

Jimma University
College of Law and Governance
Department of Governance and Development Studies



Challenges of Good Governance in Urban Service Delivery: The Case of water supply in
Habicho Town, SNNPR, Ethiopia

By:

Kassa Desta Handiso

A Thesis submitted in partial fulfillment of the requirements for the Degree of Master of Arts
in Governance

Advisors: Ermiyas Admasu(Principal Advisor.)

Yohannes Eshetu (Co-advisor)

June, 2017
Jimma, Ethiopia

Declaration

I, Kassa Desta Hadiso, declare that the thesis entitled “the challenges of good governance in urban service delivery: The case of water supply in Habicho town” is the result of my own effort. I have conducted the research independently with the guidance and support of the research advisor. The study has not been submitted to the award of any degree in any university. It is submitted for the partial fulfillment of the requirement of the Degree of Master of Arts Degree in Governance.

Name: Kassa Desta Handiso

Signature: _____ Date: _____

Approval sheets

I hereby certify that I have read and evaluated this Thesis entitled **Challenges of good governance in urban service delivery: The case of water supply in Habicho, Hadiya Zone, SNNPR, Ethiopia**, prepared under my guidance by Kassa Desta Handiso. I recommended that it be submitted as fulfilling the thesis requirement.

1. Ermiyas Admasu (Assistant professor)

Principal advisor Signature_____ Date_____

2. Yohannes Eshetu

Co-advisor Signature_____ Date_____

As a member of the Board of Examiners of the MA Thesis Open Defense Examination, I certify that I have read and evaluated the Thesis prepared by Kassa Desta and examined the candidate. I recommend that the Thesis be accepted as fulfilling the Thesis requirement for the Degree of Master of Art in Governance and Development Studies (Governance).

Chair Person Signature Date

Internal Examiner Signature Date

External Examiner Signature Date

Table of Contents

List of Tables	VI
List of figures	VI
Acknowledgements	VII
Acronyms/abbreviations	VIII
Chapter One	1
1. Introduction.....	1
1.1. Background of the study	1
1.2. Statement of the problem	3
1.3. Research questions.....	5
1.4. Objectives of the study.....	5
1.4.1. General objective of the study	5
1.4.2. Specific objectives	5
1.5. The Significance of the Study	5
1.6. Scope of the Study	6
1.7. Limitation of the Study	7
1.8. Operational definitions of key terms.....	7
1.10. Organization of the thesis	8
Chapter Two.....	9
2. Review of related Literature	9
2.1. Meaning and Concept of good governance.....	9
2.2. The Basic components of good governance.....	10
2.4. Good governance and effective service delivery	13
2.4.1 Effectiveness and Efficiency.....	13
2.4.2. Transparency	13
2.4.3. Responsiveness	14
2.4.4. Participation	14
2.4.5. Accountability	14
2.6. Relationship between good governance and human rights	14
2.6.1 Democratic Institutions	15
2.6.2 Service Delivery.....	15
2.6.4 Anti-Corruption.....	15
2.7. Creating the precondition to good governance	16
2.8. Good governance in the Ethiopia context	16

2.9. Challenges of good governance in Ethiopia	18
2.10. Urban good governance	19
2.11. Urban good governance and economic development	20
2.12. Service Delivery.....	21
2.14. The Supply Side of Public Service Delivery	23
2.15. Good Governance for water management	24
Chapter three.....	26
3. Research Methodology	26
3.1. Description of Study area.....	26
3.2. Target population of study area	26
3.3. Research strategy	27
3.4. Research design	27
3.5. Data types and sources.....	28
3.6. Sampling techniques and Procedures.....	28
3.7. Methods and tools of data collection	30
3.7.1. Survey	30
3.7.2. In depth-interview	30
3.7.3. Focus Group Discussion	31
3.7.4. Observation.....	31
3.7.5. Document analysis.....	32
3.8. Procedures of Data Collection	32
3.9. Method of Data Analysis	33
3.10. Ethical consideration.....	33
Chapter four	34
4. Discussion, Analysis and Interpretation.....	34
4.1. Demographic Distribution of Respondents.....	34
5. Status of good governance in water service delivery in <i>HabichoTown</i> , SNNPR, Ethiopia.....	35
5.1. Transparency in water service delivery	35
5.2. Responsiveness in water service delivery	38
5.3. Participation in water service delivery	39
5.4. Efficiency and effectiveness in water service delivery	40
5.5. Accountability in water service delivery.....	42
6. Challenges of good governance in urban water service delivery in <i>Habicho town</i>	45
6.1. Households' perception on the challenges of urban service delivery in the town.....	45

6.2. Households' perceptions on the water access.....	48
7. Possible measures carried out to improve urban good governance with respect to water service delivery in the town.	51
7.1. Opinion of households in water service delivery.....	51
Chapter five.....	55
5. Summary, conclusion and recommendations.....	55
5.1. Summary.....	55
5.2. Conclusion and Recommendation.....	56
References.....	58
Appendix A.....	62
Questionnaire.....	62
Appendix B.....	69
Interview.....	69
Appendix C.....	70
Group discussion.....	70
Appendix A.....	71
Appendix D:.....	77
General Information about the key Informants.....	77
Appendix F.....	78
General Information about participants of FGDs.....	78

List of Tables

Table 1: Elements of Good Governance	11
Table 2: Summarized form of data collection tools	32
Table 3: General information of respondents	34
Table 4: Transparency in water service delivery	35
Table 5: Transparency in water service delivery	37
Table 6: Transparency in water service delivery	37
Table 7: Responsiveness in water service delivery	38
Table 8: Participation in water service delivery	39
Table 9: Efficiency and effectiveness in water service delivery	41
Table 10: Accountability in water service delivery	42
Table 11: Households' perception in water service delivery	45
Table 12: Households' perception on the challenges of service delivery in the town	47
Table 13: Households' perception on the water access	48
Table 14: Households' perceptions on the water access	50
Table 15: Opinion of households in water service delivery	51
Table 16: Opinion of households in water service delivery	52
Table 17: Opinion of households in water service delivery	53

List of figures

Figure 1: Flow of water from broken pipelines (infiltration)	39
Figure 2 Pipeline design problems in Habicho town	46
Figure 3 Non-functional overhead tanks in the center of town	47
Figure 4 Dwellers waiting for water in <i>duna and Jagisa mender</i>	49

Acknowledgements

First and foremost, I express my gratitude to my Lord and Savior Jesus Christ, for his immense love, help. I give him the honor and glory for his goodwill, assistance and for giving me the courage and endurance to start the graduate study and finalize this thesis in particular.

Next, my greatest thank and heartfelt appreciation goes to my advisor Ermias Admasu (Assistant Professor) for allowing me the opportunity to work with him, for his insightful contributions to my professional development, and for his kindness and support. Without his assistances, the completion of this paper would have been hardily possible.

Further, I would like to express my thanks to Gombora Woreda Administration Office for allowing me to pursue my academic career and for their willingness to cover tuition fee. Furthermore, I would like to extend my appreciation to all staff members of Gombora Woreda Administration office, Habicho Water and Mines Energy Office, Habicho Municipality and Jimma University College of law and Governance for their collaboration and providing necessary data and information for my study.

Finally, my deepest heartfelt appreciation and very special thanks goes to my beloved family for their encouragement, love and patience by withstanding loneliness and hardship during my absence. Without them I could not have reached this level.

Acronyms/abbreviations

ADB	African Development Bank
AsDB	Asian Development Bank
CBO	Community Based Organization
DFID	Department for International Development
ECA	Economic Commission for Africa
FDRE	Federal Democratic Republic Of Ethiopia
FGD	Focus Group Discussion
GOE	Government of Ethiopia
GTP	Growth and Transformation Program
GWCsR	Gombora Woreda Civil Service Report
HWMEO	Habicho Water and Mine Energy Office
IDB	International Development Bank
IFAC	International Federation of Account
IIAG	Ibrahim Index of African Governance
MOFED	Ministry of Finance and Economic Development
NGOS	Non-Governmental Organization
PPPs	Public Private Partnerships
SNNPR	Southern Nation, Nationalities and People Region
SPSS	Statistical Package for Social Sciences
UNDP	United Nation Development Program
UNESCAP	United Nations Economic and Social Capital ForAsia and Pacific
UNESCO	Unite Nation Educational Scientific and Cultural Organization
WB	World Bank
WGI	World Governance Index

Abstract

The reason of this study is to assess the challenges of good governance in urban service delivery; the case of water supply problems in Habicho town. Good governance is the best mechanisms to enhance economic, political and social development in developing countries. Descriptive survey studies design was employed to find the cause of the problem and reap solution for water supply problems in Habicho town. Thus, both qualitative and quantitative data was collected through questionnaire, key informant interview, FGD, and field observation. Primary data are gathered from 279 Households selected by simple random sampling techniques and 17 respondents purposively selected from different public sectors. The 2 public officials and 1 water committees were interviewed to get in-depth information related to the problem. And additionally FGD was performed with 7 department heads and 7 village leaders in Habicho town. The result showed that the most important factors diagnosed to challenges of good governance in urban service delivery in water supply were poor coordination and participation of stakeholders; lack of capacity in municipality office, confined budget that makes the provision services difficult in the area. With respect to households perception on the status of good governance in Habicho water service delivery; the service providers are not providing information about water service delivery to the society. On the other hand, lack of information about water service delivery aggravates the dissatisfaction of the clients and availability of drinking water in Habicho town is unpredictable. So, the provisions of water supply are not adequate for urban residents in the study area. Building human resource capacity, replacing the generator with electricity, changing all old water pipelines, expanding service standards to water service delivery, preparing community forum in the town are the possible measures to improve water service delivery in habicho town.

Key words; *urban water supply; Service delivery; Habicho town; good governance*

Chapter One

1. Introduction

1.1. Background of the study

The idea of good governance has been thought in the field of international development since the mid-1990s associated with the public sectors (Grindle, 2001). This shows that good governance is a bridge for the political and socio-economic development of a country. Various institutions, development agencies, and policy makers, especially from the west, have been arguing for good governance. Some scholars emphasized that good governance is the central tenets in development discourse (Abdellatif, 2003). Good governance is the best mechanisms to enhance economic, political and social development in developing countries. In addition, it helps to address the voice of the poorest and helps to accommodate the need and interest of vulnerable group in decision-making process over distribution of development resources (Kaufmann and Kraay, 2003).

Favoring good governance agenda vis-à-vis development was popular in international development discourses in the post-World War II era. In developing nations, economic development relies on effective practice of good governance indicators (Pierre and Peters, 2012). However, the argument has been revolving around the point that good governance is necessarily precondition for economic development and without 'good governance' developing nations cannot reduce poverty (Uddin, 2010).

In the words of Uddin (2010): "...good governance is an essential precondition for economic development. Various countries those are quite similar in terms of their natural resources and social structures have shown striking different performance in improving the welfare of their people. Mushtaq (2007), examined this position (good governance is a necessary precondition for Economic Development).

Urban good governance is a most important factor for the eradication of poverty and to ensure prosperity of towns by encouraging effective provisioning of services. It is characterized by participation, equity, efficiency, transparency, accountability and responsiveness, and these indicators are interdependent and mutually reinforcing. States are responsible for delivering a variety of services to their populations. Good urban governance facilitates service delivery system by organizing the local communities and allowing them to participate in decision-making process (UNDP, 2008).

African countries measured by the world governance indicators have a low performance of good governance and this, in turn, resulted to stifling their development. Based on African governance survey conducted by the ECA (Economic commission for Africa) for 40 African countries from 2010 to 2013, Ethiopia's performance in accountability, transparency, rule of law, efficiency and effectiveness indices of good governance has fallen compared to that of other African countries. Ethiopia has been performing lower in terms of good governance parameters even by African standards. Based on this, the concerned stakeholders recognize the need for more efforts to make local authorities more transparent, accountable and efficient in their responses to the needs of the people (IIAG, 2013).

The practice of decentralization is important for good governance processes in developing countries and to promote pillars of good governance. Ethiopia is one of the developing countries and it has been focusing on decentralization for alleviating bad governance at all levels of government since the 1990s(Khan, 2009).The Ethiopian constitution introduced the basic principles of good governance in 1995.

However, the achievements made so far and the performance in good governance remained unsatisfactory. Taking this into account, Ethiopia has also boldly incorporated the good governance agenda as its core principle in the Growth and Transformation Plan₁(MOFED, 2006).

In a nutshell, effective urban service delivery and urban good governance are considered as critical drivers of growth and development in developing countries. In addition, efficient and accountable service delivery systems are needed to advance productivity as well as build trust, confidence, and respect between citizens and town administrations. However, in towns, cities of many developing countries, access to public services is often limited and increasingly forced (Gaurav, 2002).

So, the study illustrates the challenges, status, and mechanisms of water service delivery in *Habicho* town. Accordingly, the researcher focuses on five indicators of good governance: namely accountability, participation, transparency, responsiveness, efficiency and effectiveness (UNSECAP, 2008).

1.2. Statement of the problem

The intention of this study is to examine the challenges of good governance in urban water service delivery in Habicho town. The absence of good governance is the major obstacles to the development of towns and cities (Kim, 2002). Regarding urban good governance, different studies indicate that the societies in developing countries are usually overlooked and mistreated. The problems that hinder the prevalence of urban good governance are the lack of effective service delivery, transparency, responsiveness, participation, and accountability mechanisms over services (Kassahun, 2000).

In most developing countries, like Ethiopia, there is insufficient service delivery in terms of coverage, access, and quality of basic service and infrastructures. According to UNDP (2006), service provision in Ethiopia is significantly very low. It is anticipated that many town residents have poor access to services. To avoid this, policy makers suggest "Urban good governance strategy" as a process planned by local stakeholders to formulate a vision for their town through a participatory, accountable, effective and efficient, and responsive process (Kim, 2002).

So far, in Ethiopia different studies have been conducted by different researchers regarding good governance. For instance, Tewodros(2015), assessed the prevalence of good governance in public sectors: in Yirga Cheffe town administration, Gedeo Zone, Ethiopia. Based on the data collected from the sampled institutions, he concluded that the institutions have not been effective in any of the four good governance indicators used in the study. The indicators were: transparency, accountability, participation, and equality.

Another study by Kassahun(2010) entitled "an assessment of the prevalence of good governance in public sectors: in Debre Birhan town public institutions, Ethiopia". The researcher employed more or less similar parameters with Tewodros(2015). The researcher depicted that service users are not engaged in the service providing institutions, and especially service delivery mechanism for women and the disadvantaged group were found to be performing poorly.

Furthermore, a study conducted by Mhrty(2014) entitled "an assessment of the prevalence of good governance in land administrations: in Naeder Adet town, Tigray Region", Ethiopia, by taking three different indicators of good governance. The Parameters were: transparency, accountability, and participation. She concluded that performance of good governance hindered by the lack of qualified manpower and inadequate resources; weak coordination

among stakeholders; weak implementation capacity; weak public awareness coupled with weak education system; absence of strong monitoring and evaluation mechanisms and corruption.

However, all these studies failed to discuss the problems related to good governance in urban service delivery in a robust way and less emphasis is given for other good governance indicators. Rather, they simply analyzed the problem in terms of four variables: accountability, transparency, equity and equality, and participations. However, recent scholars alongside with these four variables, they come up with additional two variables (i.e. responsiveness, efficiency and effectiveness in dealing with some aspects of urban good governance (UNSCEAP, 2008).

According to Getachew (2002), water supply condition in Ethiopia is very poor; most of the population does not have access to safe and sufficient water supply facilities. Regarding water provision in Ethiopia, different studies indicate that coverage of water is significantly very low. It is estimated that many town residents have inadequate access to water services, and at least half of the town population remains isolated to official service networks, relying on alternative sources for water supply in its place. Reliable access to clean and affordable water is often unavailable to the town poor, who may be spending long hours waiting in line to get water(Gaurav, 2002).

According to civil service office report of *Gombora* woreda(2015), there is a bitter grievance from residents of the town, like poor water provision, road, and electricity in relation to the lack of efficiency, effectiveness, responsiveness, accountability, participation, and transparency. In addition, the investigator personal experience and observation also indicates that the development status of town is backward compared to other town and also most of the infrastructures are not fulfilled by the concerned bodies. Specifically, in the provision of affordable water service. Furthermore, the community is exposed to problems related with inadequate water provision. The problem is might be recurring due to the weak relationship between the service provider and service users. From view point of researcher, as usually experienced there, there is an unbalanced number of public taps with that number of residents or beneficiaries. The community frequently amplifies their voice with respect to the scarcity of water provision for the concerned body. However, no one is giving a due attention to address the issue. This may indicate that there is a gap in implementing the principle of good governance: like transparency, accountability, participation, responsiveness, and so forth. In

addition, to the best of the researchers' knowledge, no study has been conducted on water service delivery in relation with the practice of principles of good governance in Habicho town. The current study aspires to fill this gap by comprehensively applying many of the relevant indicators of good governance.

1.3. Research questions

The research questions of this study were raised on the following points:

- What is the status of urban good governance in water service delivery in Habicho town?
- What are the challenges hindering the practice of good governance in water service delivery in the town?
- What are the measures carried out to improve the status of urban good governance in water service delivery in the town?

1.4. Objectives of the study

1.4.1. General objective of the study

The general objective of the study is to assess the challenges of good governance in urban service delivery: the case of water supply in *Habicho* town particularly focused with the five pillars of good governance i.e. transparency, accountability, responsiveness, participation, efficiency and effectiveness.

1.4.2. Specific objectives

In the process of analyzing the relevant issues, the study aims to achieve the following interrelated objectives.

- To assess status of urban good governance in water service delivery in *Habicho* town.
- To analyze the challenges hindering the practice of good governance in water service delivery in the town.
- To explore the possible measures carried out to improve the status of good governance with respect to water service delivery in the town.

1.5. The Significance of the Study

Good governance is an important tool for development and prosperity in developing countries. It is the critical factor in alleviating poverty as well as in achieving development objectives. The major problems related to good governance in developing countries are

corruption, nepotism, economic crisis, and poor service delivery among others. Most developing countries like Ethiopia are striving to alleviate poverty and enhance the living conditions of their people, and studies conducted on good governance can play a crucial role in improving the quality of good governance. Hence, this study is vital in many aspects.

First, it could help the public officials in the town to look back their gaps in performing good governance and thereby they may devote their time and effort to improve the quality of governance.

Second, may indicate suggestions on how to improve the quality of service delivery in towns and cities of Ethiopia by improving the quality of good governance

Third, as far as the researcher could not assess all aspects of urban good governance challenges, it could motivate other researchers who are eager to deal with this area and conduct further studies.

Fourth, the study is conducted at the time when urban development has been given sufficient attention and reforms are well underway to improve quality of good governance in urban areas.

Fifth, it could provide policy suggestions for regional and national leaders and citizens at all levels to find means of alleviating challenges that face the process of promoting good governance.

1.6. Scope of the Study

Conceptually, this study mainly deals with the challenges of good governance in urban service delivery: the case of water supply in *Habicho* town, dwelling on the five principles of good governance i.e. transparency, accountability, and responsiveness, participation, efficiency and effectiveness. The principles of good governance are plenty in number and five principles are highly underscored under the GTP₁ period. Hence, the study would not assess any other principles of good governance apart from the principles listed above. On the other hand, geographically the study would be limited to *Habicho* town, Hadiya zone in 2009 E.C. Water supply is selected because the study couldn't cover all kinds of service delivery in *Habicho* town within the set time period available.

1.7. Limitation of the Study

The major limitations that were encountered while planning and conducting this study were constraints of time and material resources at disposal with the investigator. In addition, the researcher encountered scarcity of written materials, inaccessibility of officials and absence of description map of study area during data collection especially in selected town.

1.8. Operational definitions of key terms

Urban governance: Urban governance refers to how local, regional, national government and private stakeholders decide to plan, finance and administer urban areas. It plays a crucial role in determining the physical and social nature of urban regions; influences the local services and efficiency of service delivery; decides the sharing of costs and division of resources among different groups (Devas et al., 2004).

Water service delivery: The provision of sufficient, reasonable and quality basic services is provided to the societies by concerned body. It is considered as key function of urban governments. According to McLennan (2009) service delivery is commonly understood to mean “the provision of goods or services by a government or other organizations to those who need or demand them”.

Accountability: Accountability is about being responsible for what is done, and requires the ability of citizens, civil society organizations, non-governmental organizations(NGOS), community-based organizations (CBOs), and the private sector to observe public institution and governments and hold them to account(Avis, 2016).

Transparency: Transparency is the availability and clarity of information provided to the general public about government activity. Governments must not only provide information, but also ensure that as many citizens as possible have access to this information with the goal of increasing citizen participation (ADB, 2009).

Participation: Participation is an essential element for an engaged civil society. The public sector can promote participation by enacting legislation that strengthens the freedom and plurality of media, establishing an independent electoral management body, and encouraging public input into decision making on government plans and budgeting. Participation requires enhanced capacity and skills of stakeholders and sustainable policies supported by institutions of public administration (ADB, 2009).

Efficiency and effectiveness: Efficiency should be understood as a government's ability to establish predictability in the institutional and policy environment. Efficiency is also a question of correctly prioritizing government services to correspond with citizen needs (ADB, 2009).

1.10. Organization of the thesis

The paper is organized in to five chapters. The above introduction as the first part, the organization of the remaining parts of the study is as follows. The second chapter covers literature review dealing with definition and concepts of governance, good governance and related concepts, principles of good governance, overview of good governance in Africa and factors that inhibit the performance of good governance in water service delivery. The third chapter entirely deals with methodology of the study including description of the study area, research design, and sources of data, data collection and data analysis. The fourth chapter incorporates the results and discussion of the study. The last chapter includes; summary, conclusions, and recommendation of the study.

Chapter Two

2. Review of related Literature

2.1. Meaning and Concept of good governance

Since the early 1990s, the notion of "good governance" has been popular in the international development and political literature. Many things have been said about this concept and its constituting elements. Good governance is a broad concept and is characterized by a lot of things as being indicated by various international agencies (Grindle, 2001). Good governance is the best mechanisms to enhance economic, political and social development in developing countries (Pierre and Peters, 2012). Bad governance is being increasingly regarded as one of the root causes of all immorality within our societies. It is the major impediment of economic, political, and social development in the world.

However, different institution and international agencies have made a great attempt to improve the problems of good governance from the whole world. According to WB(2009), the concept of good governance is seen by the exercise of the political, social and economic process in a given country without any discriminations and it addresses the questions of most vulnerable groups and minorities (World Bank, 2009).

Good governance is a base to encourage the basic public goods and articulate the political power in a freeway. The absence of good governance leads to the corruption act, violation of human rights, political repression. According to Brinkerhoff (2005), good governance and peace play a great role in the development of social, political, and economic affairs. In addition to government action, it addresses the questions of community, civil society organizations, and the likes.

It is crucial to promote a nation's political, economic and social resources to develop human capacity, social welfare and sustainable development in the society. In the same element, Kofi Annan observes that good governance is very important for the protection of rights and the improvement of economic and social development (Kim et al, 2002).

Different authors, institutions, and agencies give detail explanation about the nature of good governance: like World Bank(WB), International Development Bank (IDB), Asian Development Bank(AsDB), African Development Bank(AfDB), Unite Nations Development Program (UNDP) and so on. They concluded that good governance is the central tenets of economic, political, and administrative development (IFAD, 1999).

The idea of good governance has gained popularity in the development debate throughout the world at different levels - among political leaders, donors, developers, etc. the interpretation of the concept of 'good governance' still differs between development agencies. Simply to be put, from one side good governance means the process of decision-making and from another side the process by which decisions are implemented (Singh, 2003). Some of the appropriate definition of good governance to this research, which is coined by different authors, organizations, and institutions, are explained as follows: Good governance is:

1. "The traditions and institutions by which authority in a country is exercised" – Kaufman et al
2. The way "... power is exercised through a country's economic, political, and social institutions" (WB, 2009).
3. "The sound exercise of political, economic, and administrative authority to manage a country's resources for development. It involves the institutionalization of a system through which citizens, institutions, organizations, and groups in a society articulate their interests, exercise their rights, and mediate their differences in pursuit of the collective good "(Country Governance Assessment, 2005).
4. "The exercise of economic, political, and administrative authority to manage a country's affairs at all levels. It comprises mechanisms, processes, and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences" (UNDP, 2006).
5. Refers to how any organization, including a nation, is run. It includes all the processes, systems, and controls that are used to safeguard and grow assets" (UNDP, 2006)
6. In broad terms, governance is about the institutional environment in which citizens interact among themselves and with government agencies/officials (ADB, 2009).

2.2. The Basic components of good governance

According to different organization and agency, the components of good governance expressed in different ways. There is no common conscience for the principle of good governance. For last two decades, the concept of good governance has been growing in different organizations, intellectuals, politicians, aid agents, development workers, and administrators. This is because of the increasing demand for the economic development and

the extensive expansion of the role and responsibilities of the government to the people (WB, 2005). International development agencies and others use a functional approach to describe good governance, giving attention to management factors to promote economic issues.

The UNDP highlighted "good governance" as the good exercise of a nation's affairs at all levels. It approved that governance is good when it subscribes to nine characteristics, which are: participation, strategic vision, rule of law, transparency, consensus orientation, equity building, effectiveness and efficiency and accountability (UNDP, 2006).

The UNESCAP recognized eight values of good governance: like accountable, participatory, transparent, consensus oriented, responsive, follows the rule of law, effective and efficient and equitable and inclusive (UNESCAP, 2008). Likewise, ODA and DFID identified four main elements of good governance that ensure the quality of government services.

According to World Bank (WB) good governance as good management of a country's economic and social resources for development and identified six criteria that strengthen the concept of good governance. In addition, the Asian Development Bank (ADB) identified four basic components of governance that help a government to operate most effectively and efficiently. All these elements of good governance have been presented in the following table:

Table 1: Elements of Good Governance

UNDP	UNESCAP	WB	ODA/ DFID	ADB
Accountability	Accountable	Accountability	Accountability	Accountability
Participation	Participatory	Participation	Participation	Participation
Rule of Law	Follows the rule of law	Rule of law and control of corruption	Legitimacy	Predictability
Transparency	Transparent	Government effectiveness	Transparency	Transparency
Consensus Orientation	Consensus oriented	Regulatory quality		
Equity Building	Equitable and inclusive	Political stability and absence of violence		
Effectiveness	Effective and efficient			
Efficiency	Responsive			
Strategic Vision				

Sources: Turner and Hulme, (2007)

According to UNDP good governance focus on:

Good governance is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It guarantees that the voices of the most vulnerable in society are heard in decision-making. It is also responsive to the present and future needs of society. Much has been written about the characteristics of efficient government, successful businesses and effective civil society organizations, but the characteristics of good governance defined in societal terms remain elusive. Interrelated, these core characteristics are mutually reinforcing and cannot stand alone. For example, accessible information means more transparency, broader participation and more effective decision-making. Broad participation contributes both to the exchange of information needed for effective decision-making and for the legitimacy of those decisions. Legitimacy, in turn, means effective implementation and encourages further participation. And responsive institutions must be transparent and function according to the rule of law if they are to be equitable.

Apart from the institutional point of view, scholars such as Grahm (1999), summarizes major principles of good governance as follows adding some concept to what is indicated by the above institutions. These are:

- | | |
|---|------------------------------|
| a. Accountability | f. Administrative competence |
| b. Rule of law | g. Participation |
| c. Respect human rights | h. Consensus oriented |
| d. Transparency | i. Judicial independence |
| e. Freedom of information | j. Abuse of corruption |
| k. Administrative neutrality merit-based public service | |

Many countries over the entire world give recognition to some of this concept either by entering into a covenant to an international convention and/ or adopting these concepts into their law such as into their constitutions.' For instance, Ethiopia, in its 1995 FDRE constitution, in the second chapter under the section of fundamental principles of the constitution, lists down some core concepts which are basic components of good governance

mainly democratic governance (i.e. Article 8 Sovereignty of the people, Article 9 Supremacy of the Constitution, Article 10 protection of Human and Democratic Rights, Article 11 Separation of State and Religion, and Article 12 Conduct and Accountability of Government).

2.4. Good governance and effective service delivery

According to Brinkerhoff and Goldsmith(2005) good governance can be explained as the processes through which individuals and public officials interact to communicate their interests, exercise their rights and duty, work out their differences, and help to produce public goods and services. Good governance strongly interrelated with the service delivery. The effective service delivery is the indicators of good governance. Therefore, enhancing the quality of public services is the main agenda of the state government to give satisfaction to the people. Good government is able to provide effective public service (Brinkerhoff, 2005).

Good governance is the process of participation in the social affairs, economics and politics of a country, state or local community through the structure and value of which is a reflection of society. The United Nations Commission on Human Rights identify most important elements of good governance: like transparency, responsibility, accountability, participation, and responsiveness (UNSECAP, 2008).

2.4.1 Effectiveness and Efficiency

The principle of effectiveness in service delivery focus on the targets achievement in agreement with recognized standards. Otherwise, the principle of efficiency is to optimize resources for better results. The public service that has achieved the standard of requirements, procedures, time and costs, in terms of the principle of effectiveness is measured to have been effective, but not necessarily efficient. The principle of efficiency and effectiveness will evaluate whether the requirements can still be made easier, more simplified procedures, shortened turnaround time and cheaper costs. Therefore, if the principle of effectiveness and efficiency were carefully and constantly applied in public service, it would be able to bring qualified and effective service delivery and able to nationally and internationally compete (UNSCEAP, 2008).

2.4.2. Transparency

Transparency is the availability and clarity of information provided to the general public about government activity. Governments must not only provide information, but also guarantee that as many citizens as possible have access to this information with the goal of

increasing citizen participation. A lack of transparency creates opportunities for government corruption and reduces public sector efficiency (ADB, 2006). All procedures, cycles and stages in the process of public service can be made transparent; thus, if the services are delayed, public will know exactly where the problem lies (UNDP, 2008).

2.4.3. Responsiveness

This principle require service provider to be approachable and responsive to the demand, anticipation, aspirations and complaints from the users. These things should be purposely collected to be processed into positive energy to enhance service quality continuously (WB, 2009).

2.4.4. Participation

According to UNDP, the concept of Participations is equal involvement of men and women in different activities; like social, economic, and political affairs. And also effective and efficient participation are critical to good governance. It expressed: like equal voice in decision making, freedom of association and speech as well as capacity to participate constructively. People participate in different activities by directly and indirectly. Well organized and informed participation is expressed by freedom of association and expression (UNSCEAP, 2008).

2.4.5. Accountability

Accountability is the most important principle in effective service delivery and without accountability; it is difficult to talk about good governance. Any decision maker organization, private sector and civil society are accountable to the people and they are accountable for their decisions. Thus, accountability, transparency, responsiveness, efficiency and effectiveness are inseparable elements of good governance (UNSCEAP, 2008).

2.6. Relationship between good governance and human rights

Good governance and human rights are indivisible things. The role of human rights in the world set performance standards and related to the principle of good governance: like accountability, transparency, and others. However, it is impossible to respect and protected human rights in the absence of good governance (Saikia, 2013).

According to different scholars and authors, the relation between good governance and human rights are based on democratic institution, service delivery, rule of law and anticorruption commission.

2.6.1 Democratic Institutions

The democratic institutions are the best mechanisms to guide the good governance reforms and human rights value. It creates awareness to the individuals, people, and communities and to participate in policymaking either through formal institutions or informal consultations. They also establish mechanisms for the inclusion of multiple social groups in decision-making processes, especially locally. Finally, they may encourage civil society and local communities to formulate and express their positions on issues of importance to them (<http://www.ohchr.org>)

2.6.2 Service Delivery

The effective service delivery process and good governance are the bases for the improvement of human rights. The effective service delivery is the best mechanisms for accountability and transparency, are accessible and acceptable to all, and paths for public participation in decision making. Good governance facilitates service delivery system by organizing the local communities and allowing them to participate in decision-making process(<http://www.ohchr.org>).

2.6.3 Rule of law

It is one of the principles of good governance and also pillars of democracy. It emphasized that all human beings are equal before the law. It advocates the principle of equality and supremacy of constitutions. Proper implementation of rule of law led to the occurrence of good governance. Rule of law gives guarantee for the protection of human rights (UNSEAP, 2008). According to Anwar (2007), Governance is sound when rule of law is respected, democratic pluralism realized, free and fair election is conducted, human and property rights are granted, powers of three branches of government are separated, and freedom of associations and press are enforced, legal frameworks properly worked.

2.6.4 Anti-Corruption

The principles of good governance are the critical parameters to combat corruptions. The practice of corruptions affects the individuals, organizations, communities, and the countries. In fighting corruption, the principles of human rights are respected and also improve the practice of good governance efforts in different public institutions. The good governance indicators are essential to promote human rights and to fight corruption in developing countries. Initiatives may include establishing institutions such as anti-corruption commissions, creating mechanisms for information sharing, and monitoring governments'

use of public funds and implementation of policies. Good governance will ensure impartial sustainable development marked by active citizens' participation, an absence of injustice and corruption and contributes towards the protection of human rights (<http://www.ohchr.org>).

2.7. Creating the precondition to good governance

According to UNDP, there are many preconditions to create good governance; among those, some condition will be discussed as follows;

In developing and developed countries good governance is provided by the government and non-governmental organizations. However, in the absence of those conditions, we cannot talk about good governance and its principles. The preconditions are critical parameters for good governance in all countries. In democratic country, the state provides the necessary condition to the communities. Like:

1. Create awareness about legal issues and avoid the obstacles to political, economic and social participation.
2. Enhancing financial management system.
3. Providing infrastructures and other necessary materials to the communities.
4. "Reform public management practices to address issues such as budget deficits, external pressures on competitiveness, antiquated work procedures, excessive centralization, inflexibility, lack of efficiency and perceived lack of public confidence in government"(UNDP, 2008).
5. It motivates public official to serve the community in the principles of rules and regulations (UNDP, 2008)
6. It gives legal guarantee for political, economic and social freedom as well as provides the basic needs to the societies.

2.8. Good governance in the Ethiopia context

The concepts of good governance inherit development agenda by World Bank twenty years ago. Good governance is a public service that is efficient, reliable, and accountable to the public (WB, 2009). Further, World Bank identified four elements of good governance: Public-sector management, Accountability, Legal framework for development, and Transparency and Information (WB, 2009).

The African Development Bank and African Development Fund on their part came with accountability, transparency, combating corruption, participation legal and judicial reform in support of good governance in the continent (ADB and ADFB, 2009). However, African countries measured by the world governance indicators have a low performance of good governance and this, in turn, resulted to stifle their development (IIAG, 2013). Based on African governance survey conducted by the ECA (Economic commission for Africa) for 40 African countries from 2010 to 2013, Ethiopia's performance in accountability, transparency, rule of law, efficiency and effectiveness indices good governance has fallen compared to that of other African countries(ECA,2013).

The twelve Ethical principles in Ethiopian civil Service have derived from the parameters of good governance. Decentralization, public-private partnership, and other change management models have been repeated for years. However, the practice on the ground remains an area of scrutiny (Fekadu, 2013). The quality of governance in Ethiopia in the light of five major parameters: like accountability, transparency, participation, efficiency and effectiveness, and responsiveness, Ethiopia has a poor governance quality in the world according to 1996 to 2008 governance quality measurement. This clearly indicates that Ethiopia has been experiencing a low practice of good governance parameters by African standards. Based on this, the concerned stakeholders recognize the need for more efforts to make local authorities more transparent, accountable and efficient in their responses to the needs of the people (WGI, 2013).

Ethiopia is one of the developing countries and it has been focusing on decentralization for alleviating bad governance at all levels of government since the 1990s (Khan, 2009). The practice of decentralization is important for good governance processes in developing countries and promotes pillars of good governance. Ethiopian constitutions introduced the basic principles of good governance.

In line with this, article 50(14) of the 1995 FDRE constitutions states that:

“State governments should be established at state and other administrative levels that they find necessary and adequate power shall be granted to lowest units of government to enable the people to participate directly in the administration of such units”.

Furthermore an article 12 provides that:

“The conduct of affairs of the government shall be transparent. Moreover, any public official or elected representative is accountable for any failure in official duties. Besides, in a case of loss of confidence, the people may recall an elected representative”.

Notwithstanding, the achievements made so far and the performance in good governance remained unsatisfactory yet (MOFED, 2006). Taking this into account, Ethiopia has introduced good governance package since 2006. The Government of Ethiopia (GOE) has been continuing on the stand that unless good governance is promoted within all public sector offices, sound development is inconceivable. For this reason that Ethiopia has also boldly incorporated the good governance agenda as its core pillar in the Growth and Transformation Plan (Mhrtay, 2014).

2.9. Challenges of good governance in Ethiopia

The factors that have bring to an end the development of good governance within the country are each structural and ideologically driven government policies that encourage backing instead of due principles.

One of the most important structural problems that appear to have prevented recognition of good governance within the country is the absence of democratic culture in the country long history (Fekadu, 2013). The country had undergone considerable part of its history under traditional feudal rule that was characterized by absolute loyalty that legitimizes the maltreatment of the poor. There was pattern of social interaction that sustains a severely hierarchical stratification of society, where one is forced by a large, invisible, but rigid system of collective sanctions, to obey the orders from above (Semahagn, 2014).

The other major confronts for realization of good governance is poverty. Poverty affects society in many ways including the undermining of democracy. Democracy can barely work in conditions where the people are poor and ignorant because the poor and illiterate may be influenced to sell their votes for a mere pittance. Apart from the rebellion of the independence of the voter, poverty and ignorance do not provide a fertile ground for encouragement and the promotion of rights. This works against the emergence of a robust and practical civil society that would work for the consolidation of democracy (Hilal, 2014).

Corruption is also another hindrance of good governance in the country. By its very nature, corruption is an abuse to all internationally acknowledged human rights. It creates a violent

where human rights awareness is constantly paired with and undermined by harsh realities of poor economic and political performance. Corruption is both the cause and the consequence of political instability, human rights abuses and underdevelopment. Corruption is a challenge to everyone, and therefore action must be taken in various areas of society. The role of hard working pressure groups, such as civil society, and attentive individuals cannot be emphasized (Hilal, 2014).

2.10. Urban good governance

Providing efficient public services delivery is a catchphrase of urban good governance agenda that rose to prominence in the African context. Developmental issues and strategies were increasingly measured in terms of outcomes viz., providing quality and efficient services. Strengthening of effective democratic governance at the local level requires assessment of the local needs and devising better provisioning of public services (UNDP, 2006). The UN-Habitat has disaggregated this index into five principles of “good” governance, such as effectiveness and efficiency, accountability, transparency, responsiveness, participation. This indicator can be useful to test for “link between the quality of urban governance and urban poverty reduction, town competitiveness and inclusiveness” (UN-Habitat, 2015). These indicators reveal the factors explaining the differences in governance processes and quality across regions, and therefore allow comparisons between towns in a country. They also promote participation, accountability and efficiency by helping the communities, and become more responsive and accountable (UN-Habitat, 2003). Thus, the good urban governance is characterized by sustainability, participation, equity, efficiency, transparency and accountability, civic engagement, and that these norms are interdependent and mutually reinforcing.

Poor levels of service, interruptions and low coverage are among the problems undermine quality of life and erode trust in urban governance (Jones et al., 2014). Better governance of basic services does not necessarily mean that the government needs to provide all services, but it needs to ensure that the poor can access adequate services.

There is a growing international agreement that the quality of urban governance is the single most important factor for the eradication of poverty and for prosperous towns by promoting effective provisioning of services (Devas, 2004). A similar study by Porio (1997), states that ‘urban governance deals with the power relationship among different

stakeholders in towns' and with the “political relationship between the state and the different groups in society, particularly the urban poor”.

Effective urban governance depends on the "city-national interface": the focus of good urban governance is not only on local institutions and actors, but also its focus on the national governments that connects the town and broader regional and national development. However, in many contexts, inadequate service delivery impeded effective urban governance (WB, 2009). Besides, good urban governance depends on "Municipal capacity": the essential component of effective urban governance is improving municipal capacity to plan and manage. But, many municipalities lack the skills, capacity and resources to meet their obligations (UN-Habitat, 2015). The private sector is a key stakeholder in both urban and economic development. In addition to providing jobs, it facilitates different kinds of infrastructure and service provision. However, where the private sector has contributed to improvements, it has often been at the expense of universal coverage, with low-income areas excluded (Parnell and Simon, 2014). "Political and institutions systems" are important for effective urban governance: Urban governance is greatly affected by the conception and action of political institutions, government capacity to make and implement decisions and the extent to which these decisions recognize and react to the interests of the poor. The most vulnerable are often excluded or overlooked in decision-making processes. There are large gaps between poor and richer urban residents' in terms to social, economic and political opportunities, and in their ability to participate in, and influence, the benefits of urban living (OECD, 2015).

2.11. Urban good governance and economic development

This paper has argued that good governance is indispensable from economic development, because bad urban governance is a great hindrance and predicament to development. There has been several scholastic debates on the idea that can a country secure an economic development in the absence of urban good governance or is it a must first to exist good governance then economic development? Good Governance is a necessary precondition for Economic Development. According to donors urban good governance is closely associated with economic development. Strong argument have been put forward that without ‘good governance’ structures the poor and the developing nations cannot reduce poverty (Windsor, 2001).

International organizations, western European countries and the USA have been suggesting that the underdevelopment of the third world countries is due to not lack of resources, rather the absence of good governance. They strongly speaks good governance, as their common criterion to assess the effectiveness of the delivered aid and benefiting the target population (which is the poor section of the population), is essential for promoting economic growth and alleviate poverty in the less developed countries, and is the main reason for the fact that the third world countries are under poverty line for so many centuries (Mushtaq H. Khan, 2007).

Good urban governance can be considered as more practical for meeting the public services, promoting efficiency and development of a country. Although some observers, policy makers and administrators question these new interest by international organizations, stating that an unacceptable attempt to impose ‘Western values not being compatible with our culture’. But we think that good governance is very important in the context of developing countries, especially Ethiopia. Without promoting the key indicators of good governance, like rule of law, voice and democratic accountability, stable political regimes, government effectiveness and control of corruption, it is not possible to achieve rapid per capita income and improve other social indicators. A modest growth in income cannot guarantee better rule of law or improved voice and accountability (The Daily Star, 2004).

2.12. Service Delivery

Service delivery refers back to the continuous system whereby handy and affordable services are largely and impartially furnished by public sector in addition to the non-public sector to people. In keeping with McLennan (2009) services delivery is constitutionally responsible takes into consideration several social factors. In step with UNDP (2006) loss of offering and inadequate operating environment have a right away have an effect on people’s demands for much needed services and facilities. Poor service provision and lack of necessary infrastructures have negative implications on the people’s way of life at grassroots level. Katorobo(2007) indicates that awesome technique in the provision of services will increase the capacity of public sectors to deliver services as consistent with demands and desire of human beings.

The provision of sufficient, affordable and quality basic services is considered as key function of urban governments. Delivery of services links intimately with the health and well-being of urban residents. Governments at all levels play vital roles in service delivery, enhancing, providing, facilitating and work together with other stakeholders and institutions

(Katorobo, 2007). Municipal government takes a primary responsibility for the provision of basic services, even if delivery of services is outsourced to the private sector or NGOs. The urban good governance provides different kinds of service to the peoples: like provision of infrastructure and other services. Patterns of decentralization and the structure of urban government agencies are critical to the capability of a municipal authority to manage service provision; incoherent decentralization often contributes to poor services.

The provision of basic services is far from being only technical matter. The political and governance context is dominant, influencing how and where resources are allocated (Devas et al., 2004). Lack of resources, inadequate provision of services, unresponsiveness of public officials; lack of accountability of local decision makers; and the shortage of effective and accountable CBOs and NGOs are impeding urban governance in developing countries (Avis, 2016).

According to Duflo et al. (2012) inadequate service provision hampers the efforts of the poor to overcome vulnerability: people spend more time and resources looking for alternative provision, often of poorer quality and higher cost.

According to UNDP (2009) four basic models of public service delivery arrangements that governments everywhere have adopted:

1. Direct Service Delivery Model -

The central government brings out legislation implements it, produces and distributes services, invests, either directly operating from the headquarters or de-concentrated line agencies, assumes full responsibility, and responsible not just for provisioning however additionally for providing services (<http://unpan1.un.org>).

2. Privatization Service Delivery Model -

The central government transfers the public services to the private companies. In many countries transportation and communication services are privatized. The basic reason of privatization is to gain advantages of allocative efficiency of the market mechanism and to meet resource gaps by mobilizing private sector investment in the public service sector (<http://unpan1.un.org>).

3. Decentralization Service Delivery Model -

Decentralization of service delivery functions to local government bodies is the most popular service delivery model in the world. Decentralization is based on subsidiary principals of governance, production and delivery of services are to be devolved to the lowest layer of the government, local bodies. By good quality of being closest to the public, local bodies are better positioned to match supply of a given service to citizens' demands, transforming citizens from service recipient client, and ensuring citizens greater accountability for service quality (<http://unpan1.un.org>).

4. Alternative Service Delivery Model -

Alternative service delivery model" is a relatively new phenomenon. It simulates a marriage between the government and private sector (Public-private Partnership) with different contractual arrangements. However, the ultimate ownership is generally vested to the government, and it retains the power to provide public services, whereas the private parties make the actual delivery (<http://unpan1.un.org>).

In a nutshell, states are responsible for delivering a variety of services to their populations: water provision, road and electricity and other services. The provision of public services is essential to the protection of human rights. Human rights principles order that public services should be available, accessible and culturally acceptable in order to secure the rights of the poorest and most marginalized. Good governance contributes to this goal by approaching individuals as actors in and not just beneficiaries of economic and social development (UN, 2007).

2.14. The Supply Side of Public Service Delivery

According to Birner (2007), provide facet of public service delivery refers to the assembly and delivery of public services through the involvement of multiple governance actors: like public agencies, private enterprises, NGOs, CBOs and communities at massive. Consequently, methods though-about to boost the provision face of public service delivery ought to concentrate on enhancing the capability and encouragement of public agencies and different service providers to participate in different ways. There are two key approaches of improving the supply side public service delivery, vis-à-vis administrative and fiscal decentralization to public agencies and creating the enabling environment for involvement of non-state actors: like private sector agencies, user organizations and NGOs in the provision of

public services. The first approaches intend to improve the capacities of autonomous service delivery public agencies and local governments. However, it is challenged by lack of transparency, equity, responsiveness, and commitment by state governments to effective administrative and fiscal decentralization (Birner , 2007).

The second approach of improving the supply side of public service delivery aims at creating the conducive environment for non-state actors to engage in activities that improve service provision to poor people (Batley, 2006). There are a number of institutional arrangements or intervention which non-state actors take part in the production and delivery of public services.

World Bank (1999) emphasized that, the most common institutional arrangements include contracting out, privatization, public-private partnerships, public-private –civil society partnerships, developing management authority to user groups and service cooperative. Public private partnerships (PPPs) are other institutional arrangements for service delivery that fundamentally create cooperative responsibilities for financing and providing services and infrastructure. It refers to the combination of a public need with private capability and resource to create a market opportunity through which the public need is meeting and a profit is made.

According to ECA (2005), public-private partnership is not necessarily appropriate for targeting the poor, but they can free up the public resources through which the government can focus of the poor. There are different PPs arrangements through which different levels partnership are established to improve levels of efficiency and effectiveness, responsiveness, transparency, participation and adequacy of public services. Public sector agencies can begin any form of partnership with small scale independent providers, non-governmental organizations (NGOs) or the private sector.

2.15. Good Governance for water management

Water governance refers to “the assortment of political, social, economic, administrative systems that are in place to develop and manage water resources, and therefore delivery of water services at different level of society”. In line with Rogers and Hall (2003), sensible good water governance follow those of excellence governance principles: like equity, efficiency, participation, responsiveness, transparency, and accountability (UN, 2003). Accountability for water service delivery requires some basic ingredients of presidency to improved civil society and water service delivery. In responsibility civil society having the

arrogance, trust and skills to meet their role. International Water Partnership (2003) stressed that, effective management of water resources is extremely necessary to sustainable development. In line with the UNSECO (2006), this downside of water service delivery has been chiefly caused not by a scarcity of installation or technology but rather by a failure in water governance. Sensible water governance depends on a variety of factors: like sturdy policy, legal and restrictive frameworks, and more effective implementing organizations: active determination to boost water governance and appropriate investments. Every of those factors is tough to pin down, significantly in developing and middle-income countries, but several countries are beginning to address these issues.

Chapter three

3. Research Methodology

3.1. Description of Study area

Habicho town is located at a distance of 262 south west of Addis Ababa, the capital city of Ethiopia with average elevation between 1600-2000m above sea level and 70⁰ 37' N latitude and 37⁰ 40' E longitude (*Habicho* town municipality, 2016). It was established in 1998 E.C with a geographical size of about 45795 hectares' of land. The name *Habicho* mean a place comfortable to live in Hadiya zone. *Habicho* town has nine *villages*, like *Jagisa*, *Mahal habicho*, *Kerensa*, *Duna*, *Nako*, *Abegash*, *Morgula*, *Tell* and *Missa*. It is located North of *Soro* woreda, East of Omo Gibe River and Yame special Woreda, at South of *Misha* and Gibe Woredas and west of *Lemoworeda*(*Habicho* town municipality, 2016).

It is one of the newly growing towns in Ethiopia even if it was established ten years ago. The town has its master plan since 2004 E.C. Owing to its strategic location; it has been serving as administration, transportation and commercial center of *Gombora* Woreda. *Habicho* town is expanding outwardly and included certain farmers' *kebeles* such as *missa* in the east and *sege* in the south direction (*Habicho* town Municipality, 2016). The total population of the *Habicho* town is 7952 of whom 4531 are males and 3421 are females. According to 2015 census conducted by *Habicho* town municipality.

Religious activities practiced in the study area include Christianity with different denominations like Protestant, Orthodox, Adventist, and Catholic. Indigenous beliefs are also being practiced in the woreda. The major ethnic group of the town is the Hadiya, kambata and Amhara (CSA, 2015).

Regarding the social service, the education coverage in the town is poorer compared to other towns of the woreda. There is only one high school and one primary school. There is an all-weather road from Hosanna to *Habicho* town which is 28 Kms long. The electric power supply is not sufficiently available in *Habicho* town.

3.2. Target population of study area

The target population is a group of people or organization or any other entities that the research/researcher is attempting to make a valid inference and generalization about. The inference and generalization are based on statistically and logically representative study population that the researcher is investigating directly and indirectly (Bhattacharjee, 2012).

The study was conducted in *Habicho* town to address the challenges of urban good governance in water service delivery. The total number of households' in *Habicho* town is 1026(*Habicho town municipality*, 2016).Hence, the study specifically focused on the Households of *Habicho* town, department heads of water and mine energy office, village leaders, water committees and public officials, because of that more information can possibly obtain from them due to their position in the daily engagements in the core activities. In addition, it is believed that they are very close to the day to day challenges exist in the town.

3.3. Research strategy

A mixed approach is employed in this study to collect extensive data from qualitatively and quantitatively and used to confirm findings from different data sources through triangulated data instruments and consequently to draw valid general conclusions. The qualitative strategy is a detail description of situations, events, people interaction, observed behaviors, direct quotations from people about their experiences, attitudes, beliefs and thoughts (Newman, 2008).Thus, it is important to provide information about the challenges of good governance in urban water service delivery, it helps the researcher to get a clear picture of the practice and extent to which good governance practice improves service provisions and advance people's living standard in *Habicho* town.

On the other hand, quantitative strategy is the systematic and scientific investigation of quantitative properties and phenomena and their relationships. The quantitative data was gathered through questionnaires. Hence, mixed approach was used in this study to describe respondent's perceptions regarding the challenges of good governance in urban water service delivery in the town.

3.4. Research design

A descriptive survey method was employed in this study. According to Best and Kahn (2003), this method is concerned with conditions that exist, opinions that are held, and the process that is going on, effects that are evident or trends that are developing. Based on this, the intention of this study is to assess the challenges of good governance in water service delivery and to describe opinions that are held by participants of the study. Thus, the method is chosen on the ground that problems of good governance would be better perceived from the opinion survey of the different types of the respondents.

3.5. Data types and sources

The researcher used both qualitative and quantitative data. Thus, in line with this, data would be gathered from both primary and secondary sources. The primary sources of data for this study include information that was obtained from the respondents through questionnaire, conducting semi-structured interviews, FGDs and field observations. Secondary data was collected from documents and reports available in the water and mine energy office. In addition, data was collected from annual reports, vision, mission, goals, and manuals prepared for training purposes in the office.

3.6. Sampling techniques and Procedures

Basically, sampling methods can be categorized into probability and non-probability sampling. Probability sampling is a technique in which every unit in the population has a chance (non-zero probability) of being selected in the sample, and this chance can be accurately determined. Non-probability sampling is a technique in which some units of the population have zero chance of selection (Bhattacharjee, 2012).

This research employed probability and non-probability sampling techniques. There is one Keble in Habicho town. The total number of households' in *Habicho town municipality*, 2016). Therefore, the participants of the study were selected using a simple random sampling and purposive sampling techniques. According to Pandey (2005), simple random sampling techniques gives each unit of the population have equal opportunity of being selected.

According to Kothari (2004), sample design is a definite plan for obtaining a sample from the sampling frame. The sample size and sampling technique would be determined to select the representative sample from the populations under study.

Kothari (2004) formula is appropriate for this research. This is because without using proper sampling technique, it may be difficult to include the whole sampling households as a sampling frame. If sample size is too small, the objectives may not be addressed exactly.

Therefore, researcher used the following formula, because it is appropriate to determine sample size in this study. In determination of sample size by applying formulas, two issues should be considered; confidence level and error. In this study the sample size is considering 95% confidence level, the value of the standard variation at a given confidence level(Z) is 0.5 and 0.05% of error.

Concerning the sampling size, the researcher employed Kothari (2004) formula in the following manner.

$$n = \frac{z^2 pqN}{e^2(N - 1) + Z^2 pq}$$

Where:

N =size of the population

p =sample of proportion of successes

n =size sample $q=1-p$

z =the value of the standard variety at a given confidence level

e =acceptable error (the precision)

then $N=1026$, $e=0.05$, $z=1.96$, $p=0.5$

Therefore, $n = \frac{(1.96)^2 \times 0.5(1-0.5) \times 1026}{(0.05)^2 \times (1026-1) + (1.96)^2 \times (0.5) \times (1-0.5)}$

$$n = \frac{985.3704}{3.5229} = 279$$

Therefore, $n = 279$ would be the minimum sample size of households for reliable results. Finally, by using simple random sampling techniques the researcher decided to take 279 sample households from *Habicho* town. Later on, a sample was drawn in the form of lot until the researcher gets the decided amount of sample size. Researcher first determine the sample size by Kothari formula, then gave number to each households (from 1-1026) & finally picked the numbers until reach 279 households.

By employing purposive sampling techniques the researcher decided to select 2 public officials out of 24, 1 person from water committees out of 7, 7 department head of water office out of 12, and 7 village leaders out of 9.

So, 296 sample respondents were drawn for data collection using simple random and purposive sampling techniques.

3.7. Methods and tools of data collection

3.7.1. Survey

The survey method is commonly used to collect information on attitudes and behaviors (Amanda, 2009). A questionnaire is developed to assess the respondent's perception, feelings and experience regarding the challenges of good governance in urban water service delivery. The questionnaire was prepared and distributed to 279 randomly selected of households. The questionnaire constitutes closed-ended and open-ended questions and constructed to gather data from respondents. In this regard, questionnaire was prepared by the researcher to evaluate the challenges, status, and mechanisms of good governance in urban good governance from the point of view of the households. Moreover, the questionnaire was prepared in English and then it was directly translated into national language (Amharic) by professional (High School 'Amharic' language teacher, MA, student in English) and also the collected data was translated back to English. Thus, questionnaire containing both open and close-ended questions was distributed to respondents.

3.7.2. In depth-interview

Interview was the other important data gathering method in this study. An interview is a specialized form of communication between people for a specific purpose. It is important to obtain relevant information from the respondents, to achieve the research objectives by describing, predicting or explaining the phenomenon based on emotions, feelings, and experiences. As compared to other techniques of data collection e.g. questionnaire, observation, etc., an interview may serve as a rich source for exploring people's inner feelings and attitudes (Wisker, 2001).

Semi-structured interviews are flexible in process, allowing the interviewee's own perception to be explored. In semi-structured interviews the interviewer has a list of issues and questions to be discussed. The objective of semi-structured interview is to understand the respondent's point of view rather than make generalizations about behavior. This type of interview gives more freedom to modify the wording and order of questions (Karim, 2013).

Thus, in this research, the researcher used semi-structured interview to obtain the relevant information from key informants concerning the challenges of good governance in urban service delivery. And to cross-check the responses obtained through questionnaire and help respondents express their feelings and perceptions freely on the challenges of good governance in urban water service delivery in the town.

Therefore, an interview was conducted with 2 public officials and 1 water committee members. They were selected from municipal office, water and mine energy office, and from the members of water committees of Habicho town. In addition, during interview the researcher would be used smart mobile phone to record responses of the participants.

3.7.3. Focus Group Discussion

Focus group discussion is a valuable research instrument when the researcher lacks substantial information about the subjects. Focus group discussion provides a detailed set of data about perceptions, thoughts, feelings and impressions of people in their own words. Besides, focus group discussion are predominantly beneficial when a researcher intends to find out the people's understanding and experiences of the issue and reasons behind their particular pattern of thinking. Focus groups allow deeper examination of complex issues than other forms of survey research, because when people hear others talk, it often generate responses or ideas that did not think before (Kitzinger, 1995).

Thus, in this research, focus group discussion is used to gather information from respondents concerning the challenges of good governance in urban water service delivery to cross-check data that collected from questions and key informants interview. In this study, FGD mainly helps to understand a specific problem of good governance in urban water service delivery from the viewpoint of the participants of discussion. At this point, the researcher used some guiding questions for further clarification on urban good governance in water service delivery in the selected town.

In this study, two FGDs were organized and discussion was conducted with 7 department head of water and mine energy office and 7 village leaders. Therefore, the first FGD was conducted with seven village leaders; they were selected by purposive sampling techniques out of nine village leaders. And second FGD was conducted with seven department head of water and mine energy office, they were selected by purposive sampling techniques out of 12 department head of water and mine energy office. Both groups constituting 14 participants. Besides, during FGDs the researcher was engaged in facilitation and recorded responses by using smart mobile phone sound recorder that forwarded by the participants.

3.7.4. Observation

Observation is a functional, systematic and selective manner of looking and paying attention to an interaction. In non-participant observation the researcher do not get worried within the

activities of the group however remains a passive observer, looking and paying attention to its activities and drawing conclusions from this (Gomm, 2004).

Thus, in this study, the researcher employed non-participant observation to gather first-hand information of households about urban water service delivery in the study area. Further, this observation was used by the researcher to get additional information to confirm the information received from other sources.

Table 2: Summarized form of data collection tools

Number	Participants of study	Number of participants	Data collection methods			Sampling techniques
			Survey	FGD	Interview	
1	Households of Habicho town	279	X			Simple random sampling methods
2	Department heads of water and mine energy office	7		X		Purposive
3	Village leaders	7		X		Purposive
4	Public officials	2			X	Purposive
5	Water committees	1			X	Purposive
Total		296				

Source: Author,2017

3.7.5. Document analysis

To back up the theoretical part, journals, researches, articles and reports like IIAG, UNDP, WB, policies and packages, documents, reports, rules and regulations, by-laws from the GOE in general and the woreda under the study, in particular were pursued and analyzed.

3.8. Procedures of Data Collection

First, the researcher came up with an official letter written from Jimma University College of law and governance to the concerned body of woreda. Then the researcher explained the purpose of the study to the concerned body and head of sectors to get permission to accomplish the work. To start the study the researcher introduced the objectives and advantage of the study to the concerned body to obtain their voluntary participation; and also inform the information gained from the respondent.

Then, the investigator first organized a general survey of the study area. Thereafter, the actual data collection was done. In order to facilitate the survey, seven field assistants were

employed. They were selected based on their level of education and experience. All field assistants trained for three days by the researcher for the administration of the questionnaire to the respondents. The researcher also distributed the questionnaires to the field assistant after selected them and give enough time to fill the questionnaires.

Finally, to maintain the quality of data, the meetings were conducted to cross check the progress and alleviation, monitoring and evaluation of problems encountered. The investigator also employed the random checking of the households surveyed by the field assistants. Additional visits were made particularly on weekends and other convenient times for eliciting response from household heads who were absent at the regular time of data collection.

3.9. Method of Data Analysis

This study involves both qualitative and quantitative data analysis techniques. The responses from key informants interviews, FGD and observation are presented through description, narration, and interpretation.

The quantitative data was processed and organized into simple statistics by using basic Statistical Package for Social Sciences (SPSS) version 20 software and Microsoft office Excel. The quantitative data was analyzed using descriptive statistics such as table, frequency and percentage. The analysis and results interpreted and presented based on the objectives of the study.

3.10. Ethical consideration

Efforts are made to make the research process professional and ethical. To this end, the researcher tried to clearly inform to the respondents about the purpose of the study i.e., purely for academic. The researcher introduced its purpose in the introduction part of the questionnaire and interview guide to the respondents; he confirmed to subjects, confidentiality would be protected. The participants were made to understand what are explained and be given the opportunity to ask questions and have them answered by the researcher. The participant's consent to participate in the research was obtained free of any coercion or promises of benefits unlikely to result from participation.

Chapter four

4. Discussion, Analysis and Interpretation

4.1. Demographic Distribution of Respondents

In this part of the chapter the demographic profiles of the households were analyzed under the dimensions of sex, age, educational level and marital status by using frequencies and percentages.

Table 3: General information of respondents

Items	Option	Frequency	Percentages
Gender	Male	180	65%
	Female	99	35%
	Total	279	100%
Age	Under18	-	-
	18-30	100	36%
	31-45	165	59%
	Above 45	14	5%
	Total	279	100%
Educational status	Illiterate	65	23%
	1-8	98	35%
	9- 12	16	6%
	Certificate or diploma	78	28%
	BA/BSC and above	22	8%
	Total	279	100%
Marital status	Single	18	6.5%
	Divorced	37	13%
	Married	202	72.5%
	Widowed	22	8%
	Total	279	100%

Source - Own Survey (2017)

Table 3 describes the general demographic characteristics of sampled households. As a result, item 1 of table 1 indicates that out of total respondents 180(65%) of the households' are male headed and 99(35%) are female headed. This shows that the greater numbers of households under the study are headed by males.

With regard to the age structure of the respondents, 100(36%) of them are aged between 18 and 30, 165(59%) fall within the age range of 31 to 45 years old, and 14(5%) are 45 years old and above. Majority of the respondents are aged between 31 and 45. This depicts that

majority of them are well experienced to offer more reliable information concerning the challenges of good governance in urban service delivery in the provision of water supply.

Besides, table 3 clearly indicates the educational background of the respondents. Accordingly, 65(23%), 98(35%), 16(6%), 78(28%) and 22(8%) are illiterate, attended primary level, enrolled at secondary school, certificate or diploma holders and educated at BA/BSC level and above respectively. Majority of them as a result are educated at primary, certificate and diploma level. This shows that most of the will be able to provide a reliable response to the challenges of good governance in urban service delivery in water provision.

Furthermore, table 1 depicts the marital status of respondents. Accordingly, 18(6.5%) are single, 202(72.5%) are married, 37(13%) are divorced, and 22(8%) are widowed. This shows that the majority of respondents are married and family responsibility takers.

5. Status of good governance in water service delivery in *HabichoTown*, SNNPR, Ethiopia

5.1. Transparency in water service delivery

Transparency, which is the central part of good governance, in the context of this study refers to free and open flow of information from the government organization to the community. In addition, transparency here implies the accessibility of water service to the community. The indicators of transparency in this context includes; the mechanisms of flow of information, decision-making process and reporting systems. Respondents' opinion regarding the status of transparency in water service delivery in Habicho town is discussed below.

Table 4: Transparency in water service delivery

Items	Option	Frequency	Percentages
5.1.1. How frequently the water service delivery office provide information regarding water service provision in the town?	Always	35	13%
	Often	39	14%
	Usually	42	15%
	sometimes	31	11%
	Rarely	132	47%
	Total	279	100%
5.1.2. Are decisions on water distribution clearly communicated to residents?	Yes	128	46%
	No	151	54%
	Total	279	100%

Source - Own Survey (2017)

Respondents were asked to rate the frequently with which the service providers are transparent towards providing information about water service delivery in Habicho town pertaining for instance with maintenance of facilities. Accordingly, 35(13%) of the respondents replied that service providers do frequently provide information about water service delivery, 42(15%) of them stated that they usually receive information from the office, while 31(11%) replied that they are informed sometimes. On the other hand, 39(14%) are informed often times, while 132(47%) are informed rarely. This indicates that service providers do not frequently provide information to the residents of the town regarding water service provision.

With respect to the respondents awareness of decisions regarding water distribution in the town, 128(46%) of them confirmed that they are well aware of decisions on the distribution of water in Habicho town, while 151(54%) disagreed that decisions are communicated to them. This depicts that residents are not well aware of decision about water service delivery pertaining for instance to distribution, allocation and others.

Focus group participants in water and mine energy office of department head of the town stated that:

In reality, there are attempts at informing the people regarding decisions on the water distribution. Such attempts are done orally and by notice during village meetings and religious gathering. However, this does not mean that there are no problems. The distributions process on water use is not clear yet. As a result, there are contradictions and disputes over the use and distributions of water.

In addition, focus group participants of village leaders, too, confirmed that:

One of the difficulties in ensuring decision-making process about distribution of water particularly at village level is mainly due to the absence of clear powers and function in the decisions-making process of water service delivery in Habicho town. This, in turn, has been making the decision- making process difficult and many of the people get confused whom to ask and where to take any of their cases in relation to the issue of water.

The data obtained clearly indicates that there are no clear mechanisms of obtaining information about water service delivery in the town. This may lead to the occurrence of conflicts, disputes, confrontation, between residents and the town administration due to lack of sufficient information on water service delivery.

Table 5: Transparency in water service delivery

Items	Option	Frequency	Percentages
5.1.3. Do you know about the future plan for water service delivery in the town?	Yes	168	60%
	No	111	40%
	Total	279	100%
5.1.4. How often the office reports to the public about its annual performance?	Once in a year	20	7%
	Two times in a year	31	11%
	Three times in a year	29	10.5%
	Four times in a year	172	62%
	No reporting mechanisms at all	27	9.5%
	Total	279	100%

Source - Own Survey (2017)

As depicted by the above table, 168(60%) of respondents are well aware of the future plan of water service delivery in the town, while 111(40%) of them don't know about the plan. This indicates that considerable proportion of the respondents is informed about the future plan of water service delivery in the town.

Requested if the office reports on its annual performance of water service delivery, 20(7%) of respondents replied that the office presents its reports only once in a year, 31(11%), 29(10.5%), 172(62%) and 27(9.5%) expressed that reports are presented two times in a year, three times in a year, four times in a year, and no reporting mechanisms at all respectively. This depicts that the office is performing well in politicizing its annual performance report to the public.

Table 6: Transparency in water service delivery

Items	Option	Frequency	Percentage
5.1.5 What mechanisms are put in place in the town to inform the public regarding water service delivery?	Through public meeting in town	59	21%
	Through training activities	50	18%
	In religious ceremonious	17	6%
	No mechanism available	153	55%
	Total	279	100%

Source - Own Survey (2017)

With respect to the mechanisms available to release information to the public, 59(21%) of the respondents replied public meeting as avenues for the provision of information, while 50(18%) and 17(6%) mentioned training activities and religious ceremonious respectively while 153(55%) of the respondents disclosed that there is no mechanisms to inform about water service delivery in the town. This indicates that there is no informing mechanism about water service delivery in the town.

5.2. Responsiveness in water service delivery

Responsiveness in the context of this study refers to the level to which water administration sector established mechanisms to address the grievance of budget, maintenance problems and its performance in terms of timeliness and quality of response.

Table 7: Responsiveness in water service delivery

Items	Option	Frequency	Percentage
5.2.1. Have you ever got the opportunity to review the budget of water service delivery institutions in the town?	Yes	119	43%
	No	160	57%
5.2.2. How long will it take to fix a broken line of water in the town?	No attention at all	201	72%
	One week	18	6%
	More than one week	20	7%
	One month	11	4%
	More than one month	29	10%
	Total		279

Source - Own Survey (2017)

As displayed by table 7 significant portion of the respondents didn't get the opportunity to review the budget of the service provider institution in the town, while the rest 119(43%) of them did have the chance to review budget report of the institution. The above survey result implies that residents are less aware of the resources available for water service delivery in the town.

With regard to fixing broken water lines, 201(72%) of the respondents supposed that officials do not give attention to fix broken water lines in the town while 18(6%), 20(7%), 11(4%) and

29(10%) of them replied that it takes one week, more than one week, one month, and more than one month to fix the broken water lines in the town respectively. This clearly shows that the service delivery office is performing very low to fix broken and out of service pipelines within a reasonable period of time before it causes scarcity and crisis among residents.

Figure 1:Flow of water from broken pipelines (infiltration)



Source: Field Survey, 2017

Source: Field Survey, 2017

5.3. Participation in water service delivery

Participation is the act of commitment of stakeholders in decision making processes regarding water issues that influence their interest. The indicators of participation in this context includes the involvement of community members in the water service delivery processes, participation in decisions-making process, consultation with community in decision, and the level of collaboration and coordination within water management institutions.

Table 8: Participation in water service delivery

Items	Option	Frequency	Percentages
5.3.1. Do public officials encourage citizen's participation in the decision-making process in water service delivery in the town?	Yes	59	21%
	No	220	79%
	Total	279	100%
5.3.2. If your answer is no, for the question 5.3.1, what do you think are the reason	The framework for participation is not practical	151	69%
	The society/ service users are not ready to participate	18	8%
	No favorable conditions on the part of the institution	21	9%

	Officials of the town disfavor customers participation	30	14%
	Others(specify)	-	-
	Total	220	100%
5.3.3. Which factors mostly affects the participation and coordination of stakeholders in water service delivery in your town?	Lack of encouragement from concerned bodies	171	61%
	Lack of plan for the services	88	32%
	Location of the town or remoteness	20	7%
	Others(specify)	-	-
	Total	279	100%

Source - Own Survey (2017)

As depicted by the above table, 59(21%) of the respondents disclosed that officials encourage citizen's participation in the decision-making process in water service delivery in the town, while 220 (79%) opined otherwise. Majority of the respondents do not believe that officials encourage them to participate in the decision making and implementation process of water service delivery in the town. The main reason as per respondents opinion for their less participation in decision making is unavailability of the framework for participation.

With regard to the factors that determine low participation of stakeholders in water service delivery, 171 (61%) of the respondents attributed it to lack of encouragement from concerned bodies, while 88(32%) of the respondents mentioned lack of plan for the service as a contributing factor. Therefore majority of the respondents stated that stakeholder's participation and coordination is limited because of lack of encouragement from the concerned bodies.

Moreover, the head of the water and mine energy office disclosed that:

There are surely factors that affect the participation and coordination of stakeholders in water service delivery in Habicho town. The water supply problem can be mostly related with inefficient coordination, participation, and lack of discussion on the issues with stakeholders.

5.4. Efficiency and effectiveness in water service delivery

Efficiency and Effectiveness are the quality processes of managing water resources and making the best use of it to meet users' needs service levels and costs without wastage. The indicators of efficiency and effectiveness are customer satisfaction; mechanisms of fairness and equal distribution of water.

Table 9: Efficiency and effectiveness in water service delivery

Items	Option	Frequency	Percentage
5.4.1. Is the provision of drinking water equally distributed for all dwellers in the town?	Yes	86	31%
	No	193	69%
	Total	279	100%
5.4.2. If your answer for above question is No", what is the reason for the unequal distribution?	Low participation of stakeholders	22	11%
	Lack of coordination among concerned bodies	23	12%
	Lack of attention to this service	11	6%
	Lack of budget	137	71%
	Others(specify)	-	-
	Total	193	100%
5.4.3. Are you satisfied with the water service delivery process in the town?	Yes	125	45%
	No	154	55%
	Total	279	100%
5.4.4. If your answer is no for above question, what is the reason for dissatisfaction	Quality of water supplied is inadequate	40	26%
	Water is not clean for household chores	35	23%
	Public tab is not fair and equal distributed for all dwellers	54	35%
	The per unit cost of water supply is high	25	16%
	Total	154	100%

Source - Own Survey (2017)

Respondents were requested about the distribution of water in the town. Accordingly, 86(31%) of the respondents agreed that water is equally distributed in the town, while 193(69%) expressed their opinion otherwise. This points out that the drinking water is not equally distributed for all dwellers in the town.

Besides, respondents were also asked to find out the reason for unequal distribution of water provision. Accordingly, 22(11%) of the respondents replied that low participation of stakeholders affect the distribution, while 23(12%), 11(6%) and 137(71%) of them attributed it to lack of coordination among the concerned bodies, lack of attention to the service and

lack of budget respectively. The above survey clearly implies that the main reason for unequal distribution of water is lack of budget.

In line with this, the focus group discussion was conducted with the department head of water and mine energy office showed that:

Limited budget/fund, lack of discussion with concerned bodies, lack of communication with the community and lack of coordination with NGOs and CBOs hold back the equal distribution of water service delivery in the town.

Furthermore, table 9 clearly indicates that 125 (45%) of the respondents are satisfied with the existing condition of municipality water supply and 154 (55%) expressed their opinion otherwise. Therefore majority of the respondents are not satisfied with the existing condition of municipal water supply.

Among the respondents who were dissatisfied with the water service delivery 40(26%) mentioned inadequacy as the major source of dissatisfaction while 35 (23%) attributed it to the provision of low quality water. On the other hand, 54(35%) and 25(16%) are dissatisfied because of unfair distribution of public tap and higher service charges for the services provided respectively. This indicates that public tap is not equally distributed for all dwellers in Habicho town.

5.5. Accountability in water service delivery

Accountability is answerability of an organization and public servants for the action and resulting consequence in delivery water service. The indicator of accountability in the context of this study includes mechanism of reporting, mechanisms of fulfilling duties in compliance with rules and regulation in water service delivery.

Table 10: Accountability in water service delivery

Items	Option	Frequency	Percentage
5.5.1. Do public officials perform their duties diligently without seeking bribes in the town?	Yes	187	67%
	No	92	33%
	Total	279	100%
5.5.2. How often are officials acting in compliance with rules and regulations in water service delivery in <i>habicho</i>	Always	42	15%
	Usually	58	21%
	Sometimes	83	30%

town?	Rarely	96	34%
	Total	279	100%
5.5.3. Is there reporting mechanisms when water lines are broken or service are interrupted in the town?	Yes	161	58%
	No	118	42%
	Total	279	100%
5.5.4. Do public officials create awareness about rules and regulation in water service delivery?	Yes	123	44%
	No	156	56%
	Total	279	100%

Source - Own Survey (2017)

The above table demonstrates that public officials are more or less fulfilling their duties with honesty as disclosed by 187(67%) of the respondents. On the other hand, 92(33%) of them replied that public officials are not diligent enough and seeking for bribes for water service delivery. This indicates that public officials perform their duties diligently without seeking bribes in the town.

Besides, table 10 indicates how often public officials are acting in compliance with rules and regulations in water service delivery. Accordingly, 42(15%) replied that public officials always acting in compliance with rules and regulations in Habicho town, while 58(21%), 83(30%) and 96(34%) of the respondents revealed that officials act in accordance with law usually, sometimes and rarely respectively. It can be inferred that the public officials do not most often act in compliance with rules and regulations in water service delivery in the town.

On the other hand, respondents were also asked if the office has established mechanisms for reporting complaints regarding water service delivery. Accordingly, 161(58%) of them agreed that the office has already put mechanisms of reporting for residents, while the rest 118 (42%) do not agree on the readiness of the office to entertain complains from the residents of the town. Majority of the respondents replied that there is a reporting mechanism when water lines are broken or services are interrupted in the town.

In line with this, village leaders disclosed that:

Then water pipelines are broken in Habicho town, there is a reporting mechanism, however, no one give attention to fix broken line in Habicho town.

In line with discharging their responsibilities in creating awareness on rules and regulation to residents, on the basis of which they will be held accountable it was disclosed by 123(44%) of the respondents that public officials in the water service delivery office are doing their

level best to raise awareness regarding the utilization of water services, while 156(56%) stated that they have never seen officials exerting efforts to raise awareness. This indicates that the public officials in Habicho town do not create awareness about rules and regulations in water service delivery. In support of this, Palmer (2007) noted that the main challenges to good governance in the water sector in Africa are due to lack of public awareness on water laws and legal frameworks. Hence, it can be stated from the above that the residents in the study area cannot easily to get access to water laws, rules and regulation.

Focus group participants of a village stated that:

Truly speaking, our town administrators and water committees or the other public officials don't let us to know the rules in water service delivery and utilization. Let alone to tell us on their own initiatives, they don't even inform us up on our request. It could be the case that if we know it, we could question them. Besides, we don't believe that the water office workers both at villages and town level know the rules.

The above focus group discussion clearly indicates that the office do not organize forums public discussion to discuss about rules and regulation on the delivery and utilization of resources. So, the water administration workers and water committees did not know well the rules of water service delivery and utilization.

Eventually, it can be stated from the finding above that the households in the town are not given the chance to discuss on the rules of water service delivery and utilization. Similarly, Samsudin (2011) found low public awareness coupled by low consultation as hindrance for promoting good governance in developing countries. The factor for this could be as Mulugeta (2012)in his study in *lemu* woreda of Oromia regional state attributed this to top down policy implementation, low commitment of the local administration, low implementation capacity and negligence.

Therefore, it can be obtained from quantitative and qualitative discussion, the status of good governance in transparency, participation, responsiveness, effectiveness and efficiency, and accountability were found to be ineffective within water service delivery in Habicho town.

6. Challenges of good governance in urban water service delivery in *Habicho* town.

6.1. Households' perception on the challenges of urban service delivery in the town

Table 11: Households' perception in water service delivery

Items	Option	Frequency	Percentage
6.1.1. Are there problems with urban water service delivery in <i>Habicho</i> town?	Yes	249	89%
	No	30	11%
	Total	279	100%
6.1.2. What factors negatively contribute to the problem of water service delivery in <i>habicho</i> town?	Corrupted behavior of officials in the town	93	33%
	Scarcity of water in the town	14	5%
	Mismanagement of water resources	49	18%
	Scarcity of finance	123	44%
	Others(specify)	-	-
	Total	279	100%

Source - Own Survey (2017)

As depicted by the above table significant portion of the residents in the town (89%) agreed that there are problems of water service delivery in the town, while the rest replied otherwise. The above survey result implies that the town is affected by shortage of water provision.

FGD participants of water and mine energy office of department head assured that:

Ensuring suitability of structural design is one of the sustainability strategies in water service delivery. However, structural design is one of the encountered problems in water service delivery in the town. The structural design in the town was done without the involvement of the community in the process. If the community were involved in the design process they might had the chance to explain the flooding problem so that the designer can fix the height of the well head.

The head of water and mine energy office expressed that:

Shortages of water supply has been aggravated since the last seven years in the town because high level of rural-urban migration. Water service delivery capacity has remained the same while the number of population demanding the service is ever increasing. Mobilizing resource to expand service delivery capacity is a challenging task ahead in the town.

Asked to locate the major factors contributing to problems of water supply, 93(33%) of the respondents underlined corrupted behavior of officials, while 49(18%) of them attributed it to mismanagement of water resources. However, relatively significant portion of the respondents 123(44%) related the problem with scarcity of financial resources. It can be inferred from this the shortage of financial resources can be mentioned as the major contributing factor behind poor water service delivery.

In line with this, an interview conducted with a member of water committee of Habicho town revealed that:

The shortage of budget in the town made it difficult to improve the water supply service and distribution of water to all residents. Furthermore, technical problems are hindering effective delivery of water service to residents.

Focused group participants of the village leaders expressed that:

The water service delivery problems are related to shortage of finance, design problem of pipelines, design problems of reservoirs in the town, and lack of support from non-governmental organizations. Furthermore, the capacity of water pipelines is much lesser than water pressure from the sources.

Figure 2 Pipeline design problems in Habicho town



Source: Field Survey (2017)

Figure 3 Non-functional overhead tanks in the center of town



Source: Field Survey (2017)

The investigator observed that, there are three overhead tanks in the distribution system of the town, but only two of them are functional with an overhead tanks capacity of 20,000 m³. The third overhead tanks are empty for most of the days in the months although it is the biggest reservoir of the town with the capacity of 10,000m³. This indicates that supply of water is by far lower than the demand from the residents of the town.

The results therefore indicate that design problems of pipelines, overhead tanks are additional contributing for water service delivery in Habicho town.

Table 12: Households’ perception on the challenges of service delivery in the town

Items	Options	Frequency	Percentage
6.1.3. Which one of the following explains the causes of water supply interruption in <i>Habicho</i> town?	Scarcity of water at source	10	3%
	Totally, pipelines are not installed	16	6%
	Budget problems	183	66%
	Technical problem	70	25%
	Other	-	-
	Total	279	100%

6.1.4. Why Habicho town water and mine energy office is not able to overcome the water supply problems?	Lack of budget	152	54%
	Less attention of concerned bodies	25	9%
	Insufficiency of municipality office support	102	37%
	Total	279	100%

Source - Own Survey (2017)

As depicted by above table 183(66%) of the respondents attribute frequent interruption of water services to scarcity of budget and 70(25%) emphasized technical problem as a source of the problem. Only 3% and 6% of the respondents underlined absence of installed pipelines and scarcity of water from the sources as the main reason for frequent interruption of the service respectively. Majority of the respondents therefore hold to the opinion that budgetary constraint is the major cause for frequent interruption in water service in the town.

Interview held with water and mines energy office head disclosed that:

The frequent water interruptions in Habicho town are caused mainly due to technical problems which influenced the supply systems through unfair distribution of water for some parts of the town. As a result, there are shortages of water supply service in the town because of insufficient monitoring and follow up of the system by town's water and mine energy office.

In line with the respondents observation, the water service delivery problem in the town has not been resolved for the last seven years and 152(54) of them pointed budget scarcity as a hindrance, while 102(37) claimed the insufficient attention given to the problem by the municipal authority. Less attention by other concerned stakeholders is also mentioned as a challenge by 25(9%) of the respondents. This indicates that shortage of budget is expressed as a hindrance for water provision.

6.2. Households' perceptions on the water access

Table 13: households' perception on the water access

Items	Option	Frequency	Percentage
6.2.1. On average, how many days per week can you get an access to the supply	One- two days	127	45%
	Two-three days	63	23%

of water?	Four-five days	52	19%
	Five- six days	37	13%
	Total	279	100%
6.2.2. Do you have equal and fair access to water service in your town?	Yes	69	25%
	No	210	75%
	Total	279	100%
6.2.3. From the following public services which one is seen as a major problem in the town?	Water	171	61%
	Road	39	14%
	Electricity	69	25%
	Others	-	-
	Total	279	100%

Source - Own Survey (2017)

Respondents were asked regarding the number of days in which they get access to water per week. Accordingly, 127(45%) of the respondents get access of water from one-two days per week, while 63(23%), 52(19%), 37(13%) replied that they get access to water from 2-3, 4-5, 5-6 days a week respectively. Therefore, households under the study get water access from 1-2 days per week. To solve this problem many households used spring and river water as alternative sources as observed by the investigator during the field survey.

With regard to equal and fair distribution of water in the town, 69(25%) replied that they have equal and fair access of water in the town while the rest 210(75%) of the respondents expressed otherwise. This shows that there is no equal and fair access to water service in the town.

Asked to judge which from among service provided in the town is facing huge challenge, 171(61%) revealed that water provision is the major problems in the town while 39(14%) and 69(25%) of the respondents expressed that road and electricity are the major public service problems in the town. Thus, water service delivery needs sufficient attention in the town.

Figure 4 *Dwellers waiting for water in duna and Jagisa mender*



Source: Field Survey (2017)



Source: Field Survey (2017)

Table 14: Households' perceptions on the water access

Items	Option	Frequency	Percentage
6.2.4. Is there private water pipeline connection for the households in the town?	Yes	28	10%
	No	251	90%
	Total	279	100%
6.2.5. If you don't have a private pipeline connection so far, what is the reason?	Distance from line	56	20%
	Unable to meet the cost	73	26%
	The inefficiency of municipality	126	45%
	House related factors	21	8%
	Total	251	100%

Source - Own Survey (2017)

Respondents were requested if they have private pipelines water connection, 28(10%) replied Yes, while 251(90%) of the respondents disclosed otherwise. This clearly indicates that majority of households do not have private water connection and have go to public places to get water.

With regard to the factors that determine the absence of private water connection,56(20%), 73(26%) and 126 (45%) of the respondents disclosed that distance from line, unable to meet the cost, inefficiency of the municipality as contributing factors respectively. On the other

hand, 21(8%) of the respondents is not developed the private pipeline water connection. Hence, the *Habicho* water provision problems are mostly related with inefficiency of municipality in the town.

In generally, the above illustrations from key informants' interview, FGD and field observation indicates that challenges of good governance in water service delivery in Habicho town can be explained mainly in relation with shortage of budget, design problem of pipelines and overhead tanks, less participation of stakeholders and technical related problems.

7. Possible measures carried out to improve urban good governance with respect to water service delivery in the town.

7.1. Opinion of households in water service delivery

Table 15: Opinion of households in water service delivery

Items	Option	Frequency	Percentage
7.1.1 Are the mechanisms put in place to forward your suggestions, questions, comments and complaints about your service provider?	Yes	178	64%
	No	101	36%
	Total	279	100%
7.1.2. Which one is the requisite suggestion to overcome water service delivery problems in the town?	Continuous training which insures the community maintenance team	153	55%
	Increase the number of system in the town	57	20%
	Efficient/committed leaders required	69	25%
	Total	279	100%

Source - Own Survey (2017)

With respect to mechanisms to forward suggestions, questions, comments and complaints about water service delivery in the town, 178(64%) of the respondents agreed that there are mechanisms to providing suggestion, question, comments and complaints and the rest 101 (36%) of them replied otherwise. As the result put on view, 36% of the respondents witnessed the difficulty of easily providing their suggestions, questions, comments and complaints about the service provider institution. This indicates that majority of respondents easily provide their complaints to the public officials in the town.

Besides, a question was raised to the respondents about the possible measurement to overcome water service delivery problems, 153(55%), 57(20%) and 69(25%) of the respondents responded that continuous training, increasing the number of system and efficient/committed leaders is required to overcome water service delivery problems respectively. Majority of the respondents replied that continuous training for maintenance team is requisite to overcome water service delivery problems.

FGD participants of village leaders revealed that:

Effective operation & maintenance is essential for sustainability of water service delivery and also village level operation and maintenance is one of the ways through which sustainability can be achieved. However, the town has not facilitated village level operation and maintenance effectively and services cannot be managed by communities alone. Village level operation and maintenance has limited success if ongoing support is not provided.

The above focus group discussion clearly indicates that effective operation and maintenance is the possible measures to overcome water service delivery problem in Habicho town.

Table 16: Opinion of households in water service delivery

Items	Option	Frequency	Percentage
7.1.3. Does the water committees in your town have adequate capacity to function their duties and responsibilities?	Yes	68	24%
	No	211	76%
	I don't know	-	-
	Total	279	100%
7.1.4. Is there any service standards to water service delivery in the town?	Yes	48	17%
	No	231	83%
	Total	279	100%
7.1.5. Do you think community discussion forums could improve water service delivery problems in <i>habicho</i> town?	Yes	191	68%
	No	88	32%
	Total	279	100%

Source - Own Survey (2017)

As depicted by the above table, 191(68%) of the respondents replied that community discussion forums could improve water service delivery problems in the town, while and 88(32%) of the respondents disclosed otherwise. According to majority principles of

respondents preparing community discussion forums is the possible measures to progress water service delivery problems.

On the other hand, respondents were asked to response the roles, function and duties of water committee in the town. Accordingly, 68(24%) of the respondents replied that water committees have adequate capacity to function their duties and responsibilities while 211(76%) of the respondents expressed otherwise. This clearly depicts that water committees have inadequate capacity to function their duties and responsibilities. In line with this, Kumera (2007) in his study in Hossana of SNNP regional state attributed this to illiteracy, low commitment of the local councils and inadequate training to scale up their capacity to oversee the service providing agencies.

In the same vein, an interview conducted with a member of water committee of Habicho town revealed that:

“In fact, I can’t read and write, but I don’t think that because of this I am falling to discharge my responsibilities. What matters to me is I am a male headed farmer and I don’t have anyone that helps in leading my life. If, for example, the town calls me to follow-up or to meeting on any issue of the community during the season of crop gathering I used to be in my activity than going to the issue of the community

The above interview indicates that water committees have not adequate capacity to function their duties and responsibilities. This is clearly shows that water committee don't have clear powers and functions in the decisions making process of water service delivery in habicho town

In relation to service standards to water service delivery in the town, 48(17%) of the respondents replied that there is service standards to water service delivery, while significant portion of the respondents expressed otherwise. This indicates that there is no service standard to water service delivery in the town.

Table 17: Opinion of households in water service delivery

Items	Option	Frequency	Percentage
7.1.6. Which measures do you consider a priority to improve the quality of urban good governance in water service delivery in the town?	Training for officials and employees regarding water service delivery	50	18%

	Creating awareness about urban good governance in water service delivery	30	11%
	Establish institutional framework for good governance in urban service delivery	45	16%
	Build human resources capacity in water service delivery	154	55%
	Other	-	-
	Total	279	100%

Source - Own Survey (2017)

Respondents were asked to prioritize the measures to be employed to ensure the prevalence of good governance in water service delivery in *Habicho* town. Accordingly, 50(18%) of the respondents went creating awareness about good governance, while 30(11%), 45(16%) and 154(55%) of the respondents opted for establishing institutional framework, training of officials and employees, and building human resource capacity in water service delivery in the town respectively. The result shows that building human resource capacity in water service delivery is the best measurements to improve good governance in urban service delivery in the town.

Hence, the above discussion from FGD, key informants, field observation, and survey depicts that the possible measures carried out to improve water service delivery in *Habicho* town are building human resource capacity, put clear power and function for water committees and expand service standards in water service delivery, and preparing community discussion forums.

Chapter five

5. Summary, conclusion and recommendations

This chapter summarizes the main findings of the study as presented in the fourth chapter from which conclusion and recommendations are forwarded.

5.1. Summary

Good governance is a precondition to sound national development. The GOE has pledged to ensuring good governance in order to achieve a fast- growing economic development. This research was primarily aimed at assessing the challenges of good governance in urban water service delivery from transparency, accountability, participation, efficiency and effectiveness, and responsiveness point of views in Habicho town, SNNPR, Ethiopia.

In the study, the investigator employed descriptive survey research methods, to assess and evaluate the challenges of good governance in water service delivery in Habicho town. To this end, both qualitative and quantitative data collection methods were employed in the form a questionnaire, key informant interview, FGD, and field observation. 279 respondents were selected through simple random sampling techniques and respondents for in depth interview and focus group discussion were selected purposively. The quantitative data were analyzed using descriptive statistics such as frequency and percentage through SPSS software. The finding of this study is summarized as follows:

With respect to households perception on the status of good governance in habicho town water service delivery; the service providers are not providing information about water service delivery to the society, the service providers did not inform any sort of modification in water provision to their clients and transparently and the decision making process on water use, distribution and allocation is not made in a clear way in *Habicho* town. On the other hand, lack of information about water service delivery aggravates the dissatisfaction of the clients and availability of drinking water in Habicho town is unpredictable. Public officials in the town did not give attention to fix broken water pipelines for water service delivery. Households did not actively participate in decision-making process in water service delivery in the town. Because, the framework for participation is not practical in Habicho town on water service delivery and stakeholders participation and coordination is limited because of lack of encouragement from the concerned bodies and shortages of the plan for the water service delivery. And also, the provision of drinking water is not sufficient and equally distributed for all dwellers in the town because the lack of budget is affected the provision of

drinking water. In addition, the main challenges to good governance in the water sector in Habicho town are due to lack of public awareness on water laws, rules and regulations.

Besides, the causes for water service delivery problems in the study area are scarcity of finance, design problem of water pipelines and reservoirs, insufficiency of municipality office support, frequent breakdown of pipelines, technical problems, and mismanagement of water resources in the town. Based on the data collected through questionnaire, 251(90%) of the respondents have no access to the private water pipelines connection and households of the town have not get access of water for their daily purpose. Therefore, households are not satisfied at the existing condition of urban water supply.

With respect to applicable measures to get better water service delivery in Habicho town, building human resource capacity in urban service delivery, expanding service standards to water service delivery, and the public officials preparing community discussion forums in the town is the possible measures to improve water service delivery in Habicho town.

5.2. Conclusion and Recommendation

Habicho water management practice is becoming incapable of supplying sufficient water service to its clients. This indicates that there is unequal demand and supply of water service delivery in the town. Transparency, participation, responsiveness, effectiveness and efficiency, and accountability mechanism in water service delivery were found to be ineffective in Habicho town.

Accordingly, in the study area, the water supply from particular water source is not continuous for all water users. The obstacles for water provision in the town are lack of budget for connection of pipeline, old of the previous pipeline, and the frequent break down of the pipelines. The investigator as observed that the shortage of water is a hot issue in the town, which means mostly related with interruption of pipelines, unfair distribution of public tap, and lack of private pipeline providers who want to enhance the supply of water in the town. So, the provisions of the water supply are not enough for urban dwellers.

Therefore, to improve water service delivery problems from the town, the researcher suggested the following recommendations:

1. The result of the study shows that the current water provision is at low standards in the town. Thus, HWMEO should increase the distribution line to bring the system close to the resident's surroundings.

2. Habicho town should create awareness on the principles of good governance and service delivery, and also build additional reservoir in the center of the town. Besides, water and mine energy office should create strong connection with Non-Governmental Organization.
3. In order to supply effective water service delivery to the residents, the public officials should undertake different water supply projects by establishing additional pipelines and reviewing its governance practice on water service delivery
4. Habicho town should support the establishment and expansion of water pipelines by accessing the capacity of the water and mines energy office.
5. Water and mines energy office should provide the necessary supports (financial, materials: likes spare parts and technical) to improve the current and long-term water shortages in the town.
6. Municipality should design different intervention strategies for different stakeholders such as the government, NGO, community based organizations, and religious organizations to intervene to the problem.
7. Poor rules and regulation are also the problems identified in the water service delivery. Hence, to avoid this, the town should prepare different manuals, plans, guidelines and directives for stakeholders. This may solve the problem of rules and regulation barriers among different actors in the water service delivery by creating awareness.
8. The community forums must organized by the choice of the residents without the interference of the government body.

References

- African Development Bank. (2009). Country Governance Profile, Governance, Economic & Financial Reforms Department.
- African Governance Report (2005): Economic Commission for Africa, Addis Ababa, Ethiopia, (retrieved from www.uneca.org).
- Adel, M., and Abdellatif. (2003). Good Governance and Its Relationship to Democracy & Economic Development, Workshop IV.
- Avis, W. R. (2016). *Urban Governance* (Topic Guide). Birmingham, UK: GSDRC University of Birmingham.
- Batley, R. (2006) Engaged or Divorced? Cross-Service Findings on Government Relations with Non-state Service Providers” in *Public Administration and Development*: 26, 241–251.
- Best, John W. and Kahn, J.V. (2007), *Research in Education*, New Delhi, Prentice Hall of India Private.
- Bhattacharjee, Anol. (2012). *Social Science Research: Principles, Methods, and Practices, Textbooks Collection. Book 3*
- Birner, R. (2007) *Improving Governance to Eradicate Hunger and Poverty. 2020 FOCUS BRIEF on the World’s Poor and Hungry People*
- Brinkerhoff, D. and Arthur, A. (2005). Institutional dualism and international development: a revisionist interpretation of good governance. *Administration & Society*.
- Daniel Kaufman, Aart Kraay, and M. Mastruzzi. (2003). *Good enough governance*.
- Devas, N. (2004). with Amis, P., Beall, J., Grant, U., Mitlin, D., Nunan, F. & Rakodi, C. *Urban governance, voice and poverty in the developing world*. London: Earthscan
- Duflo, E. Galiani, S. & Mobarak, M. (2012). *Improving access to urban services for the poor: Open issues and a framework for a future research agenda*. Cambridge, MA: Abdul Latif Jameel Poverty Action Lab.
- FDRE. (1995). *The Federal Democratic Republic of Ethiopia Constitution*.
- Fekadu, N. (2013). *Good Governance on the Ground in Ethiopia*
- Fernand, A.M., and Kraay, A.C. (2007). *Good enough governance, poverty reduction, and reform in developing countries*.
- Gaurav Relhan, Kremena Ionkova, and Rumana Huque. (2002). *Africa Urban & Water Sector Unit (AFTUW)*. The World Bank.
- Getachew, B. (2002). *Integrated Water and Land Management Research and*

- Capacity Building: Priorities for Ethiopia, Proceedings of MoWR/EARO/IWMI/ILRI International Workshop held at ILRI, Addis Ababa, Ethiopia.
- Gomm R. (2004). *Social Research Methodology; A Critical Introduction*. New York: Palgrave McMillan.
- (PASDEP). (2005/06-2009/10). Volume I: Main Text Ministry of Finance and Economic Development (MoFED Addis Ababa, 2006 Governance- retrieved from <http://www.unescap.org/drrpad/publication/bulletin%202002/ch4.p>
- Habicho Town Finance and Economic Development Office. (2014). Socio-economic profile of Habicho town, unpublished document. Habicho, Ethiopia.
- Habicho Town Municipality. (2014). For Urban Household Improving Infrastructures unpublished. Habicho, Ethiopia.
- Habicho Town Water and energy office. (2016). Work plan activities, Habicho, Ethiopia.
- Habicho Town Water and mine energy office. (2016). Water Project Assessment Report, Hossana unpublished. Hossana, Ethiopia.
- Hilal, A. (2014). Constraints and Impediments of Good Governance in Africa: Future Prospects, *Afro Asian Journal of Social Sciences*, 5 (5.1).
- Ibrahim Index of African Governance.(2013). African governance summary report, Swindon, England Oct 2013. www.moibrahimfoundation.org/interact.
- IFAD, International Fund for Agricultural Development. (1999). Good Governance: An Overview, Executive Board – Sixty-Seventh Session, Rome, 8-9 September 1999.
- Jones, H. Cummings, C. & Nixon, H. (2014). *Services in the city: Governance and political economy in urban service delivery*. London: ODI
- Karim Abawi. (2013). *Training in sexual and Reproductive Health Research: Geneva*
- Kassahun, k. (2010). An assessment the prevalence of good governance in public sectors: in Debre Birhan Town Public Institutions. Ethiopia.
- Kim, K. H. (2002). *CDS Performance Indicators: Final Report: UN-Habitat*.
- Kothari. (2004). *Research methodology: Methods and techniques Second Revised Edition*
- McLennan, A. (2009). *Delivery paradox*. In McLennan, A., & Munslow, B. (2009). *The politics of service delivery*. Johannesburg: Wits University Press.
- Merilee, S. Grindle. (2001). *Good Enough Governance. Revisited. A Report for DFID with reference to the Governance Target Strategy Paper*, Harvard University.
- Mhrty, S. (2014). An assessment the prevalence of good governance in land administrations: in Naeder Adet Woreda, Tigray Region. Ethiopia

- MoFED .(2006). Building on progress: a plan for accelerated and sustained development to end poverty (PASDEP, 2006-2010). Addis Ababa, Ethiopia
- Mushtaq, H. Khan .(2007). Governance, Economic Growth and Development since the 1960s, DESA Working Paper No. 54.
- P. J. Grahm.(1999). Governance and Good Governance: International and Aboriginal Perspectives; Institute on Governance, December 3; 11.
- Peters, G. & Pierre, J. (2012). Introduction: The Role of Public Administration in Governing. (In Peters, G. & Pierre, J. 2012. (Eds.). *The Handbook of Public Administration: Concise Paperback Edition*. London: Sage Publications. (Pp. 1-12).
- Pierre, Jon. (Ed). (2000). Debating governance, Oxford University Press.
- Rahmato, Bantirgu, Endeshaw.(2008). FDRE(Federal Democratic Republic Of Ethiopian) constitution adopted multi-party government system and accepted most of the infancy of building good governance in the country.
- Resnick, D. (2014). Urban governance and service delivery in African cities: The role of politics and policies. *Development Policy Review*, 32(s1): s3-s17.
- Ridenour, CS., and Newman, I. (2008). Mixed research method: Exploring the interactive Continuum. Carbondale: South Illinois university Press
- S. M. Anowar Uddin. (2010). Impact of Good Governance on Development in Bangladesh: A Study, MA Thesis.
- Semahagn, G. (2014). What's Dragging Ethiopia's Democratic Governance?
- Singh, K. (2003). Aid and Good Governance. A Discussion Paper for the Reality of Aid,Public Interest Research Group (India), Jan. p.4.
- Smoke, P. (2003). Decentralization in Africa: Goals, dimensions, myths and challenges. *Public Administration and Development* 23, 7–16.
- Tewodros, A. (2015). An assessed the prevalence of good governance in public sectors: in Yirga Cheffe town administration, Gedeo Zone. Ethiopia.
- UNESCAP & UN-Habitat. (2015). The state of Asian cities. Urban transformations: Shifting from quantity to quality. Nairobi: UN-Habitat/UNESCAP.
- UN-HABITAT. (2003). Global campaign on urban governance: Urban Governance Index: a tool to measure progress in achieving good urban governance.
- United Nations Development Programme. (2006). *Governance for the future: Democracy and development in the least developed countries*. New York: UNDP.
- United Nations. (2007). Good Governance Practice the protection of human rights New-York and Geneva,

Windsor, J. (2001). *Democracy and Development: The Evolution of U.S. Foreign Assistance Policy*, Freedom House.

World Bank.(1999). *Alternative Methods of Service Delivery*.

World Bank. (2009). *Problem driven governance and political economy analysis good practiceframework*, Washington Dc World Bank PRMPS.

Appendix A
Questionnaire

Jimma University

College of Law and Governance

Department of Governance and Developmental studies

Post Graduate Program in Governance Studies

Dear respondents,

I'm Kassa Desta, a Masters Student at *Jimma* University in the Department of Governance and Development Studies, currently conducting a research on the title: 'Challenges of good governance in urban service delivery: The case of water supply in *Habicho* town. I kindly request you to spare some of your precious time for filling this questionnaire. In line with this, I confirm that all data will be used for academic purpose and will be analyzed anonymously and you are not exposed to any harm because of the information you give.

Kassa Desta

Email: Kassa.Desta922@gmail.com

Tel: +251 913894723 or +251 973441693

General Instruction

- Please don't write your name;
- Put a tick (✓) mark against your choice for items with alternative;
- Please write your answer briefly for open ended questions

Section -1

Socio-Demographic Information of Respondents

1. **Age** A. Less than 18 B. 18-30 C. 31-45 D. 45 and above

2. **Educational status**

A. Illiterate

B. Primary School (1-8)

C. Secondary School (9- 12) D. Certificate / or diploma E. BA/BSC and above

3. **sex** A. Male B. Female

4. Marital status

- A. Single B. Divorced C. Married D. Windowed

Section-two

Objective 1. To assess status of urban good governance in water service delivery in *Habicho* town.

5. Households' perception on the five principles of good governance in water service delivery in *Habicho* Town

5.1 Transparency in water service delivery

5.1.1. How frequently the service provider body timely inform you whenever changes are made in spare parts of water system in the town?

- A. Always B. Usually C. sometimes D. often E. Rarely

5.1.2. Is the decision making process on water distribution and allocation is made in a clear way in your town? A. Yes B. No

5.1.3. Do you know about the future plan for water service delivery in the town?

- A. Yes B. No

5.1.4. How many times the office report to the public its yearly performance?

- A. Once in a year B. Two times in a year C. Three times in a year D. Four times in a year
E. No reporting mechanisms at all

5.1.5. What informing mechanisms are in place in water service delivery in the town?

- A. Through public meeting in town
B. Through training activities
C. In religious ceremonious
D. I don't know

5.2. Responsiveness in water service delivery

5.2.1. Do the households/ service users have ever got the chance to review the budget of your service provider institution? A. Yes B.No

5.2.2. How long will it take to fix a broken line of water in the town?

- A. No attention at all
- B. One week
- C. More than a week
- D. One month
- E. More than one month

5.3. Participation in water service delivery

5.3.1. Do public officials encourage citizen's participation in the decision-making process in water service delivery in the town. A. Yes B. No

5.3.2. If your answer is no, for the question 5.3.1, what do you think the reason?

- A. The framework for participation is not practical
- B. The society/ service users are not ready to participate
- C. No favorable conditions on the part of the institution
- D. Officials of the town disfavor customers' participation
- E. Others(specify) _____

5.3.3. Which factors mostly affects the participation and coordination of stakeholders in water service delivery in your town?

- A. Lack of encouragement from concerned bodies
- B. Lack of plan for the services
- C. Location of the town or remoteness
- D. Others (specify) _____

5.4. Efficiency and effectiveness in water service delivery

5.4.1. Is the provision of drinking water sufficient and equally distributed for all dwellers in the town? A. Yes B. No

5.4.2. If your answer for question 5.4.1 is No", what is the reason for the unequal distribution?

- A. Low participation of stakeholders'
- B. Lack of coordination among concerned bodies
- C. Lack of attention to this service
- D. Lack of budget
- E. Others(specify) _____

5.4.3. Are you satisfied with the water service delivery process in the town?

- A. Yes
- B. No

5.5. Accountability in water service delivery

5.5.1. Do public officials perform their duties diligently without seeking bribes in the town?

- A. Yes
- B. No

5.5.2. How often are officials acting in compliance with rules and regulations in water service delivery in *habicho* town?

- A. Always
- B. Usually
- C. Sometimes
- D. Rarely

5.5.3. Is there reporting mechanism when water lines are broken or services are interrupted in the town? A. Yes B. No

5.5.4. Do public officials create awareness about rules and regulation in water service delivery? A. Yes B. No

Objective 2: To assess the challenges of good governance in urban water service delivery in *Habicho* town.

6. Households' perception on the challenges of urban service delivery in the town

6.1. 1. Are there problems with water service delivery in *Habicho* town?

- A. Yes, there is a problem
- B. No, there is no problem

6.1.2. If your answer is, Yes, for question 6.1, what factors mainly contribute to the problem?

- A. Corrupted behavior of officials in the town
- B. Scarcity of water in the town
- C. Mismanagement of water resources
- D. Scarcity of finance
- E. Others(specify) _____

6.1.3. Which one of the following explains the causes of water supply interruption in *Habicho* town?

- A. Scarcity of water at source
- B. Totally, pipelines are not installed
- C. Budget problems
- D. Technical problem
- E. Other(specify) _____

6.1.4. Why *Habicho* town water and mine energy office is not able to overcome the water supply problems?

- A. Lack of budget
- B. Less attention of concerned bodies
- C. Insufficiency of municipality office support
- D. Low participation of NGOs and people

6.2. Households' perceptions on the water access

6.2.1 on average, how many days per week can you get an access to the supply of water?

- A. One-two days
- B. Two-three days
- C. Three- four days
- D. Five-six days

6.2.2. Do you have equal and fair access to water service in your town? A. Yes B. No

6.2.3. From the following public services which one is seen as a major problem in the town?

A. Water B. Road C. Electricity D. Others _____

6.2.4. Is there private water supply connection for the households in the town? A. Yes B. No

6.2.5. If you don't have a private connection so far, what is the reason?

A. Distance from line

B. Unable to meet the cost

C. The inefficiency of municipality

D. House related factors

E. Other(specify) _____

Objective 3.

7. To evaluate the possible measures carried out to improve urban good governance with respect to water service delivery in the town.

7.1. Opinion of households in water service delivery

7.1.1. Are the mechanisms put in place to forward your suggestions, questions, comments and complaints about your service provider? A. Yes B. No

7.1.2. Which one is the requisite suggestion to overcome water service delivery problems in the town?

A. Continuous training which insures the community maintenance team B. Increase the number of system in the town C. Efficient/ committed leaders required

7.1.3. Do you think that the water committees in your town have a adequate capacity to function their duties and responsibilities? A. Yes B. No C. I don't know

7.1.4. Is there any service standards to water service delivery in the town? A. Yes B. No

7.1.5. Do you think community forum is expected measures to overcome water service delivery problems? A. Yes B. No

7.1.6. What measures do you suggest to improve the quality of urban good governance in water service delivery in the town?

- A. Training for officials and employees regarding to water service delivery
- B. Creating awareness about urban good governance in water service deliver
- C. Establish institutional framework for good governance in urban service delivery
- D. Build human resources capacity in water service delivery
- E. Other

Appendix B

Interview

Jimma University

College of Law and Governance

Department of Governance and Developmental studies

Post Graduate Program in Governance Studies

Section-three

Interview questions for public officials

1. What factors mostly affects the participation and coordination of stakeholders in water service delivery in your town?
2. Are there problems with water service delivery in *Habicho* town? If your response is "yes" what are the problems?
3. What factors negatively contribute to the problem of water service delivery in *habicho* town?
4. What factors mainly causes water supply interruption in *Habicho* town?
5. Why *Habicho* town water and mine energy office is not able to overcome the water supply problems?
6. Do you think that the water committees in your town have a adequate capacity to function their duties and responsibilities?

Appendix C
Group discussion

Jimma University

College of Law and Governance

Department of Governance and Developmental studies

Post Graduate Program in Governance Studies

Focused group discussion for department heads of water office and mender leaders 1.

1. Is the decision making process on water distribution is communicated to residents in your town? If your response is no, what is reason behind?
2. Is the provision of drinking water sufficient and equally distributed for all dwellers in the town? If your answer for above question is No", what is the reason for the unequal distribution?
3. Is there reporting mechanism when water lines are broken or services are interrupted in the town? If your answer is no, explain it.
4. Do public officials create awareness about rules and regulation in water service delivery? If your response is no, what is the problems?
5. What factors negatively contribute to the problems of water service delivery in Habicho town?
6. In your opinion, what do you think factors that hinder good governance in the water service delivery? What solution do you suggest for the challenges encountered?

Appendix A

መጠይቅ

ጅም ዩንቨርሲቲ

ህግና አስተዳደር ኮሌጅ

የአስተዳደርና ልማት ጥናት ት/ት ክፍል

የድረ-ምረቃ ፕሮግራም

ወደ የተከበራችሁ ታሳታፊዎች፡

ስሜ ካሳ ደስታ እባላሁ፤ በጅም ዩንቨርሲቲ በህግና አስተዳደር ኮሌጅ የአስተዳደርና ልማት ጥናት ት/ት ክፍል የድረ-ምረቃ ፕሮግራም የሁለተኛ ድግር ተማር ነኝ። በአሁኑ ጊዜ ይህ ጥናታዊ ፎካል የሚካሄደው መልካም አስተዳደርን በተመለከተ፤ በሁብኝ ከተማ በወኃ አቅርቦት ስሆን፤ ከታች የተዘረዘሩትን ጥያቄዎችን እንድሞሉ ስጠይቅ በአክብሮት ነው። ይህ መረጃ የሚያገለግለው ለዚህ ጥናታዊ ፎካል ብቻ ሆኖ፤ ምስጢር የተጠበቀ መሆኑን አረጋግጣለሁ።

ካሳ ደስታ

ኢሜል: Kassa Desta922@gmail.com

ስልክ ቁጥር: +251 913894723 or +251 973441693

አጠቃላይ መመሪያ

➤ ስም መጻፍ አይጠበቅብትም;

➤ በመልስ መስጫ ቦታ ላይ ይህንን ምልክት ያስቀምጡ (✓)

➤ መልስ ላልተሰጣቸው ጥያቄዎች በባዶ ቦታ ላይ መልሱን ያስቀምጡ

ክፍል አንድ:

አጠቃላይ የተጠያቂዎች መረጃ

1. ዕድሜ

ሀ. ከ18 ዕድሜ በታች

ለ. 18-30

ሐ. 31-45

መ. 45 ና በላይ

2. የት/ት ደረጃ

ሀ. ያልተማራ

ለ. ከ1ኛ-8ኛ

ሐ. ከ9ኛ- 12ኛ

መ. ሰርትፍኬት/ድፕሎማ

ሠ. መ.ሲ.ስ/ቢ.ሲ.ስ ናባላይ

3. የታ

ሀ. ወንድ ለ. ሴት

4. የጋብቻ ሁኔታ

ሀ. ያላገቡ/ች ለ. የፈተ/ች ሐ. ያገቡ/ች መ. ባል/ሚስት የሞተበት/የሞተባት

ክፍል-ሁለት

ዓላማ አንድ.

5. የሀብቶች ከተማ መልካም አስተዳደር በወኃ አቅርቦት ምን እንደምመስልና ያለበትን ደረጃ ለመዳሰስ፤

5.1. ግልጽኝነት በወኃ አገልግሎት

5.1.1. በሀብቶች ከተማ ያሉት የህዝብ አመራር በወኃ አቅርቦት ምን ያህል ግልፅኞች ይሆናሉ?

ሀ. ሙሉ በሙሉ ግልጽኞች ናቸው። ለ. ግልጽኞች ናቸው። ሐ. በክፍል ግልጽኞች ናቸው። ምንም ግልጽኞች አይደሉም ሠ. ምንም አላቅም

5.1.2. በሀብቶች ከተማ አገልግሎት አቅራቢ ክፍል በጊዜና በግልፅኝነት በወኃ ለውጥ የተደረጉ ነገሮችን ያሳውቃሉ?

ሀ.አዎ ለ.አይደለም

5.1.3. በሀብቶች ከተማ በወኃ አጠቃቀም፤ በወኃ ስርጭትና አከፋፈል የሚሰጡ ውሳኔዎች ግልጽ ናቸው ወይ?

ሀ.አዎ ለ. አይደለም

5.1.4. የሀብቶች ከተማ የወኃ አጠቃቀም የወደፍት ዕቅዱን ያውቃሉ? ሀ.አዎ ለ. አይደለም

5.1.5. የሀብቶች ከተማ ወኃና መዕድን ኤኔርጅ ጽ/ቤት ዓመታዊ አፈጻጸሙን ለህዝቡ ያቀርባሉ? ሀ.አዎ ለ.አይደለም

5.2. አግባባዊ ምላሽ በወኃ አገልግሎት

5.2.1. የሀብቶች ከተማ የወኃ አቅርቦት ችግር ለመፍታት የህዝብ አመራር አግባባዊ ምላሽ መስጣትን እንደት ታያለ?

ሀ. ሙሉ በሙሉ ምላሽ ይሰጣሉ። ለ. ምላሽ ይሰጣሉ። ሐ. በክፍል ምላሽ ይሰጣሉ። ምንም ምላሽ አይሰጡም። ሠ. አላቅም

5.2.2. በሀብቶች ከተማ የተሰበሩ የወኃ መስመሮችን ለመጠገንና ለማሰራት ምን ያህል ጊዜ ይወስዳል?

ሀ. ምንም ትኩረት አይሰጥም ለ. አንድ ወር ሐ. ከአንድ ወር በላይ መ. አንድ ዓመት ሠ. ከአንድ ዓመት በላይ

5.3. ተሳትፎ በወኃ አገልግሎት

5.3.1. በሀብቶች ከተማ በወኃ አቅርቦት ችግር ላይ የህዝብ አመራር፤ ህዝቡን በውሳኔ አሰጣጥ ላይ ያሳትፋሉ?

ሀ.አዎ ለ.አይደለም

5.3.2. ለጥያቄ 5.3.1 መልስህ/ሽ አይደለም ከሆነ፤ ምንድነው ምክንያቱ?

- ሀ. አሳታፍነቱ በተግባር ላይ የተደገፈ አይደለም
- ለ. ህዝቡ ለታሳትፎ ዝግጁ አይደለም
- ሐ. ለታሳትፎ ምቹ ሁኔታ አልተፈጠረም
- መ. የከተማ አመራር የህዝቡን ታሳትፎ አይፈልጉም
- ሠ. ሌላ ካለ-----

5.3.3. በሁብሹ ከተማ በአብዛኛው ጊዜ በበላድረሻ አካላት ተሳትፎና በወኃ አቅርቦት ላይ ተጽኖአ የሚፈጥር የትኛው ጉዳይ ነው?

- ሀ. ከምመለከታቸው አካላት ማበረታቻ ያለመኖር
- ለ. እቅድ ያለመኖር
- ሐ. የከተማ አቀማመጥ ወይም ርቀት
- መ. ሌላ ካለ_____

5.4. ውጤታማ አፈጻጸም በወኃ አገልግሎት

5.4.1. ለሁሉም ሁብሹ ከተማ ህዝብ የመጠጥ ወሃ ስርጭት በቅና ህዝቡን ማዕከል ያደረገ ነው ወይ?

- ሀ. አዎ፤በቅና ማዕከል ያደረገ
- ለ. አይደለም፤በቅና ማዕከል ያላደረገ

5.4.2. ለጥያቄ 5.4.1 መልስህ/ሽ፤ አይደለም ከሆነ፤ ምክንያቱ ምንድነው ?

- ሀ. የባለድርሻ አካላት ታሳትፎ ዝቅተኛ መሆን
- ለ. ተቀናጅቶ የመስራት በህል ያለመኖር
- ሐ. ለአገልግሎት ሰጭ ተቆማት ትኩረት ያለመስጠት
- ሠ. ሌላ ካለ _____

5.4.3. የሁብሹ ከተማ ነዋርዎች በወኃ አቅርቦት ምን ያህል ርክቶሃል?

- ሀ. በጣም ርክቶሃል
- ለ. ርክቶሃል.ብከፍል ርክቶሃል
- መ. አረኩም

5.5. ተጠያቂነት በወኃ አገልግሎት

5.5.1 የሁብሹ ከተማ የህዝብ አመራርና ያለ አደሎ ኃላፍነታቸውን ይወጣሉ ወይ?

- ሀ. አዎ
- ለ. አይደለም

5.5.2. የሁብሹ ከተማ የህዝብ አመራር የወኃ ህግና ደንብ ጥቅሙን ለህዝብ ያስተምራሉ?

ሀ. አዎ፤ ያስተምራሉ

ለ. አይደለም፤ አይስተምሩም

5.5.3. ለጥያቄ 5.5.2 መልስህ/ሽ አዎ ከሆነ፤ ምን ያህል ጊዜ?

ሀ. ሁል ጊዜ ለ. በተለመደ ሐ. አልፎ አልፎ መ. ምንም የለም

5.5.4. በሀብቅ ከተማ የወኃ ቴቦዎች ስበላሹ ለምመለከታ አካል ርፖረት የማድረግ ዘዴ አለ?

ሀ. አዎ ለ. አይደለም

5.5.5. የሀብቅ ከተማ አመራር የወኃ አገልግሎት ህግና ደንቡን ይከተላሉ ወይ? ሀ. አዎ ለ. አይደለም

ዓላማ-2: በሀብቅ ከተማ በወኃ አቅርቦት ላይ ያለውን የመልካም አስተዳደር ችግሮችን ለመደሰስ፤

6. የአባወራ አመለካከት በሀብቅ ወኃ አቅርቦት ችግር ላይ፤

6.1. በሀብቅ ከተማ ወኃ አቅርቦት ላይ ችግር አለ ወይ? ሀ. አዎ ለ. አይደለም

6.2. ለጥያቄ ቁጥር 6.1 መልስህ/ሽ አዎ ከሆነ፤ ምክንያቱ ምንድን ነው?

ሀ. በከተማ ሙስና ጎልቶ መታያት ለ. በከተማ የወኃ እጥረት መኖር ሐ. አስተዳደራዊ ችግር

መ. የባጀት እጥረት መኖር ሰ. ሌላ ካሌ _____

6.3. ከምከተሉት የሀብቅ ከተማ ወኃ አቅርቦት ችግርን የሚገልጸው የትኛው ነው?

ሀ. በዋና ምንጩ የወኃ እጥረት መኖር ለ. ሙሉ በሙሉ የወኃ መስመር ያለመዘርጋት

ሐ. የባጀት ችግር መኖር መ. ቴክኒካል ችግር መኖር ሰ. ሌላ ካሌ _____

6.4. የሀብቅ ከተማ የወኃና ማዕድን ኤኔርጅ ጽ/ቤት የወኃ አቅርቦት ችግርን መፍታት ያልቻለ ለምንድን ነው?

ሀ. የባጀት ችግር መኖር ለ. ዝቅተኛ ትኩረት ስለምሰጥ

ሐ. የማዘጋጃ ቤት ድጋፍ ዝቅተኛ መሆን መ. መንግስታዊ ያልሆኑ ድርጅትና የህዝብ ታሳትፎና ዝቅተኛ መሆን

7. የአባወራ አመለካከት በሀብቅ ከተማ ወኃ አቅርቦት

7.1. በአማካይ፤ በሳምንት ምን ያህል ጊዜ ወኃ ታገኛለ?

ሀ. ምንም ለ. ከ1-2ቀን ሐ. ከ3-5ቀን መ. ከሳምንት በላይ

7.2. ለከተማ ነዋሪዎች እኩልና ፍታዊ የሆነ የወኃ አጠቃቀም አለ ወይ? ሀ. አዎ ለ. አይደለም

7.3. ከምከተሉት ከህዝብ መገልገያ ተቆማት በሀብቅ ከተማ እንደ ዋነኛ ችግር የሚታያው የትኛው ነው?

ሀ. ወኃ ለ. መንገድ ሐ. ማብራት መ. ሌላ ካሌ _____

7.4. በህብኝ ከተማ የቤት ለቤት የወን መስመር ዝርጋታ አለ ወይ? ሀ. አዎ ለ. አይደለም

7.5. ለጥያቄ ቁጥር 7.4 መልስህ/ሽ አይደለም ከሆነ፤ ምክንያቱ ምንድን ነው?

ሀ. የቦታ ርቀት ለ. ክፍያን ያለመቻል ሐ. ማዘጋጃ አቅም ያለመኖር መ. የቤት ችግር

ሠ. ሌላካለ _____

ዓላማ- 3.

የመልካም አስተዳደር ችግሮችን ለማሻሻልና የወን አቅርቦት ችግርን ለመፍታት የሚደረግ ዘዴዎችን ለመደሰስ

8. የግልጽነት መለኪያ በወን አቅርቦት

8.1. በህብኝ ከተማ የወን አቅርቦት መረጃን በምን መልኩ ታገኛለ?

ሀ. በስብሰባ ለ. በስልጠና ሐ. በሃሳቦች በኩል መ. አላቅም

8.2. በህብኝ ከተማ አመራር ላይ ሙሉ እምነት አለ?

ሀ. አዎ ለ. አይደለም

8.3. ለጥያቄ ቁጥር 8.2 መልስህ/ሽ አዎ ከሆነ የከተማ አመራር በስራቸው ተጠያቂ እንደሆኑ የትኛውን ዘዴ ነው የሚትጠቀሙት?

ሀ. “ግምገማ ለ. ሀሳብ መስጨ ሳጥን ሐ. የምክር አገልግሎት መ. ሌላ ካለ _____

9. የተጠያቂነት መለኪያ በወን አቅርቦት

9.1. በህብኝ ከተማ አመራር ላይ በቀላሉ ሀሳብ፤ ጥያቄ፤ አስተያየትና ቅሬታ ማቅረብ ትችላላ?

ሀ. አዎ ለ. አይደለም

9.2. ለጥያቄ 9.1 መልስህ/ሽ አዎ ከሆነ፤ በምን ሁኔታ ተያለ?

ሀ. በአግባቡ ቅሬታ ተቀብሎ በፍጥነት ምላሽ ይሰጣል

ለ. በአግባቡ ቅሬታ ይቀበላሉ ነገር ግን ምላሽ አይሰጡም

ሐ. ቅሬታ ለመቀበል ምንም ዝግጁ አይደሉም

መ. ሌላ ካለ _____

9.3. በህብኝ ከተማ የወን አቅርቦት ችግር ለመፍታት ፤ የህዝብ ቅሬታን ለመቀበልና በቂ አገልግሎት ለመስጠት የተያዘ መንገድ አለ ወይ? ሀ. አዎ ለ. አይደለም

10. የውጤታማነት መለኪያ በወን አቅርቦት

10.1. የከተማ አመራር ወንን በተመለከተ የአቅም ግንባታ ስልጠና ይሰጣሉ ወይ? ሀ. አዎ ለ. አይደለም

10.2. በህብኝ ከተማ ወን ላይ የቅሬታ አፈታት ዘዴ አለ ብለህ ታስባለህ?

ሀ. አዎ ለ. አይደለም ሐ. ምንም አላቅም

10.3. በሁብሽ ከተማ የወን ኮምቴ ግዴታቸውንና ኃላፍነታቸውን በአግባቡ ይወጣሉ? ሀ. አዎ □ ለ. አይደለም □

10.4. በሁብሽ ከተማ የወን አገልግሎት ላይ የአገልግሎት ደረጃ ለተገልጋዮች ተለጥፎ ይገኛል? ሀ. አዎ □ ለ. አይደለም □

11. የተሳትፎ መለኪያ በወን አቅርቦት

11.1. የከተማ አመራር የህዝብ ንቅናቄና የውይይት መደረክ በወን ጉደዮች ላይ ያዘጋጃሉ? ሀ. አዎ □ ለ. አይደለም □

12. አግባባዊ ምላሽ መለኪያ በወን አቅርቦት

12.1. በሁብሽ ከተማ በወን አገልግሎት ላይ የተተማ የአፈፃፀም የአገልግሎት ደረጃ ይገኛል ወይ?

ሀ. አዎ □ ለ. አይደለም □

12.2. በሁብሽ ከተማ የወን አጠቃቀም ህጉን፤ ደንቡንና የአገልግሎት ደረጃን በምን መልኩ ነው የሚታወቀው?

ሀ. በበራር ጽሁፎች □

ለ. በክልል ሚዲያዎች □

ሐ. ከግለሰቦች □

መ. ምንም መረጃ የማገኛ ዘዴ የለም □

ሠ. ሌላ ካለ _____

12.3. በሁብሽ ከተማ መልካም አስተዳደር እንድሰፍንና እንድናኖር ምን አይነት ዘዴ ይሻላል ብለህ ታስባለ?

ሀ. ለከተማ አመራርና ሰራተኞች ስልጠና መስጣት □

ለ. በከተማ መልካም አስተዳደር እንድሰፍን የግንዛቤ ስራ መስራት □

ሐ. መልካም አስተዳደር እንድናኖር ተቆማዊ ስራዎችን መዘርጋት □

መ. ሌላ ካለ _____

Appendix D:
General Information about the key Informants

No	Full Name	Occupation/ position	Date of interview	Place of Interview	Address/ Phone No.
1	Delelegn Girma	Water and mine energy office head	17/06/09	Office	0917187943
2	Tamirat Dentamo	Municipal office head	28/08/09	Office	0912432200
3	Deselegn kemiso	Member of water committee	03/07/09	In his home	-----

Appendix F

General Information about participants of FGDs

No	Full Name	Occupation/ position	Date of interview	Place of Interview	Address/ Phone No.
1	Mikael yohannes	Village leader	26/07/09	In village meeting area	
2	Yaekob ayele	"	"	"	
3	Deneke lalego	"	"	"	
4	Siyum beyamo	"	"	"	
5	Kassa lintamo	"	"	"	
6	Seriko beyikaso	"	"	"	
7	Lerebo ersumo	"	"	"	
8	Mulgeta kebeda	Water officedepartment head	30/07/09	Water and mine energy office	
9	Misame doleso	"	"	"	
10	Ashame forsido	"	"	"	
11	Mathewos yosef	"	"	"	
12	Getachew bushura	"	"	"	
13	Deselegn ashamo	"	"	"	
14	Lenjebo tumdado	"	"	"	
15	Gadore assefa	"	"	"	
16	Misganu shuga	"	"	"	
17	Tariku jebamo	"	"	"	