በከተማዉ የንፁ ዉሃ አቅርቦት ና የደረቅ ቆሻሻ ማስወገድ አገልግሎት አሰጣጥን በተመለከተ: :

25. በከተማዉ የንፁ ዉሃ አቅርቦት አገልግሎት በምን ከየህል ደረጃ ነያገኛሉ?

ሁልግዜ ☐   አንዳንዴ ☐   በጥቂቱ ☐   በፍፁም ☐

26. ለጥያቄ 27 መልስዎ "በጥቂቱ ወይም በፍፁም" ከሆነ ለቤቶ ፍጆታ ዉሃ የሚያገኙት ከየት ነዉ?

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27. በከተማዉ የደረቅ ኮሻሻ ማስወገድ አገልግሎት ያገኛሉ?   አዎ ☐   የለም ☐

28. መልስዎ "የለም" ከሆነ እባክዎ የቤትን ደረቅ ቆሻሻ በምን አይነት መንገድ እንደምያስወግዱ ይግለፁ?

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29. በጠቅላላዉ የከተማዉ የአገልግሎት አሰጣጥን በተመለከት ምን ያህል እረክተዋል?

በጣም እረክቻለዉ ☐   እረክቻለዉ ☐   እርግጠኛ አይደለሁም ☐   አልረካዉም ☐
በጣም አልረካዉም ☐

30. መልካም አስተዳደርን በተመለከተ የከተማዉ አስተዳደር ከህዝብ ጋር ግልፅ ዉይየት ያደርጋል?   አንዳንዴ ☐
በፍፁም ☐

31. በርስዎ አመለካከት በቦንጋ ከተማ የመልካም አስተዳደር ማነቀዎች ምንድናቸዉ. ብለዉ ያስባሉ?

ደካማ ፖለቲካዊ አመራር   ከህ☐ያለዉ የህዝብ አገልጋይ ያለመኖር   ☐   ☐
የዜጎች ተሳትፎ ማነስ   በ☐ስት ሰራተኞች ዘንድ ቅንነት ያለመኖር   ☐
ደካማ የአገልግሎት አሰጣጥ   ☐ያቂነት የጎደለዉ አስተዳደገር   ☐
ተጨማሪ ሀሳብ ካለዎት እባክዎን ይዘርዝሩ --

Annex C
Structured Interview for Key Informants

Dear respondent, you are kindly requested to give appropriate response for each question. The purpose of the interview is to collect data regarding the existing condition of good governance practices and challenges in Bonga town. The objective of this data collection is for the purpose of Master's Thesis. Thus, your genuine response is critical in getting a true understanding about governance in your town. The interview will not take more than 20 minutes and your response will be also kept confidential.

Date of the interview _____ Time started _____ ended _____

Place where the interview conducted _____

Name of interviewee _____ Name of interviewer _____

Thank you for your cooperation!!

1. What do you say about public participation in your town?

    _____
    _____

2. Can you mention some problems that affect public participation in the town?

    _____
    _____

3. How do you explain men and women access to participation and decision making in your locality? _____

    _____

4. Is corruption a serious problem in Bonga town administration? If so, can you distinguish mainly corrupt public institutions in BTA? _____

    _____

Please suggest possible solutions to curb corruption? What does the government and the public must do to curb corruption? _____

5. What do you say about public service provision in BTA especially pure water supply and refuse collection? What major challenges prevail in provision of these services?

    _____
    _____

6. In your opinion, what are the main obstacles for good governance in your town?

    _____
    _____

Thank you for your cooperation!! Your response will be kept confidential.

Annex D
Questions for Focus Group Discussion

Date of the discussion _____

Time started _____ ended _____

Place where the discussion conducted _____

Name of the facilitator _____

1. What do you say about the practice of good governance in BTMA? Is there any progress in promoting good governance in your Kebele in particular and your town in general?

2. What are the major challenges of good governance in your town in general?

3. What do you say about public participation in various affairs of the town, are there problems please identify them?

4. Do you think corruption is a serious problem? What government can do to fight corruption?

5. What about public service delivery, especially pure water supply and dray waste management?

6. What is your possible solution in promoting good governance in BTMA in general? What government can do to promote good governance?

Thank you for your cooperation!!